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IOM DISCLAIMER

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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Contact: For more information on the RRP programme and current activities taking place in Jubail, please contact: iraqpublicinfo@iom.int

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The UN Migration Agency (IOM) transition programming aims to contribute towards the recovery of Iraqi communities by improving their resilience and promoting social cohesion, while addressing the Humanitarian, Development and Peace Nexus in a protracted crisis. The key principles underpinning this approach are:

**PRINCIPLES**
- Accountability to Affected Populations
- Community led and owned
- Confidence in public institutions
- Diagnostic and evidence-based program design
- Integrated and holistic interventions
- Area Based

IOM aims to achieve this through a comprehensive and integrated approach that encompasses five main outcome areas:
1. **Increasing Human Capital**: Build capacity, provide technical training, raise awareness and enhance the skills of community, which will facilitate the creation of an enabling environment for the execution of all the other components.

2. **Promoting Good Governance at the Local Level**: Encourage civic engagement and government ownership. This will also build trust in government institutions and facilitate cohesion between the community and local authorities.

3. **Improving Access to Community Services**: IOM works with communities to rehabilitate public services and infrastructure, improve their quality and support access to and provision of these services.

4. **Supporting Local Economies**: Provision of grants and technical support to micro-small enterprises with the aim to revitalize small-scale industries and encourage new sectors that respond to market opportunities. In all construction and rehabilitation work (when possible) equipment and materials are purchased locally; labour is hired locally and contracts are signed locally to further invest into the community’s local economy.

5. **Creating Safer Communities**: IOM contributes to addressing long term safety and security issues by identifying and addressing protection concerns through programmes such as community policing. This approach builds trust and facilitates dialogue between security actors and the wider community.

**ENGAGING THE COMMUNITY**

The community engagement process creates space for dialogue regarding housing, land and property as well as access to remedies (e.g., transitional justice). IOM’s Community Engagement teams seek to share information and coordinate with other actors working in the area to coordinate response and complement and complete the community’s objectives. At the heart of their work they ensure the implementation of Accountability to Affected Populations (AAP). In addition, programmes that invest in local economies create opportunities to engage young men and women, therefore enhancing stability by mitigating tensions in a post conflict scenario.

**COMMUNITY-LED RECONCILIATION**

IOM recognizes the importance of community-led reconciliation efforts. To prevent a resurgence of terrorism and/or sectarian violence it is critical to address the multi-sectoral rights and needs of communities through an inclusive process that is applied through a conflict sensitive lens. Community-led reconciliation requires an understanding of the context within which we operate, including the interactions between the communities and UN agencies and our partners. Importantly, it also requires the ability to act upon this understanding to avoid negative impact.

**RAPID RECOVERY PROGRAMME (RRP)**

IOM utilizes the Rapid Recovery Programme (RRP) to deliver immediate assistance when areas become accessible after they have been retaken from the so-called Islamic State of Iraq and the Levant (ISIL) control. In addition, immediate assistance is provided for areas affected by new waves of displacement.

The RRP adopts an Area Based Recovery approach, which uses the geographical area as the main entry point for intervention as opposed to a specific sector/target group. In addition, this method enables RRP to respond to local problems through a multi-sectorial approach, including various types of interventions such as: improving access to basic services; local governance; and economic recovery.
TRANSITION AND RECOVERY APPROACH: COMMUNITY ASSESSMENTS REPORT - PART 1

It is critical for IOM that assessments are conducted through participatory engagement processes, and that the evidence collected through such assessments provides guidance for programme design. A process of ongoing liaison with the community and monitoring is essential for effective implementation and to ensure the application of the overall intention to “Do No Harm”.

THE COMMUNITY ASSESSMENT PROCESS

The community assessment process is a cornerstone of IOM’s work in the transition space in Iraq and ensures AAP. This approach ensures a two-way dialogue between the Organization and the affected population, particularly in terms of programme design, monitoring and evaluation, and throughout programme implementation through the provision of timely information to the communities, ensuring their active participation and ownership in the decision-making process.

THE COMMUNITY PLANNING PROCESS

Following the assessments, IOM teams work with community members to organise Town Hall Meetings and Community Member Workshops where women and men will have the opportunity to review the problems their community faces and identify the causes of the problems. IOM will ascertain the community’s priority objectives and chart a course towards actualising these priorities (including stakeholder mapping and community based beneficiary selection criteria). Several options are then shared with the community who will then agree on a Community Action Plan, which will be published and shared in English and Arabic.
**COORDINATION AND GOVERNANCE**

During the planning process, IOM will collaborate with local and district level authorities (government bodies), identify their capacities and coordinate and partner with them and the communities in order to attain the prioritized objectives. In addition, IOM uses the Community Assessment reports to flag opportunities for engagement of other UN/NGO actors to better and more comprehensively respond to community needs – especially those that IOM is not able to address at the time.

**METHODOLOGY**

The data for this report was collected in April 2018 by IOM field staff. The data was collected using mixed qualitative and quantitative methods. The location was selected from a long list of communities identified using a fragility index.

Quantitative data were collected via household (HH) surveys using SurveyCTO (mobile data collection using tablets). During interviews, enumerators were requested to take notes of any additional discussions and share these reports in order to further enrich the qualitative components of the research. The data were analysed, reviewed and presented back to the enumerator team to confirm responses and trends.

GPS coordinates were taken during field visits to mark/identify water, health centres and school locations.

**Sample Size:** According to the community leaders, the population figures are estimated at 5,508 individuals (918 HHs). Data were collected from 94 households, (with a 95% confidence interval and a 10% margin of error). Sample size calculations can be found online at: https://www.surveysystem.com/sscalc.htm#one

**Enumerator Team:** The data were collected by a team of eight trained IOM staff, including two women to ensure women’s ability to participate in the survey.

**Data Analysis:** The data were analysed using Marketsight, which allows for cross-tabulation of data and identification of statistically significant differences between the populations being assessed. Where statistically significant differences were identified, the data has been disaggregated by gender and displacement status. For more details on the programme, please see https://www.marketsight.com

**Location Selection:** IOM selects locations for RRP programming based on the following criteria:

1. Fragility index;
2. Conflict-affected areas;
3. Areas with high numbers of IDPs, Returnees or any populations affected by the 2014 conflict (including areas with large displacement of men into armed groups);
4. Areas with high needs/high vulnerability reported;
5. Areas with limited actors already working;
6. Ability to access the area for recovery activities; and
7. Recommendations for the location from local and governorate authorities following the above-mentioned criteria.
Jubail is a community located in the sub-district of Fallujah, within the governorate of Anbar. According to IOM field teams Jubail is known as being one of the poorest communities within the sub-district, due to its lack of basic services and access to livelihoods. The community was occupied by ISIL for almost two and a half years, from January 2014 to July 2016. Jubail is located approximately 5km from centre of Fallujah City.

