

QATAR UNIVERSITY COLLEGE

OF ENGINEERING

REFUGEE CAMPS: INITIATION, CURRENT CONDITIONS,

DEVELOPMENT & INTEGRATION WITH THE CITY

BY

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ABSTRACT

The issue of Palestinian refugees exists for nearly 70 years now, starting from the occupation of Palestine by Israeli forces and immigrants in the late 40s. Approximately 900,000 Palestinian refugees were forced to leave Palestine following the 1948 Arab–Israeli war. The majority of them fled to neighboring Arab countries; Jordan, Lebanon, Syria and Egypt. Following the 1967 war; another wave of Palestinian refugees fled to Jordan, when Israel occupied the Gaza and West Bank along with other Arab territories. These waves of refugees who moved to Jordan transformed its demographic structure and reformed Jordan’s socio-economic, political, and cultural life.

The Syrian conflict and civil war onwards of 2011 has seen thousands of Syrian and Palestinian refugees being forced to leave Syria and move to adjacent countries, creating accommodation issues for the hosts.

The governments of the said host nations found it essential to formulate new policies to accommodate the refugee flux.

One of the major historical issues of refugee camps is that they are considered by both the host governments and refugees themselves as a temporary solution until the conflict gets resolved. In some cases, however, what began as temporary arrangements have morphed into permanent residences; this is, especially true of the hapless Palestinian refugees.

This research studies the structure and development of the refugee camps and looks at ways in which the camps can be better integrated with the surrounding cities and communities. It also provides a high-level study for two cases in Jordan, Al-Baqaa and Al-Zaatari refugee camps, with a particular focus on their edges and connections with the surrounding urban and social fabric.

The areas of concern were explored in several ways starting from the literature review for the background and history, analyzing case studies, interviewing refugees and involved personnel ending with summarizing the outcomes.

The research concludes by proposing urban design enhancements that can be implemented in the existing camps to create a better interface with the adjoining land and settlements. These are accompanied by a list of recommendations to modify the legislation and to create best practices for future refugee camps.

Keywords: Refugee Camps, Integration, Urban Fabric, Social Life.

DEDICATION



To the memory of a kind soul and amazing cousin who lost his battle against cancer;

***Khaled Awwad** (1988 – 2017). You will always be remembered ...*



To my lovely family; Mum, Dad, Reema, Alaeddin, Rajaa and Emadeddin. For your

unconditional love, continuous support and encouragement.

Love you all ...

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GLOSSARY OF ABBREVIATIONS

3RP	Regional Refugee & Resilience Plan – In Response to the Syria Crisis
CSC	Camp Services Committee
DPA	Department of Palestinian Affairs – Jordan
FAFO	Institute for Applied International Studies
GAM	Greater Amman Municipality
JRPSC	Jordan Response Platform for the Syria Crisis
NAR	Needs Assessment Review
NGOs	Non-Governmental Organizations
SRDA	Syrian Refugee Affair Department
UN	United Nations
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund
UNOPS	United Nations Office for Project Services
UNRWA	United Nations Relief and Works Agency for Palestine Refugees
WFP	World Food Program
WHO	World Health Organization
WGBC	World Green Building Council

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CHAPTER 1: INTRODUCTION & BACKGROUND

The issue of Palestinian refugees exists since 1948 as a result of the occupation of Palestine by Israeli forces and immigrants which forced approximately 900,000 Palestinian refugees to leave Palestine. This was followed by another wave of refugees due to the 1967 war; when Gaza and West Bank along with other Arab territories were occupied by Israel. The majority of them fled to neighbouring Arab countries; Jordan, Lebanon, Syria and Egypt. These waves of refugees who moved to Jordan transformed its demographic structure and reformed Jordan's socio-economic, political, and cultural life.

A similar situation occurred when the Syrian conflict and civil war started in 2011 with thousands of Syrian and Palestinian refugees being forced to leave Syria and move to adjacent countries, creating accommodation issues for the hosts.

The governments of the said host nations found it essential to formulate new policies to accommodate the refugee flux.

One of the major historical issues of refugee camps is that they are considered by both the host governments and refugees themselves as a temporary solution until the conflict gets resolved. In some cases, however, what began as temporary arrangements have morphed into permanent residences; this is, especially true of the hapless Palestinian refugees.

1.1 Research Problem

Governments need to address the many problems that are a natural consequence of such of those refugee camps that started off as temporary, makeshift places of stay to unintentionally become dwellings of permanent. Some typical problems of such camps are:

- The camps would not have been designed to be part of the cities they would be near, resulting often in there being little or no integration with the surroundings and fabric of the cities.
- Refugees invariably struggle to blend with the community due to the harsh living conditions within the camp and the lack of economic, social and educational support.
- The camps become unfashionable corners of the cities that are shunned by everyone due to hygiene, social, safety and even unplanned or designed urban form concerns.