According to the data collected during the KII, there are an estimated:

5,508 individuals
918 HHs
100% Returnees

The following gender disaggregation is estimated by the community leaders:

53% (2,916)
47% (2,592)
Survey data

Household survey respondents:
- 43% female
- 57% male
- 100% Returnees

Households (HoH)

During the KII, community leaders reported that the composition of Jubail includes approximately:

- 95 female heads of household (FHoH) (10% of total population);
- 15 HoH with physical or mental impairments (2% of total population); and
- 0 child HoH.

Whilst 24% of the survey respondents reported either being a FHoH, or living within a FHoH, IOM field teams believe this to be an over-representation, and that the figure reported by the KII is more accurate.

Graph 1: Gender of respondents, by age groups

Graph 2: Marital status, by gender of HoH

Graph 3: Highest level of education, by gender of HoH
Graph 3 highlights the highest educational attainment disaggregated by the gender of the HoH. Overall, educational attainments reported by respondents were low within Jubail; only 49% of respondents reported to continuing education past Middle school (High school or University).

The following statistically significant difference can also be observed:

- FHoH (48%) were more likely than MHoH (24%) to report the highest educational attainment to be middle school.

**PROGRAMME CONSIDERATIONS: Support to multiple families**

Given that 32% of survey respondents reported two families living in their house, and a further 5% reported three families, any activities that include in-kind or cash assistance should carefully consider the family size and the number of individuals living within the house to ensure assistance is proportionate to the needs.

**PROGRAMME CONSIDERATIONS: Education**

Overall, the population in Jubail appears to have limited levels of education. Programmes should therefore focus on identification of appropriate training and additional support to those with Middle and Elementary school who may face challenges in accessing employment. Where possible, actors should also try to mitigate any barriers which may prevent children within Jubail accessing higher education in the future.

**Graph 4: Number of families living in the house**

Graph 4 shows that the majority of respondents (63%) reported only one family to be living in their HH, with a further 33% reporting two families.
DISPLACEMENT INFORMATION

**Graph 5: Living conditions, by gender of HoH**

- Unfinished house: 9% (FHoH), 1% (MHoH), 3% (Total)
- Relative’s house: 26% (FHoH), 6% (MHoH), 10% (Total)
- Rented house: 30% (FHoH), 37% (MHoH), 35% (Total)
- Owned house: 35% (FHoH), 35% (MHoH), 55% (Total)

**Graph 6: Current condition of the house you have left**

- Damaged: 47%
- Good state: 27%
- Other: 14%
- Sold: 10%
- Destroyed: 3%
- Occupied by another

Fifty percent (50%) of respondents reported that they currently live in an owned house, followed by 35% reporting living in a rented house. According to IOM field teams, some families were renting prior to their displacement, and have thus returned to such housing. However, other families are currently unable to return to their home due to them being damaged.

The following observations are of note:

- Divorced respondents (0%) were statistically less likely than married respondents (57%) to report owning a house; and
- FHoH (26%) were statistically more likely than MHoH (6%) to be living in a relative’s house.

**PROGRAMME CONSIDERATIONS:**

Informal settlements within Jubail

IOM field teams confirmed that approximately 50 HHs within Jubail can be considered as ‘informal settlements’. Whilst structurally these homes appear similar to others within the community, the families do not own the land on which they are building. Usually this land is agricultural or owned by the government. Actors working within shelter (e.g. property rehabilitation) should therefore be mindful of potential housing, land and property disputes (HLP) related to these HHs.

Graph 6 shows that 47% of respondents reported that the house they returned to following displacement was damaged. IOM field teams confirmed that respondents who reported ‘Other’ were generally referring to furniture having been destroyed or stolen.

These findings seem to contradict reports from community leaders during the KII that only 20% of houses were partially damaged or burned. According to IOM field staff, the figure provided through the KII is more accurate. No respondents reported that the house they had returned to was occupied by another family.
The most commonly cited reason for leaving Jubail was reported as either a fear for one’s own life, or the lives of family members (47%). Following this, 43% reported leaving because of insecurity.

As shown in Graph 7, 45% of survey respondents have been displaced once since 2014, and a further 48% were displaced twice. Only 5% reported being displaced three times.

According to IOM field teams, as many of the HHs within Jubail were unable to afford rental costs during displacement, the majority were displaced to nearby camps.

Graph 8 shows that 52% of respondents returned to Jubail between 6-12 months ago and 48% returned more than 12 months ago. The community was retaken from ISIL control in July 2016.

According to data collected during the KII, community leaders reported that approximately 215 HHs have not yet returned but are expected to do so. They identified the following as being factors that would influence the return of these HHs:

- Improvement of services;
- Improvement to current restrictions of movement; and
- Reconstruction of home; some HHs won’t return until the reconstruction of their home is finished, which for many is pending government compensation.

IOM field staff also believe that a small number of HHs have not returned because they think they may be accused of being affiliated to ISIL.

**PROGRAMME CONSIDERATIONS: Property damage**

Whilst figures between HH survey respondents and community leaders are inconsistent, IOM field teams have reported approximately 20% of houses to be damaged within Jubail. Although these figures are not considered to be high in comparison to other areas of the country, it has become evident throughout the assessment that the destruction of property is significant to community members in Jubail. Firstly, property damage / destruction was identified as the third greatest impact of the conflict (see Graph 13) and according to community leaders, remains a barrier to return for some families within the community. In addition, over 50% of respondents reported that the opportunity of improved shelter, in comparison to the shelter available in their location of displacement, was a reason for their return. With these findings in mind, the opportunity to explore property reconstruction / rehabilitation in Jubail should be considered.

**Graph 9: Returnees reasons for leaving**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forced restriction of movement</td>
<td>1%</td>
</tr>
<tr>
<td>Forced to leave</td>
<td>2%</td>
</tr>
<tr>
<td>Lack of livelihood opportunities</td>
<td>2%</td>
</tr>
<tr>
<td>Destruction of public infrastructure</td>
<td>3%</td>
</tr>
<tr>
<td>Following families who left</td>
<td>6%</td>
</tr>
<tr>
<td>Destruction of house</td>
<td>7%</td>
</tr>
<tr>
<td>Lack of services (water, electrical etc)</td>
<td>12%</td>
</tr>
<tr>
<td>Presence of armed groups</td>
<td>32%</td>
</tr>
<tr>
<td>ISIL</td>
<td>32%</td>
</tr>
<tr>
<td>Insecurity</td>
<td>43%</td>
</tr>
<tr>
<td>Fear for life / lives of family members</td>
<td>47%</td>
</tr>
<tr>
<td>Ethnic / religious tensions or violence</td>
<td></td>
</tr>
<tr>
<td>Arrest / detention / abduction</td>
<td></td>
</tr>
<tr>
<td>Forced recruitment</td>
<td></td>
</tr>
</tbody>
</table>

The most commonly cited reason for leaving Jubail was reported as either a fear for one’s own life, or the lives of family members (47%). Following this, 43% reported leaving because of insecurity.
Graph 10: Returnees reasons for returning

- Other community members / relatives returned: 63%
- Fighting stopped / became safe: 53%
- Shelter available: 52%
- More affordable rent: 11%
- Livelihood opportunities available: 9%
- Lack of safety in area of displacement: 1%
- Humanitarian assistance available: 1%
- Schooling available: 1%
- Non-acceptance by host community: 1%
- Ethnic / religious tensions in area of displacement: 1%
- Forced return: 1%
- Functioning markets available: 1%

Graph 10 shows that the most cited reason for returning to Jubail was the return of other community members / relatives (63%), followed by the end of fighting and improved safety within the community (53%). Interestingly, availability of shelter (52%) and more affordable rent (11%) were also key factors influencing returns.

As shown in Graph 11, 39% of respondents reported that there had been changes to the demography of their community as a result of there being many fatalities since 2014. IOM field teams have confirmed that during the conflict many males were killed within Jubail.

Despite of this a further 34% reported not observing any such changes. Interestingly, of those who did observe a change, no one reported feeling concerned by this. The following statistical significant differences can be noted:
- Male respondents (48%) were more likely than female respondents (15%) to report not observing a change in demography; and
- Female respondents (33%) were more likely than male respondents (2%) to report observing a change but not feeling concerned by this.

Ex-Combatants

Eighteen percent (18%) of respondents reported being aware of someone in the community who had returned from fighting against ISIL. Of these, 65% reported not knowing which group the community member had fought for. Those who did know reported as follows:
- 12% reported the community member fought for Al Hashid;
- 24% reported the community member fought for the local tribe; and
- 6% reported the community member fought for the police.

Graph 11: Perceptions of change in demography since 2014

- Yes, there have been many deaths: 93%
- No: 34%
- Yes, but I’m not concerned by this: 15%
- Don’t know: 10%
- No answer: 1%
- Yes, and I think it’s a good change: 1%
- Yes, and I’m concerned by this: 1%

Graph 12 shows most respondents who reported knowing ex-combatants did not know what they were currently engaged with (59%). However, of those who did: 18% reported some to be working with the police / army, 12% reported some to be working with the PMF / Hashid, and 12% reported them not to be working.
GENDER, PROTECTION & COMMUNITY DISPUTES RESOLUTION

As shown in Graph 13, the most reported impacts of the conflict were displacement (98%) and increased tensions within the community (32%). Following this, 29% of respondents reported being affected by housing damage or destruction. The following statistically significant difference can also be observed: Female respondents (18%) were more likely than male respondents (4%) to report being affected by the death of a family member.

As shown in Graph 13, the most reported impacts of the conflict were displacement (98%) and increased tensions within the community (32%). Following this, 29% of respondents reported being affected by housing damage or destruction. The following statistically significant difference can also be observed: Female respondents (18%) were more likely than male respondents (4%) to report being affected by the death of a family member.

This survey seeks to understand the community’s perceptions of who is vulnerable and the factors that are known to be leading to it. Community-identified vulnerability criteria should be taken into consideration when planning and implementing programmes to better respond to the ones deemed most in need by the community itself. Individual assistance should look at both individuals who are perceived as vulnerable and at the criteria for vulnerability (factors contributing to vulnerability).

Graph 14 shows that widows (73%) and elderly women (36%) were identified as the most vulnerable groups within the community. During the KII, community leaders identified widows and persons with disabilities as the two most vulnerable groups.

PROGRAMME CONSIDERATIONS: Informal settlements within Jubail

Whilst current levels of tensions within Jubail are not particularly concerning (see Social Cohesion), increased tensions in the community was cited as the second greatest impact of the conflict (see Graph 13). According to IOM field staff, tensions in the community rose during the conflict due to increased competition of resources, as well as tensions around perceived or suspected ISIL affiliation. Actors working within Jubail should therefore seek to implement interventions that build upon positive community dynamics that exist within the community, whilst being mindful of it’s recent history.
As indicated in Graphs 14 and 15, the most cited cause of vulnerability within Jubail is a lack of livelihoods which, in particular, is affecting widows and elderly women within the community. Actors working in Jubail should therefore prioritise identifying appropriate livelihood opportunities for these vulnerable groups. However, as shown throughout the assessment, in addition to a weak economy, there are specific cultural / social barriers that may prevent these groups from accessing income. Therefore, whilst efforts should first be made to find opportunities that could provide sustainable income, if such opportunities cannot be identified, cash assistance could be considered.

There were no statistically significant differences by gender of respondent

As indicated in Graphs 14 and 15, the most cited cause of vulnerability within Jubail is a lack of livelihoods which, in particular, is affecting widows and elderly women within the community. Actors working in Jubail should therefore prioritise identifying appropriate livelihood opportunities for these vulnerable groups. However, as shown throughout the assessment, in addition to a weak economy, there are specific cultural / social barriers that may prevent these groups from accessing income. Therefore, whilst efforts should first be made to find opportunities that could provide sustainable income, if such opportunities cannot be identified, cash assistance could be considered.

There were no statistically significant differences by gender of respondent

Social cohesion

The questions relating to inter-community relations are used by IOM’s Social Cohesion Programme to indicate levels of perceived social connectedness (or, alternatively, social tension). This information is used to design and/or adapt IOM’s Social Cohesion programming, with a view to create opportunities for the groups to interact, and therefore build trust and reduce prejudice.

During the KII, community leaders reported that no tensions existed within Jubail. Whilst 89% of household survey respondents agreed with this statement and reported no tensions within the community, 9% of respondents reported tensions did sometimes exist. Five percent (5%) of respondents did not answer the question.