1.2 Research Questions

The research questions address the following aspects of the refugee camps:

- What is the effect of the refugee camp on the surrounding urban fabric?
- What are the negative effects from a physical and spatial perspective? What are the perceived negative effects of the camp on the communities that surround the camps?
- What physical, economic, ecological and social spaces and infrastructures could be proposed to mitigate the negative effects and enhance the integration of the camps with their surrounding communities?

1.3 Main Aim and Objectives

This research studies the structure and development of refugee camps and looks at ways in which the camps can be better integrated with their surrounding cities and communities. The research provides a high-level study of two cases in Jordan, Al-Baqaa and Al-Zaatari Refugee Camps, with a particular focus on their peripheries and connections with the surrounding urban and social fabric.

Table 1: *Research Questions & Objectives (Source: Author).*

No.	Research Questions	Research Actions
1	What is the effect of the refugee camp on the surrounding urban fabric?	Investigate and study the case of Al-Baqaa Refugee Camp and its effect on the surroundings throughout the years.
2	What are the negative effects from a physical and spatial perspective? What are the perceived negative effects of the camp on the communities surrounding the camp?	Analyze the collected data from the two case studies in hand to come up with the main factors affecting the surroundings.
3	What physical, economic, ecological and social spaces and infrastructures could be proposed to mitigate the negative effects and enhance the integration of the camps with the surrounding communities?	Develop and recommend design enhancements and guidelines that can be implemented in future to achieve proper or better integration for the camp with the surroundings.

The objective is to propose urban design enhancements that can be implemented in the existing camps to create a better interface with the adjoining land and settlements. These are also accompanied by a list of recommendations to modify the legislation and to create best practices for future refugee camps.

1.4 Research Methodology and Tools Preview

The research is structured to cover the areas of concern and maximizing to the extent possible the collection of information to achieve the research objectives. It includes the following:

1. Literature review: That provides an overview of the refugee camps, their definition, initiation, planning, and classifications.
2. Case studies for two Jordanian camps; Al-Baqaa & Al-Zaatari: These are two different camps created under two rather different circumstances and period; 1968 and 2012.

What are the typologies of the camps? What is the urban fabric and structure? What are the social and economic spaces of the camp? How are the edges of the camps defined? What types of spaces exist in the urban fringe between the camps and the surrounding communities? How can these spaces be used as an interface?

3. Interviews with the refugees, country citizens, activist, people living adjacent to refugee camps and decision makers: This allows a proper understanding of (i) the refugees and neighbors' problems, (ii) areas of concern, (iii) how the government and planners are dealing with these needs and demands.
4. Questionnaire for the refugees: This provides an insight into their needs and requirements, to help propose a future enhancement of the existing camps and setting new regulations for future situations.

The detailed research methodology is covered under Chapter (4) of this document.

1.5 Research Design Preview

The research is divided into five chapters that takes the reader gradually through the area of research. Chapter 1 covers the introduction to the research and summarizes the methods followed to carry out this study. Chapter 2 covers the literature review and provides a better understanding of refugee camps, their history, social aspects and current conditions highlighting two examples of the refugee camps in Jordan. Chapter 3 is the presentation of case studies of two refugee camps in Jordan and provides the required information for coming up with a set of recommendations for future enhancements. Chapter 4 explains in greater detail the research methodology adopted by the author by providing justification for the research design selected and how it benefitted the area of study. The chapter concludes with a data analysis of the field surveys and interviews carried out with the refugees and people involved in the area of study. Finally; chapter 5 covers the assessment of the collected data and their analysis. It also provides a set of recommendations and proposals

for enhancement to the regulations and legislations that can contribute to the solution of the refugee camps major problems addressed in previous chapters.

The following diagram illustrates the outline of the thesis.