Female respondents (18%) were statistically more likely than male respondents (2%) to report that tensions existed sometimes.
The above graph depicts respondents’ confidence in the capacity of formal and informal actors. As can be seen, the majority of respondents reported having either complete confidence, or some confidence in both formal and informal actors. No respondents (0%) reported little or no confidence in formal law enforcement actors, and only 2% reported little or no confidence for informal counterparts.
Jubail, Fallujah, Anbar Governorate

Nonetheless, whilst both groups are trusted to a degree, respondents reported more confidence in formal law enforcement actors (65%) in comparison to informal counterparts (26%).

The following statistically significant differences can also be observed:

- Female respondents (80%) are more likely than male respondents (54%) to report having complete confidence in formal law enforcement actors;
- Male respondents (33%) were more likely than female respondents (15%) to report complete confidence in informal actors; and
- Respondents aged between 18-30 years (81%) were more likely than respondents aged between 31-59 years (50%) to reported having complete confidence in formal law enforcement actors.

PROGRAMME CONSIDERATION: Working with official and non-official government actors

Graphs 17 and 18 indicate that are many gender and age based differences with regards to preferences and trust in different formal and informal actors. As such, anyone working in Jubail must consider the different leaders, along with the most trusted sources to resolve problems for all community members. Facilitating work and access to formal (Courts/police) as well as informal (Tribal Sheikh) interlocutors/stakeholders should be facilitated according to community and individual preference and perceptions of safety.

Perceptions of safety

All respondents (100%) reported that they currently feel safe in Jubail. The most cited reasons for feeling safe were as follows:

- Community trusts and supports each other (84%);
- My family are here (54%);
- This is my home (24%); and
- There is punishment for crime (13%).

These findings were corroborated by community leaders, who reported during the KII that the security situation in Jubail had improved and is now considered to be stable.

Graph 19 depicts the biggest protection / security concerns facing Jubail. Despite 100% of respondents reporting feeling safe, there are significant concerns around restriction of movement (68%) and harassment (51%). It should be noted that no respondents perceived the following as threats to the community; radicalization of youth, ISIL, perceive affiliation with ISIL, forced recruitment or kidnappings.

The following statistically significant differences can also be observed:

- Female respondents (88%) were more likely than male respondents (54%) to report facing a restriction of movement
- Female respondents (78%) were more likely than male respondents (31%) to report facing issues of harassment

IOM field teams have confirmed that community members in Jubail, face challenges in travelling due to extensive delays (usually 2-3 hours) at checkpoints. In particular the ‘Al Soqoor’ checkpoint between Fallujah and Baghdad, and the checkpoint in Western Fallujah towards Ramadi take a long time to pass. As well as affecting personal travel to these areas, businesses are also suffering from these restrictions; due to reliance on imported goods from Baghdad, some business owners are reportedly paying bribes at check points to get goods into Fallujah.

During the KII, community leaders identified child labour and political violence to be the largest protection concerns facing the community. They reported that many children, and specifically those within FHtH, were forced to drop out of school in order to work
and support their families. Regarding political violence, community leaders raised protection concerns surrounding the upcoming elections; whilst numbers of those affected could not be verified by the team, there were reports that some families were selling their election IDs and votes to some politicians. It is believed by IOM field staff that families are able to sell these documents for $50-$150 USD.

As shown in Graph 20, the most cited recommended actions to mitigate and address protection / security risks were; working together to address issues (62%), sharing information with community (32%), setting up activities for youth (29%) and creation of jobs (26%). IOM field teams reported that when identifying information as a protection strategy, the majority of respondents are referring to the dissemination of updated information on the security situation within their community, and others nearby.

The following statistically significant differences can also be observed:

- Respondents aged between 31-59 years (18%) were more likely than 18-30 year olds (0%) to recommend catching and punishing people; and
- Respondents aged between 18-30 years (44%) were more likely 31-59 year olds (18%) to recommend setting up activities for youth.

Overall, respondents reported that they would be most comfortable approaching the police (70%) for protection and security issues. This aligns with earlier findings that the police were the most trusted actor for dispute resolution within the community (see Graph 17).
In Jubail, the most commonly cited mechanisms for family protection were staying within the community (64%) and staying living with family (63%). No respondents reported either joining or avoiding armed groups as a protection mechanism, but IOM field staff did confirm the presence of Al Hashid and the tribal Hashid within Jubail.

There were no statistically significant differences by gender or age of respondent.

The majority of respondents (58%) reported that no non-violent mechanism exist in relation to issues and crimes linked to the ISIL conflict and a further 35% of respondents did not know. Only 1% reported that such mechanisms did exist. These findings do however seem to contradict data shown in Graph 20, wherein only 10% of respondents identified punishment as a mechanism to address risks / concerns.

There were no statistically significant differences by gender or age of respondent.
LIVELIHOODS, MARKETS AND INCOME GENERATION

Graph 25: Priority needs

- Finding work / job placement: 60%
- Loans: 47%
- Cash: 26%
- Increase market function: 16%
- Improve shelter / housing: 10%
- Access to water: 7%
- Vocational training for adults: 7%
- Rent support: 5%
- Provide assistance to people with special needs: 5%
- Access to health centres: 3%
- Re-starting old businesses: 2%
- Support to existing businesses: 1%
- Location of missing family / community members: -
- Legal support: -
- Psychosocial support: -
- Access to adequate food / nutrition: -

Graph 25 shows that respondents in Jubail identified the following as their priority needs; finding work / job placement (60%), loans (47%) and cash (26%).

The following findings are of note:

- Only female respondents (18%) prioritized vocational training;
- Male respondents (35%) were more likely than female respondents (13%) to report prioritizing cash; and
- Respondents from households wherein the highest academic attainment is Elementary School (88%), were statistically more likely to prioritize finding a job than all other households.

Source of income

- 84% of respondents reported that unemployment was a problem within Jubail even before 2014;
- 84% of respondents reported that they currently have a household income. FHoH (65%) were significantly less likely than MHoH (90%) to report having a household income;
- Of the 16% who reported not currently having an income, 87% of these had an income before ISIL. When asked to identify two barriers to work, respondents reported; lack of available jobs (60%), lack of start-up capital (40%), restriction of movement (33%) and increased competition for jobs (13%); and
- 68% of respondents reported that their income has decreased since 2014.
There is a private Flour Factory on the border of Jubail, which is no longer functioning. The factory was partially damaged during the conflict. The factory previously employed more than 150 people, most of which were from Jubail or neighbouring communities.

There are no vocational training centres / institutes within or near to Jubail.