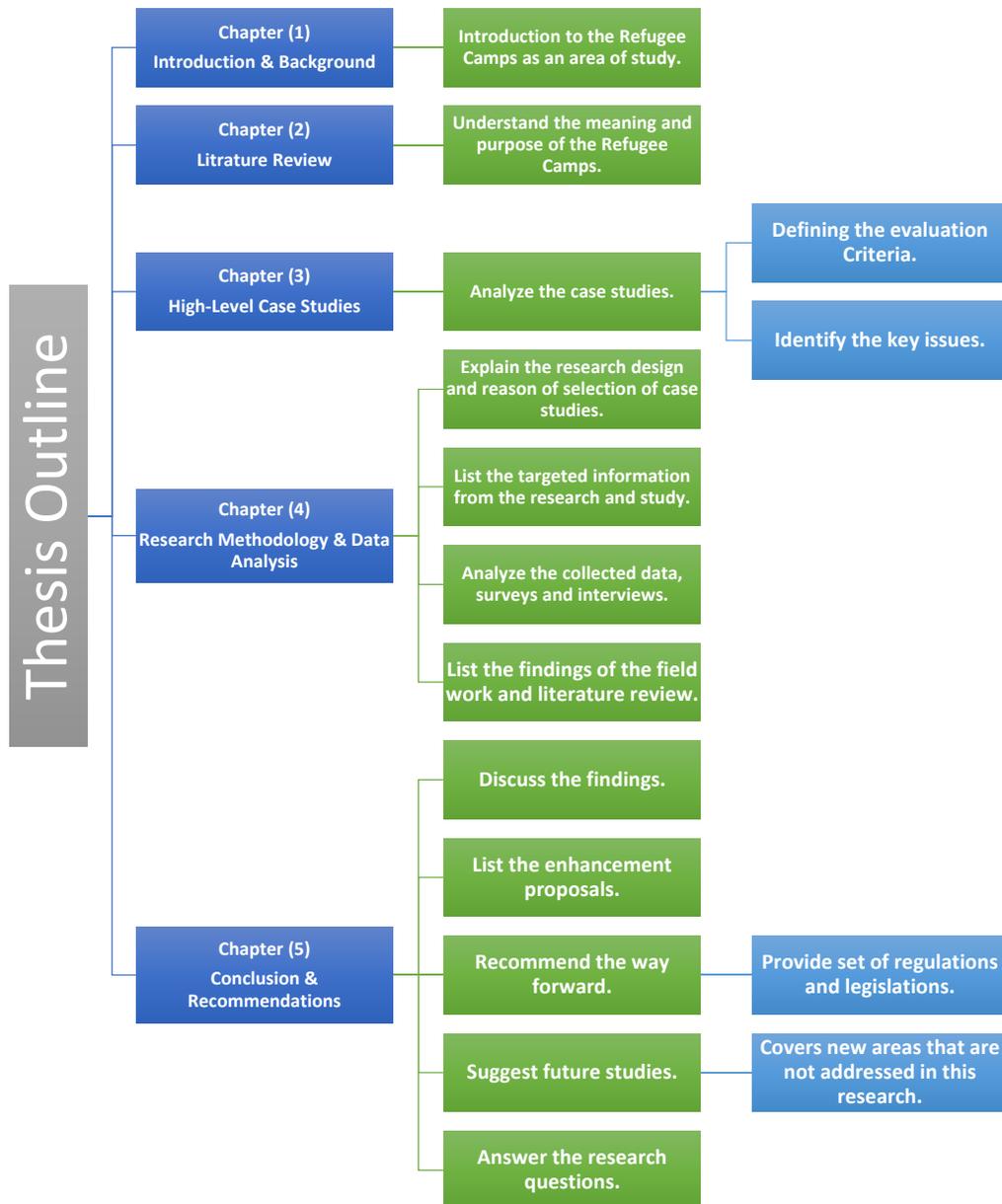


Figure 1: Thesis Outline Diagram (Source: Author).

CHAPTER 2: WHAT IS A REFUGEE CAMP?

This chapter covers the literature review related to refugee camps' definition, creation, characteristics, human conditions, planning and development in relation to the city. It also touches upon the human and social aspects in these camps and their effect on how the camps integrate with the surroundings and blend in with cities. The external factors affecting the establishment and development of refugee camps are also addressed, highlighting some examples and cases for a better understanding of the existing problems and concerns.

The roles of the governments, non-governmental organizations and the United Nations in the creation, existence and continuity of camps are also discussed.

This chapter also clarifies the type of settlements, in addition to providing a comprehensive introduction for the next chapter which covers two high-level case studies related to an almost 50-year old camp and a relatively new one located in Jordan.

2.1 Definition & Initiation

A refugee was defined by (Malkki, 1992) as "*matter out of place*". Refugees are seen by host nations as an irregularity in their internal affairs that need an immediate resolution.

The word "*camp*" originally came from the Latin word *campus* which means "*open field*".

There are many definitions to be found for what a refugee camp is, but the most relevant ones to the cases under study are provided in this section.

The most common understanding of a refugee camp is that it is a temporary arrangement or settlement that accommodates displaced people who have had to leave their home countries due to war, violence, natural disasters or economic challenges.

The principal initiator of a refugee camp is the need - as a response to emergencies - for containing displaced people. Those displaced people are usually housed in camps by governments, the United Nations (UN), or non-governmental organizations (NGOs); (Turner, What Is a Refugee Camp? Explorations of the Limits and Effects of the Camp, 2015). The refugee camps in the form we know nowadays date back to the duration that followed World War II in Europe as a response by governments to the need to assist the nearly 30 million of displaced people away from their homes; (Huynh, 2015).