Graph 26: Current source of income (of those working)

- Daily wage (construction): 46%
- Private business owner: 33%
- Government employee: 13%
- Mechanic: 6%
- Government pensions: 6%
- Daily wage (non-construction): 5%
- Education sector: 4%
- Reliant on donations: 3%
- Fruit vendor: 3%
- Skilled labourer: 3%
- Police / army: 1%
- Factory work: 1%
- Hashid / armed group: -
- Farmer (non-dairy): -
- Farmer (dairy): -

Of those working within Jubail, the most identified source of income was daily work in construction (46%), followed by private businesses (33%).

As will be noted, these findings seem to contradict those shown in Graph 28, whereby only 13% of respondents reported owning businesses. IOM field teams believe this is likely to be that some occupations e.g. taxi drivers would be considered as self-employment, but don’t require ownership of an actual business.

There were no statistically significant differences by gender of respondent or gender of HoH

PROGRAMME CONSIDERATION:
Sustainable livelihood opportunities

Despite 84% of respondents reporting a household income, cash and loans are still prioritized, with high levels of debt and low levels of savings within the community. This is likely to be due to the fact the most cited source of income in Jubail is construction daily labour, which is low paid and irregular. With this in mind, actors implementing livelihood activities in Jubail should therefore identify or create job opportunities that will provide more sustainable income to families. Given that unemployment was a problem even before 2014 / ISIL and households with lower levels of education are found to be prioritising job identification over all others, opportunities to up-skill and provide employment experience (e.g. job placement, vocational training) should be considered. Any vocational training opportunities should however be identified after a thorough labour market assessment to ensure that the skills provided respond to gaps in the market.

Graph 27: Household members currently working

Elderly women: 1%
Elderly men: 3%
Boys: 16%
Women: 32%
Men: 85%
Girls: -

Graph 27 shows the members of the household involved in income generating activities. As can be seen, whilst men are the most reported household member to be working (85%), women (32%) and boys (16%) were also commonly identified. During the KII, community leaders also reported women and boys to be working within the community and identified child labour as one of Jubail’s protection concerns.
Whilst almost a third of respondents (32%) report women to be working in their households, community leaders did acknowledge cultural / social norms as being a barrier to this. IOM field teams confirmed that women working within Jubail often do so from their homes, e.g. home-based grocery stores.

**PROGRAMME CONSIDERATION:**
Identifying job opportunities for women in Jubail

Considering that FHoH within Jubail were more likely to report not having an income than MHoH, actors working in the community should seek to identify appropriate job opportunities for women. Whilst almost a third of HHs (32%) reported women to be involved in income-generating activities, cultural / social norms continue to restrict the opportunities available to them. Women within Jubail are also affected more greatly by restrictions of movement. Any livelihood interventions that target women should therefore be mindful of this, but should equally try and encourage women’s participation in new areas and challenge limiting stereotypes that may define what women are considered as being able to contribute.

**Markets and availability of goods**

All respondents (100%) reported that there is a market in the area and that they have access to it. However, only 37% of respondents reported that all basic items were available at the market.

The most cited missing items in Jubail are; electrical items (42%), household items (39%), car materials (27%), housing material (24%), clothes (22%) and construction material (12%).

IOM field teams confirmed that there is no souq within the community, nor within any of the communities nearby. Instead, there are two streets with a small selection of shops, in addition to a number of small shops scattered around the community. There are more shops available in Nazzal community, which is located approximately 2-3kms from Jubail, and community members reported travelling there to purchase some products. There are also two large markets available in Fallujah City which is located approximately 5km from Jubail.

Graph 28 shows access to and ownership of assets in Jubail. As can be seen, 59% of respondents reported not having access to any of these assets, and 34% reported not owning any. Very low numbers of respondents reported either owning (6%) or having access to (5%) a vehicle within Jubail. According to IOM field staff, this is due to the expense of the vehicles and also the poor conditions of the roads which make it challenging for vehicles to drive around the community. Interestingly, during field visits may community members within Jubail were seen to be using bicycles as a mode of transport.

There were no statistically significant differences by gender of HoH.
Graph 29: Businesses requiring investment

<table>
<thead>
<tr>
<th>Business Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>All purpose shop</td>
<td>68%</td>
</tr>
<tr>
<td>Clothes</td>
<td>27%</td>
</tr>
<tr>
<td>Daily work (construction)</td>
<td>19%</td>
</tr>
<tr>
<td>Smithery / carpentry</td>
<td>17%</td>
</tr>
<tr>
<td>Beauty / hair</td>
<td>17%</td>
</tr>
<tr>
<td>Electronics</td>
<td>11%</td>
</tr>
<tr>
<td>Mechanics</td>
<td>9%</td>
</tr>
<tr>
<td>Restaurants</td>
<td>5%</td>
</tr>
<tr>
<td>Barber</td>
<td>4%</td>
</tr>
<tr>
<td>Shisha / casino</td>
<td>3%</td>
</tr>
<tr>
<td>Baker</td>
<td>2%</td>
</tr>
<tr>
<td>Butchers</td>
<td>2%</td>
</tr>
<tr>
<td>Produce vendors</td>
<td>1%</td>
</tr>
<tr>
<td>Transport (taxi / bus)</td>
<td>1%</td>
</tr>
<tr>
<td>Dairy farming</td>
<td></td>
</tr>
</tbody>
</table>

Graph 29 shows the businesses that require investment in Jubail. As can be seen, 68% of respondents identified all-purpose shops as an area needing investment.
The following statistically significant differences can also be observed:

- Female respondents (50%) were more likely than male respondents (9%) to report requiring investments in beauty / hair salons;
- Female respondents (30%) were more likely than male respondents (7%) to report requiring investments clothes shops; and
- Male respondents (28%) were more likely than female respondents (3%) to report requiring investments in smithery / carpentry.

During the KII, community leaders identified a lack of capital as a priority concern within Jubail. They reported that during the conflict many business owners were affected and have not received any compensation or support from the Government. During visits to the community, IOM field teams confirmed that some shops have been left empty and it is believed no one has the capital to renovate these and start new businesses.

Respondents within Jubail reported basic items and services to be missing from their market and as a result, community members are travelling to shops in a nearby community to fulfil these needs. As a lack of start-up capital has been identified as a barrier, conditional cash grants, business packages or rent support could be considered. However, as community leaders reported that many business owners lost their livelihoods during ISIL occupation, actors should first consider how they can support previously successful business men / women to re-establish businesses within Jubail. Any remaining gaps can subsequently be supported.