(Turner, What Is a Refugee Camp? Explorations of the Limits and Effects of the Camp, 2015) defines the refugee camp as "*an exceptional space that is put in place to deal with populations that disturb the national order of things*", while the UNHCR defines a refugee camp as "*any purpose-built, planned and managed location or spontaneous settlement where refugees are accommodated and receive assistance and services from government and humanitarian agencies.*"

The camps can also be defined by two aspects (Turner, What Is a Refugee Camp? Explorations of the Limits and Effects of the Camp, 2015):

1. The spatial aspect, in that camps have boundaries and areas that the refugees do not respect at most times and try to expand beyond their limits. These boundaries are usually crossed in both directions for trading, education, work and other purposes.
2. The temporal aspect: Camps are supposed to be a temporary solution for a situation; in reality, however, this temporariness often morphs to permanence.

These definitions lead us to ask more questions about the camps' features, their effect on the lives of their occupants and main reasons behind their formation and survival.

2.2 Camp Characteristics

According to (Agier, 2011), some researchers who studied refugee camps concluded that they have three main characteristics - extraterritoriality, exception and exclusion.

As for extraterritoriality, the refugee camps' locations are usually selected in rural areas that are hardly found marked on official maps. This is despite camps often being considered by many host nations as centers of trading and economic activity, generally having a considerably higher population density.

From a legal perspective, refugee camps are considered exceptional since rules and regulations applied in camps are different from the ones elsewhere in adjacent areas, towns or even countries (Turner, 2005). They are tailored to suit both the camp conditions and the host nations' way to deal with them.

Exclusion: Refugee camps often get socially excluded since refugees are considered as outsiders who do not belong to them by host nations. Camps are overtaken by two parties; their population and the surrounding communities confirming that these camps are not isolated or excluded physically.

There is a two-way flow of people to and from the camp (Turner, *What Is a Refugee Camp? Explorations of the Limits and Effects of the Camp*, 2015). Refugees leave their camps in an effort to search for a better life. On the other hand, host communities might enter or visit the camp for trading, entertainment and - in some instances - benefit from the services within the camp (such as health) which may be better and higher in standards than that prevalent beyond the boundaries of the camps. This is especially true in some host nations in Africa.

2.3 Human Conditions

According to (Hollenbach, 2007), “Killing civilians counts as a violation of the law of war, but uprooting millions of people from their homes is not often counted among war’s injustices”. Most often, displaced people get moved to live in appalling conditions with clear human rights violations. He added that “A refugee camp is a dehumanizing place” due to the quality and quantity of food and drinking water provided in addition to the absence of healthcare, education services and mainly due to the lack of job opportunities within the camp that is required to sustain and provide the basic needs of households.

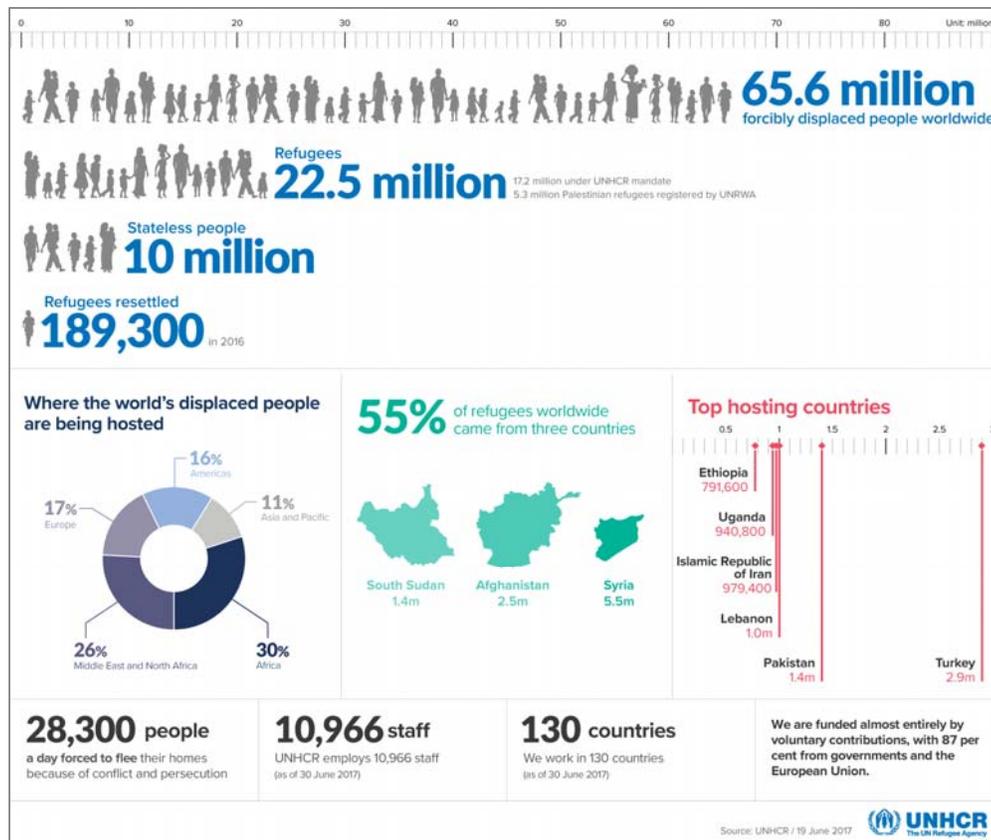


Figure 2: Statistics for the Status of the Refugees Worldwide (Source: UNHCR).

Refugees are forced and restricted to live in camps as a temporary measure until the cause of displacement is solved; unfortunately, in many instances, the temporary arrangement lasts for years and sometimes decades. That creates a person with an emptiness, hopeless heart, emotional disorientation, frustration, anger and low self-esteem (Hollenbach, 2007).

Host nations usually deal with refugees with fear, since they expect them to take over the jobs of their citizens. Moreover, host nations, especially the very poor ones, view the cost of hosting them as burdensome. This has, however, been proven wrong in many instances where refugees contributed to the host nations' economy instead of being a burden.

According to the UN and related refugee conventions, a refugee has the right to choose his/her place of residence in addition to the right to freely move within the asylum country. On the other hand, UN refugee agencies believe that camps are essential for providing better care for large populations.

As an example for the refugee's situations within camps, a summarized comparison between Palestinian refugee camps in Lebanon, Syria and Jordan is provided hereunder as described by (Shalhoub, 2008).

In Lebanon, with 16 official camps, Palestinian refugees live in extremely difficult humanitarian conditions due to a number of factors, the most important of which are:

1. The population does not fit in with the area of the land on which the camp is built, causing random construction of shelters;
2. with the absence of competent control, most buildings were built without proper setbacks;
3. a lack of environmental/health control and the poor infrastructure services and maintenance caused the spread of diseases among the camp population;
4. the absence of municipal services resulted in the accumulation of refuse between buildings and swamps of stagnant water, badly affecting public health;

5. poor health care services and insurance;
6. a shortage in education services and small facilities compared to the large population they are serving, and
7. the bad economic conditions of the refugees due to the governmental laws, limiting the freedom of the Palestinian refugees to move, work or settle down.

The case of Palestinian refugees in Syria was slightly different, with some positive actions from the government in that there was no difference in the way the government dealt with Palestinians and local Syrians. There was no difference between Palestinian refugees' and any (middle class or poor) Syrian neighbourhoods; Syrian and Palestinian areas could hardly be differentiated. Refugees had the freedom to choose where to live, study or work. Despite such a positive response from the government, there was resistance from some Syrians due to the high competition between themselves and Palestinians in all aspects of life.

In Jordan, Palestinians were treated as Jordanian citizens and were conferred Jordanian nationality with full benefits except for those Palestinians who migrated from Gaza. The Gazans are considered less fortunate and live in camp conditions that are comparable to the distressing counterparts in Lebanon. They also suffer from restrictions in movement, work and education within Jordan. The Palestinian camps in Jordan are generally marked as high-density areas marked by poor standards of living.

Another example can be seen when examining the refugee camps in Africa; as the forced migration is considered as a complicated problem that affected the lives of almost 10 million people in sub-Saharan Africa, (Snodgrass & Mensah, 2012). They live in a protracted refugee situation which forced the refugees to live away from home for more than five years without any sustainable solution to their problems; which includes the right to return, integration with local communities or resettlement.

2.4 Design, Planning & Development

The camp design post-World War II was derived from a need to provide immediate assistance to refugees by adopting a general, or standard, method that could help manage and control the mass displacement (Malkki, 1995). Many designs and plans were developed, discussed and published but not necessarily implemented in the real world.

The average lifespan of a camp is estimated to be 17 years, including its initial development as a settlement due to an emergency followed by a gradual development – organic, most often – ending up as a new town (Moore, 2017). Camps are usually constructed rapidly as a response to a quick and sudden displacement of huge number of people, and then planned gradually throughout the lifespan of the camp – and sometimes retroactively - to infuse order into a messy initial camp layout.