In order to respond to the priority need of access to employment and in the same vein, to reduce perceptions of vulnerability within the community, organisations working in Jubail should ensure as much as possible that their interventions stimulates investments into the local economy. For example, wherever possible, contracts should be signed locally (or as close as possible, with preference given to local contractors). In addition, it should be stipulated within each contract, that skilled and unskilled labour are both sourced locally and that all materials are to be purchased locally, when available. This should eventually increase income (even in the short-term) and promote investments in businesses and shops in the area. Finally, whenever feasible, on-the-job trainings could be set up during construction or rehabilitation work to increase the value of human capital.

### Identified market gaps

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small private businesses (shops)</td>
<td>80%</td>
</tr>
<tr>
<td>Construction</td>
<td>71%</td>
</tr>
<tr>
<td>Food production</td>
<td>19%</td>
</tr>
<tr>
<td>Entertainment (cafés / restaurants)</td>
<td>5%</td>
</tr>
<tr>
<td>Textiles fabric</td>
<td>3%</td>
</tr>
<tr>
<td>Agriculture</td>
<td></td>
</tr>
<tr>
<td>Transport</td>
<td></td>
</tr>
</tbody>
</table>

### Supporting local economy through local procurement and contracts

In order to respond to the priority need of access to employment and in the same vein, to reduce perceptions of vulnerability within the community, organisations working in Jubail should ensure as much as possible that their interventions stimulates investments into the local economy. For example, wherever possible, contracts should be signed locally (or as close as possible, with preference given to local contractors). In addition, it should be stipulated within each contract, that skilled and unskilled labour are both sourced locally and that all materials are to be purchased locally, when available. This should eventually increase income (even in the short-term) and promote investments in businesses and shops in the area. Finally, whenever feasible, on-the-job trainings could be set up during construction or rehabilitation work to increase the value of human capital.
COMMUNITY STRUCTURES AND SERVICE PROVISION

Water

Water has been identified as a priority need in the community.

Ninety-nine (99%) of respondents reported having direct access to water in their homes (piped). However, according to data collected during service point mapping (SPM), approximately 10% of the community are not reached by the network and those that are do not always have a reliable water supply (see Map 2).

Despite 99% of survey respondents reporting they had access to piped water, only 1% of reported using this water for drinking. Instead, drinking water sources were reported as follows; purchasing bottled water (91%), home water purification system (7%) and water trucking (1%).

Ninety-three (93%) of respondents reported that the water network is in need of repair and this was validated by the Deputy Manager from the Department of Water (DoW) during the SPM, who reported the network to be in need of repair.

When a community member needs their water source repaired, respondents reported the following repair options:

- Report to directorate of water (70%)
- Nothing (15%)
- Contact NGO / UN (15%)

Map: Al-Jadida 3 service point map.
There is a water treatment plant in Jubail which was not damaged during the conflict, but is only functioning at 50% capacity due to one of the two pumps being broken. The treatment plant is known as Al Shuhada 2.

According to the Deputy Management from the DoW, the priority needs in Jubail are network maintenance and the rehabilitation of the water treatment plant. Currently the government have reported no plans for either.

Sewage and solid waste management (SWM)

Interviews with the Fallujah Head of Sewage found that there is no sewage system in Jubail. HHs reportedly use pit latrines which are built within their properties.

Interviews with the Head of Fallujah Municipality found that there is a waste collection system but it is not considered to be functional; collection services are only once or twice a fortnight, there are low numbers of bins, and the quality of the roads means that not all parts of the community can be reached by garbage collection trucks.

There are no waste dumping sites either within or near to Jubail. According to IOM field teams, some HHs currently burn their waste within Jubail and others transport it to neighbouring communities that do have a functioning SWM system.

During field visits to the community, IOM staff also observed the presence of rubble and debris on the outskirts of Jubail. However, this was not raised as a priority concern by the community.
Electricity was identified as a priority within Jubail.

As shown in Graph 31, during the summer, the majority (54%) of respondents reported having between 6-8 hours of electricity per day. In the winter, 46% reported having more than 8 hours.

However, availability of electricity is not consistent across the community. Fifteen percent (15%) of respondents reported having between 2-4 hours a day during summer and 11% reported the same duration during winter.

There were no statistically significant differences by gender of the HoH.

No respondents reported having electricity for less than two hours a day during either summer or winter. However, during interviews with the Head of Network Maintenance in the Department of Electricity, it was confirmed that approximately 10% of those living within Jubail cannot access public electricity due to the insufficient and damaged transformers. IOM field teams report that they believe this figure to be higher, estimating that approximately 40% of community members do not have access to the national grid and instead use commercial generators as their electricity source. This service is available free of charge for the hours the national grid is running.

Whilst further technical assessments are required, there is evidence that the current electricity and water networks do not meet the needs of those within the community. In addition, access to these services is not equally available by all HHs within the community. As improvements to both services were identified as priorities by community members, actors working within the community should look at opportunities to increase access to water and electricity in a way that provides equal accessibility to all community members.

Photo: Damaged transformers lying next its pylon in Jubail
Community Assessment Report - Rapid Recovery Programme

Jubail, Fallujah, Anbar Governorate

Health centres and access

During interviews with the Head of Fallujah Health Directorate, there is one health facility within Jubail. The health facility, which provides basic healthcare, ambulance services and basic medicine, has suffered damage to infrastructure and has been partially burnt. It was reported that UNDP are currently working in Jubail to rehabilitate this health facility and a temporary health house has been established by the Directorate of Health (DoH) whilst this is ongoing.

Ninety-three percent (93%) of respondents reported having access to healthcare, of which 99% reported that it was public (free). However, IOM field teams reported that for more serious medical issues, most community members travel to Fallujah, Baghdad or Ramadi for treatment.

Of the 7% who reported not having access, the following reasons were cited:

- Health centre was destroyed (57%)
- Distance is too far (14%)

Schools and school attendance

Interviews with the Head of School Buildings in the Department of Education found that there are two schools functional within Jubail (Dhifat Al Furat / Footah Al Aarifeen and Zaytoona Intermediate Boys School) and one under construction by UNDP (Zaytoona Elementary School for Boys and Girls).

1. Zaytoona Intermediate Boys and Girls School consists of three shifts, with an average class size of 50 students. There are six latrines and eleven taps, water is available on site and is functional. Rehabilitation of some areas of the school has been completed, but latrines remaining an outstanding issue.

2. Zaytoona Elementary School for Boys and Girls consists of two shifts, with an average class size of 80 students. There are six latrines and eleven taps, water is available on site and is functional. This school is currently under construction by UNDP;

3. Dhifat Al Furat and Footah Al Aarifeen are two schools operating from one school building. Average class size is approximately 35 students. There are three latrines and four taps, water is available on site and is functional. The school is in need of some minor rehabilitations e.g. door repair.

There is no high school available in Jubail and the closest one available is 3-5km from the community.
School attendance:

- 86% of respondents with school-aged boys reported them to be attending school. Of those remaining 7% reported they were not attending and 7% did not answer; and
- 83% of respondents with school-aged girls reported them to be attending school. Of those remaining 3% reported they were not attending and 9% did not answer.

Reasons school-aged boys and girls are not attending school:

- Of the 14% of respondents who reported their school aged boys to not be attending school, the following reasons were cited: unable to afford (42%), child needs to work (29%), the school is too crowded (29%); and
- Of the 17% of respondents who reported their school aged girls to not be attending school, the following reasons were cited: school is too far (33%), school is too crowded (33%) and school is damaged (33%).

During the KII, community leaders reported that there is no Kindergarten / child care facility within Jubail. This is seemingly validated by the household survey, with only 4% of respondents with children under five years reporting that they attended kindergarten.

Programme Consideration:

Mitigating risk of child labour

Through both the household survey and KIIIs, child labour was identified as a concern within Jubail. Therefore, when targeting beneficiaries for cash / livelihood opportunities, actors implementing in the community should try and support any family in which the child is working, or to target specific barriers that are stopping children from attending school.

Agriculture

There are no formal agricultural activities within Jubail, which is an urban community. However, during field visits IOM teams observed the presence of livestock (sheeps and goats) within the community.

Recreational facilities and public spaces:

During the KII, community leaders reported that there are no youth centres or parks within Jubail. The household survey confirms these findings:

- 0% of respondents reported having access to a park
- 0% of respondents reported having access to a football stadium
- 0% of respondents having access to a community centre
- 0% of respondents reported having access to a playground

Children were instead seen to be playing sports in the streets within residential areas of the community.
COMMUNITY ENGAGEMENT

Graph 32: Community groups present

<table>
<thead>
<tr>
<th>No groups</th>
<th>87%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t know</td>
<td>12%</td>
</tr>
<tr>
<td>No answer</td>
<td>1%</td>
</tr>
<tr>
<td>Youth group</td>
<td></td>
</tr>
<tr>
<td>Women’s association</td>
<td></td>
</tr>
<tr>
<td>Leadership committee</td>
<td></td>
</tr>
<tr>
<td>Reconciliation committee</td>
<td></td>
</tr>
<tr>
<td>Workers group / association</td>
<td></td>
</tr>
</tbody>
</table>

Graph 32 shows that 87% of respondents reported that there were no community groups in Jubail. Of those remaining, 12% did not know and 1% did not answer. During the KII, community leaders also reported that there were no such groups in Jubail.

Survey respondents were asked what activities adolescent males partake in and what activities they thought they would prefer. As can be seen, there are large disparities between current and preferred activities. The following findings are of note:

- 65% of respondents reported adolescent males currently spending time online, but only 3% through this is how they would prefer this;
- Only 2% of respondents reported adolescent males partake in skill and development workshops, yet 34% thought they would like to do so;
- Whilst 48% of respondents reported that adolescent males are currently part of informal sports clubs, only 4% thought that this is how they would like to spend their time. Comparatively, 62% reported that they would prefer a formal sports club;
- Respondents reported that currently no adolescent males (0%) are involved in a youth club, but 64% thought they would like to be; and
- 11% of respondents reported adolescent males currently have no means of socialising within Jubail.

Graph 33: Adolescent men’s current versus preferred activities (as identified by community members)

Graph 34: Adolescent women’s current versus preferred activities (as identified by community members)
Graph 34 shows similar disparities of current and preferred activities of adolescent women:

- Only 2% of respondents reported adolescent women to be involved in skills and development workshops, yet 81% reported that they would like them to be;
- 82% of respondents reported adolescent women to spend time with relatives, but only 12% thought that this is how they would prefer to spend their time;
- 52% of respondents reported adolescent women spend their time online, but only 5% believe this to be their preference; and
- 11% of respondents reported adolescent women currently have no means of socialising within Jubail. However, interestingly 5% reported that they thought this was preferred.

Graph 35 outlines barriers restricting adolescent women from accessing activities. As can be seen, the most cited barriers are as follows; lack of financial / physical resources (52%), social / cultural norms (41%) and families not allowing them to partake (41%).

The following statistically significant differences can also be observed:

- Only female respondents reported that distance was a barrier to adolescent women partaking in activities;
- Female respondents (78%) were more likely than male respondents (33%) to report a lack of financial / physical resources as a barrier; and
- Male respondents (52%) were more likely than female respondents (28%) to report that the family would not allow adolescent women to be involved in activities.

**PROGRAMME CONSIDERATION:** Engaging with adolescents

Graphs 33 and 34 indicate the limited availability of social and community activities for adolescents to engage with, alongside the clear preferences for formal and longer-term opportunities e.g. youth groups and sports clubs. In addition, community members identified youth activities as a strategy to mitigate protection and security concerns within Jubail (see Graph 22), which IOM teams believe could be linked to the high levels of harassment within the community.

Actors should therefore explore opportunities to facilitate youth engagement activities, whilst being mindful that currently no recreational spaces currently exist (see Recreational facilities and public spaces). In addition, female adolescents within Jubail face restrictions which render their participation in social activities more difficult. As such, programming needs to consider such barriers and work with the community to offer fair access and opportunities from women wishing to participate.
Respondents reported the television to be the most used and trusted source of information (79% used, 79% trusted), followed by the internet (48% used, 53% trusted). It should be noted that 18% reported using the Mukhtar as a source of information and 22% reported trusting him. Only 10% of respondents reported taking information from other community members, of which 9% reported the information to be trustworthy. No other community leaders (Imam, Sheikh) were identified as being sources of information and very few respondents reported using or trusting information from law enforcement actors (Police, Army).

The following statistically significant differences can also be observed:

- Respondents aged between 18-30 years (6%) were less likely to trust the Mukhtar than respondents aged between 31-59 years (36%); and
- Respondents aged between 18-30 years (6%) were more likely to trust the television and internet (91%, 69%) than respondents aged between 31-59 years (70%, 41%).

During the KII community leaders reported that most people within the community got their information from the television and Facebook.

As shown in Graph 37, access to communication tools is high in Jubail; smart phones (81%), television (79%) and internet (65%).