The initial planning of a camp usually includes considerations such as shelter, water, drainage, sanitation and roads in addition to provisions for education, health and other services but for a short-term period. Long-term planning cannot be achieved due to the following principal reasons:

1. The intention of governments and UN agencies to have temporary camps for short durations and the political resistance to the idea of long-term or permanent camps;
2. Funding restrictions and limitations of host nations or the involved humanitarian organizations, and
3. Absence of any agreement in relation to the duration of camp existence.

The political context of host communities significantly affects the camp planning and design. In many instances, the resistance of these communities to newcomers has negative ramifications on camp design and planning as camps are usually placed in the poorest arid zones, away from resources and host communities, disconnected from any link with

surroundings with no chance of integration with the urban fabric (Moore, Refugee Settlements and Sustainable Planning, 2017). In such cases, the camp development is considered a burden on the donating states or humanitarian agencies funding the camps in the long run.

Refugees can also collaborate with humanitarian agencies and invest in the camps' gradual planning and development if the following factors are available in the host nation:

1. Having a legal status;
2. security of freehold, and
3. the existence of economic opportunities.

This will encourage the strategic and sustainable planning and design of the camp to be considered as a “node” in the city that is well connected with the surroundings physically, socially and economically instead of being in isolation (Moore, 2017). This concept is definitely helpful in achieving both short-term and long-term planning for any settlement.

One of the published handbooks for refugee camps design and planning – UNHCR Handbook for Emergencies – is discussed in the following sections of this research.

2.5 Parties Involved in Camps' Affairs

There are generally quite a few parties that are involved in the management, coordination and administrative works of camps. The following is a description of the roles of the parties involved the camps' affairs in relation to the selected case studies for this research.

Table 2: Camp Responsible Parties (Source: UNHCR Handbook for Emergencies).

Actor	Responsibility
Governments and National Authorities	Camp Administration (supervision)
UN Agencies/ International Organizations designated as IASC “cluster” leads	Camp Coordination
Camp Managing Agency, normally national or international NGOs	Camp Management

2.5.1 States/Governments

The Department of Palestinian Affairs (DPA) is an extension of the official institutions established by the Jordanian government for the care of refugees and displaced Palestinians.

The DPA’s mandate is to:

1. Supervise the affairs of refugees and displaced persons and managing camp affairs;
2. Supervise the activities and programs of UNRWA;
3. Follow up, study and analyze issues related to the Palestinians;
4. Follow up the Palestinian issue from the Arabic, Islamic and international perspectives, and
5. Strengthen partnership with international donors.

According to (DPA, 2017), the Camp Services Committee is a voluntary civil institution affiliated with the Department of the Palestinian Affairs (DPA) with financial and administrative independence. The committee is composed of at least seven members, and thirteen members at most. They are chosen by the general director of DPA in coordination with the related authorities. The chairman of the Committee and the vice president are appointed by the general director while the secretary and the trustee are appointed by the Committee. The Committee should always have representatives from among the Palestinian refugees. The Committee’s mandate is to implement Jordan’s policies of the

camps in accordance with the instructions and directives of DPA in the various fields. In light of this, the Committee is to:

1. Follow up the conditions of the camp and determine the needs of public services and submit the necessary project proposals to DPA;
2. Participate in emergency committees inside the camp;
3. Receive visiting delegations to the camp;
4. Participate in the preparation of official celebrations and the selection of organizing committees;
5. Support programs of civil society organizations in the camp in coordination with DPA;
6. Announce tenders for services projects in the camp approved by DPA in accordance with this regulation;
7. Purchase supplies needed by the Committee in accordance with this regulation;
8. Coordinate with DPA the appointment of workers required for the Committee in accordance with the administrative structure of the Committee;
9. Oversee the revenues and expenses of the Committee and prepare the final account according to this regulation;
10. Organize records required for the work of the Committee;
11. Form subcommittees from among its members and delegate some powers to carry out the tasks for which these committees were formed;
12. Select legal auditor and assessment of fees, accompanied by approval of the general director of DPA;
13. Prepare the annual report on the work and activities of the Committee and submit it to DPA;
14. Supervise the administrative and financial affairs and the work of subcommittees emanating from them, and
15. Perform any work assigned to the Committee by DPA.

The Jordan Response Platform for the Syria Crisis (JRPSC) is another governmental body that is assigned to deal with the Syrian refugees' affairs, and is led by the Ministry of Planning and International Cooperation. It establishes a strategic partnership mechanism for the development of a comprehensive refugee resilience-strengthening and development response to the impact of the Syria crisis on Jordan (JRPSC, 2017). It prepares, regularly updates and issues the Jordan Response Plan in coordination with the United Nations' Regional Refugee & Resilience Plan (3RP) in response to the Syria Crisis. The JRPSC also perform the following tasks:

1. Policy and Coordination Support: The continuous update of policies that helps in elaboration of the JRP revisions with the participation of government and international representatives, including UN agencies, NOGs, INGOs, embassies and cooperation agencies. The coordination of the Needs Assessment Review (NAR) development also forms part of their duties. NAR provides national and international stakeholders with sufficient data to produce an effective response to the Syria crisis.
2. Information Management: In coordination with the government, the Jordan Response Information System for the Syria Crisis (JORISS) was established as an online system for users to upload their project's information, for it to then be used by the platform upon approval.
3. Reporting and Communication: The compilation of the gathered data and needs from partners that forms part of the regular reports issued by the platform.

It is worth mentioning that the Greater Amman Municipality (GAM) and municipalities of the other Jordanian Governorates have no involvement in the refugee camps design, planning or future developments.

2.5.2 The United Nations (UN)

The UN is, as is well known, an international organization founded back in 1945 that includes 193 Member States. It operates based on its Charter's set of principles.

"The United Nations can take action on the issues confronting humanity in the 21st century, such as peace and security, climate change, sustainable development, human rights, disarmament, terrorism, humanitarian and health emergencies, gender equality, governance, food production, and more"; (UN, 2017).

It is becoming a hub for governments' negotiations and solving problems by acting as a forum for its members to table their views in relation to politics, security, economy and social aspects.

There are many subsidiary offices established by UN to address specific aspects related to refugee camps. Some of them are listed in Table 3, below.

Table 3: *Some of the UN Bodies Working on the Refugees Matters (Source: Author).*

UN Bodies	
UNHCR	United Nations High Commissioner for Refugees
UNRWA	United Nations Relief and Works Agency for Palestine Refugees
WFP	World Food Program
UNICEF	United Nations International Children's Emergency Fund
UNOPS	United Nations Office for Project Services
UNFPA	United Nations Population Fund
WHO	World Health Organization

The following sections provide an overview of two major bodies of United Nations (UNHCR and UNRWA) that deal with refugees' matters worldwide.

2.5.2.1 UNHCR

In 1950, the United Nations General Assembly established the United Nations High Commissioner for Refugees (UNHCR) office. Its role is to take the lead in managing and coordinating international action that targets the protection of refugees worldwide, and provides solutions to their problems (UNHCR, About UNHCR Emergency Handbook, 2017). It is also authorized to help stateless internally displaced people (IDPs). Everyone has the right to seek a refuge in another country but with having the freedom to return home, settle locally or relocate to a third country, and UNHCR's role is to ensure that this happens. Those three options – of the freedom to return home, settle locally or relocate to a third country – were not available to Palestinian refugees; therefore, another UN body, the UNRWA, was formed for those refugees.

UNHCR currently has over 9,300 staff members distributed in 123 countries. 88% of its staff works in the field under difficult, dangerous conditions. They offer more than 46 million refugees, IDPs, stateless people and returnees the required assistance and protection (UNHCR, About UNHCR Emergency Handbook, 2017).

UNHCR has set rules to deal with refugees and emergencies, and they are all summarized in a manual called UNHCR Handbook for Emergencies, which is discussed in the forthcoming sections.

2.5.2.2 UNRWA

The United Nations Relief and Works Agency for Palestine Refugees (UNRWA) was established in 1950 by the UN General Assembly to carry out the task of implementing the programs of direct relief and works for Palestinian refugees. These tasks were meant to be

temporary but with the absence of any solution for the problem of the refugees, the UN kept renewing UNRWA's mandate.

A majority of its funding comes from voluntary contributions of UN Member States. It also has a regular budget that comes from UN, covering the costs of its international staffing.

The services provided by the agency cover the sectors of relief, health care, education, social services, infrastructure improvements, microfinance and emergency assistance.

The UNRWA's priorities are to ensure that Palestinian refugees:

1. have access to education, knowledge and skills by being the main provider of primary education and professional training;
2. can lead long and healthy lives by delivering basic healthcare services and facilities in addition to providing preventive measures and medical care for the refugees;
3. achieve decent standards of living, by providing social services, basic food supplies, cash subsidies, adequate shelters and improving the physical and social environment through the community-driven approach, and
4. enjoy human rights to the extent possible by ensuring that quality services, in addition to protection interventions, reach defenseless individuals and communities.

2.5.3 Non-Governmental Organization (NGOs)

The NGOs involved in camps' affairs usually work for both host and camp communities. Their role is to assist in covering any deficiencies in camp services including education, health, society and culture by the expansion of these services and promoting them (Masad, 2009).

NGOs mainly help relieve the difficulties faced by refugees in addition to helping activate and manage the communities' resources targeting refugees' independence. They also target addressing the instant needs of the benefits recipients in the sense of promoting continuous

self-reliance within communities. NGOs are active in the education sector, vocational training, rehabilitation of the disabled, health, cultural heritage and social wellbeing (Suleiman, 1997).