The following statistically significant differences are also of note:

- Widows (67%) were less likely than married respondents (67%) to report having access to a smart phone;
- Widows (52%) were less likely than married respondents (58%) to report having capacity to charge devices; and
- Respondents aged between 13-30 years old (81%) were more likely than 31-59 year olds (50%) to report having access to internet.

Graph 38 shows that according to respondents, the priority information needs within Jubail are; information on who is entitled to humanitarian assistance (60%), how to find work (56%) and the security situation. During the KII, community leaders identified information on humanitarian assistance entitlement and work opportunities as the top two priorities.

As community members have reported their priority information need to be ‘who is entitled to humanitarian assistance’, it is critical that any actors working within Jubail are transparent in regard to beneficiary eligibility and selection criteria. Considering that 30% of respondents also reported that assistance was not meeting those most vulnerable (see Assistance and perception of assistance), community members should be encouraged to contribute to the beneficiary selection process to ensure assistance is reaching those who need it most.
COMMUNITY GOVERNANCE AND ASSISTANCE

Assistance and perceptions of assistance

- 93% of respondents reported that NGOs / UN agencies provide assistance in their community;
- Of those reporting that NGOs / UN were providing assistance, 67% thought it was being done so in a fair way, 70% thought it was reaching those most vulnerable and 1% thought it was causing harm; and
- Only 11% of respondents reported being involved in the way that humanitarian assistance was being delivered.

Graph 39: Assistance provided in the community

Education | 64%
Shelter | 36%
Food | 23%
NFI | 9%
Healthcare | 9%
Hygiene items | 1%
Legal services | 1%
Financial support | 1%
Mental health | 1%

The known forms of assistance currently being delivered in Jubail are highlighted above in Graph 39. IOM field teams reported that some agencies were providing shelter assistance (e.g. housing rehabilitation) but were unable to verify who.

Graph 44: Preferred methods to communicate with NGOs and UN workers

<table>
<thead>
<tr>
<th>Method</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice board</td>
<td>3%</td>
<td>43%</td>
</tr>
<tr>
<td>Mobile phone (SMS)</td>
<td>3%</td>
<td>37%</td>
</tr>
<tr>
<td>Mobile phones (call)</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Community organized group</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>Social media</td>
<td>10%</td>
<td>68%</td>
</tr>
<tr>
<td>Face to face</td>
<td>20%</td>
<td>15%</td>
</tr>
<tr>
<td>Mukhtar</td>
<td>44%</td>
<td>43%</td>
</tr>
<tr>
<td>Community meetings</td>
<td>85%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Graph 40 displays the preferred methods of communication cited by respondents, disaggregated by gender.

The following statistically significant differences are of note:

- Female respondents (85%) were more likely than male respondents (43%) to report preferring community meetings;
- Male respondents (44%) were more likely than female respondents (3%) to prefer SMS text messages;
- Male respondents (37%) were more likely than female respondents (3%) to prefer telephone calls;
- Female respondents (68%) were more likely than male respondents (44%) to report preferring communication through the Mukhtar; and
- Only female respondents (10%) reported preferring social media.
Feedback and complaints

No respondents (0%) reported knowing how to give feedback to NGOs / UN;

No respondents (0%) reported having ever given feedback to an NGO / UN agency; and

Only 29% of respondents reported feeling that their community was able to influence how assistance was provided.

PROGRAMME CONSIDERATION: Communicating with communities

Actors implementing in Jubail should be considerate of respondent’s clear preference to be communicated with via community meetings. Interestingly, women were significantly more likely than men to identify this as their preference, suggesting that they like the opportunity to voice opinions and influence decisions (see Graph 40). Actors should therefore give women within Jubail the opportunity to attend mix-sex community meetings or, if deemed more appropriate, gender segregated meetings to ensure females have equal opportunities to contribute.

PROGRAMME CONSIDERATION: Accountability to communities

No respondents within Jubail reported knowing how to provide feedback to NGOs / UN agencies and only 30% reported feeling that they have the ability to influence how assistance was being provided within their own community. Actors working in the community should therefore ensure that feedback mechanisms are in place and accessible to all. Wherever possible actors should also seek to involve community members in programme design, so as to give them the opportunity to influence how assistance is being provided in Jubail.

Community problem solving and civic engagement:

Graph 41: How does your community solve issues with services

<table>
<thead>
<tr>
<th>Act</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribal Sheikh</td>
<td>1%</td>
</tr>
<tr>
<td>No one</td>
<td>1%</td>
</tr>
<tr>
<td>Mukhtar</td>
<td>60%</td>
</tr>
<tr>
<td>The government</td>
<td>71%</td>
</tr>
<tr>
<td>We organize ourselves and solve it</td>
<td>3%</td>
</tr>
<tr>
<td>Raise the problem with NGO / UN</td>
<td>23%</td>
</tr>
<tr>
<td>No one resolves these problems</td>
<td>14%</td>
</tr>
<tr>
<td>We write a letter to the authorities</td>
<td>15%</td>
</tr>
<tr>
<td>We refer to a higher level of government</td>
<td>60%</td>
</tr>
</tbody>
</table>

- What do we do if the problem persists
- Who do we go to if there’s a problem with services

Graph 41 shows how the community solves service-related problems and what action they take if the problem persists. The majority of respondents (71%) that if such a problem occurred they would contact the government. Following this, 60% of respondents reported that they would report it to the Mukhtar.

If these actions were not effective, respondents reported they were most likely to refer the problem to a higher level of the government (60%) or write a letter to the authorities (51%). Fifteen percent (15%) of people reported that such service problems are not resolved.

- 68% of respondents reported that they were able to raise problems or to advocate for improvements within their community
- 65% of respondents reported that they believed their community was able to take actions to solve its own problems
Of those who reported that the community were not able to solve problems themselves, the reasons cited were as follows; lack of money to fix the problem (70%), lack of authority (18%) and those in power not caring (18%). No respondents reported that the mayor or community leaders did not listen, nor did any report that those with power wouldn’t spend the money.

**FINAL COMMUNITY RECOMMENDATIONS**

**FINAL COMMUNITY RECOMMENDATIONS:** The last question asked in the survey is “What 3 investments should be made to improve your community?” The most common answers are the following:

- Improvement to health services (increased availability of services and medicines)
- Job opportunities for women
- Improve access to education (no access to high school, latrines)
- Improve water networks (extend the water network, and rehabilitate WTP)
- Improve electricity networks (repairing electricity grid and adding new / replacing damaged transformers)
- Improve conditions of the roads