2.6 The Law in Refugee Camps

Refugee camps are usually dealt with differently by host nations and international laws. There usually are specific laws developed and enforced on camps despite refugees not benefitting from the legal protection promoted by these international, regional and local laws. Human rights violations are the best example about the shortcomings of law.

According to (Holzer, 2013), refugees define themselves as vulnerable people under the protection and sponsorship of the international communities. The human rights set for refugees were meant to protect them as a less powerful party against any injustice of powerful parties represented by host governments.

It is imperative have the voices of refugees heard, and their suffering reduced, to avoid human rights violations becoming systematic, considering that these laws forming part of the social fabric in camps.

2.7 UNHCR Handbook for Emergencies

This handbook is designed and prepared by UNHCR as a guide for its operations and workforce. It was first published in 1982 and edited a number of times since, with the latest release being in 2015; (UNHCR, 2017). It is used as a field manual that provides guidance for the construction, development, and management of refugee camps around the world. It outlines both of the project mandate of UNHCR and the response planning and coordination aside of discussing dynamic sectors of refugee emergencies (Huynh, 2015). The main sections that are relevant to the urban planning and design topics are listed hereunder:

1. *" Initial Participatory Assessment: immediate response*
2. *Coordination and site level organization*
3. *Community Based Approach and Community Services*
4. *Site selection, planning and shelter*
5. *Commodity distribution*
6. *Water"*

- (UNHCR, UNHCR Handbook for Emergencies, 2007)

Sections 1 and 3 were selected to help understand the level of community engagement in camps. Sections 2 and 5 were relevant because of their focus on the dominant structure in camps. Section 4 was selected as it discusses the planning of a camp at a micro level in addition to addressing the topic of shelter. The section on Water was chosen since the selected case studies of this research are located in Jordan, the fourth most water scarce country in the world.

2.7.1 Initial Participatory Assessment

This section aims to ensure that emergency assistance is being assessed based on the refugees' immediate protection requirements, problems and needs along with the resources needed to meet these requirements. This assessment helps in providing UNHCR and aid organizations with a better understanding of the refugees' needs that have an effect on decision making initially, and consequently the future of the camp.

2.7.2 Coordination and Site Level Organization

This section aims to identify the techniques for collaboration between the organizations working on the camps, to work together to come up with the best decisions that can best

serve the camps and provide a strong response system to their needs. It also identifies the best methods and ways to represent the refugees' community.

The handbook also discusses how refugees can be involved in camp administration by highlighting three important levels of involvement - refugee participation in the camp's overall organization and planning, engagement of skilled refugees in the camp's operations, and engagement of refugees in information groups that provides constant updates and news within the camp.

2.7.3 Community Based Approach and Community Services

This section encourages planners and aid workers to engage all the refugee community in the camp development process - design, implementation and evaluation. It also calls for including minority groups within the camp population. This consequently increases the level of understanding between the groups and grants a fair and equal participation opportunity within the camp community. Camp leaders, aid workers, women and local authorities must form part of the group involved in the camp development discussions.

2.7.4 Site Selection, Planning and Shelter

The purpose of this section is to come up with steps to be taken for planning and maintaining a special environment that can accommodate large populations. The section discusses the following four main themes in camp planning and design:

1. Camps that are environmentally appropriate to the area they are to be built in;
2. The optimum camp layout that can maintain and ensure proper overall well-being for the refugees;
3. The general living conditions that can be determined by the type of shelter selected, and

4. The importance of the continuous involvement of the refugees in every step of the camp planning.

In order to achieve environmental appropriateness of camps vis-à-vis the areas they are to be built in, the handbook recommends a number of measures to be taken into consideration when selecting the camp site, including:

1. Location of the camps proximal to a water supply source;
2. A recommended area of 45 sqm per refugee in camp design, with a minimum of 30 sqmⁱ
3. The camp should not be designed to accommodate more than 20,000 refugees;
4. The consideration of the type of soil, since this would help reduce or even avoid any health issues;
5. Importance of the topography of the selected land, since it affects the flow of water within the camp and it determines how the camp will withstand weather conditions, and
6. A recommendation that the selected sites be conducive to agriculture.

The layout of a refugee camp is very important for any future expansion. It should be flexible and contain spaces that can be used in emergencies and the need to accommodate increased number of people. The handbook also recommends having a master plan at an early stage so that it can then be gradually developed. It also encourages taking into consideration the social organization of refugees when planning a camp, recommending H-shaped plans instead of closed square or grid layouts, to allow for proper movement to and from the camp in addition to the proper access to services, maintenance and cleaning.

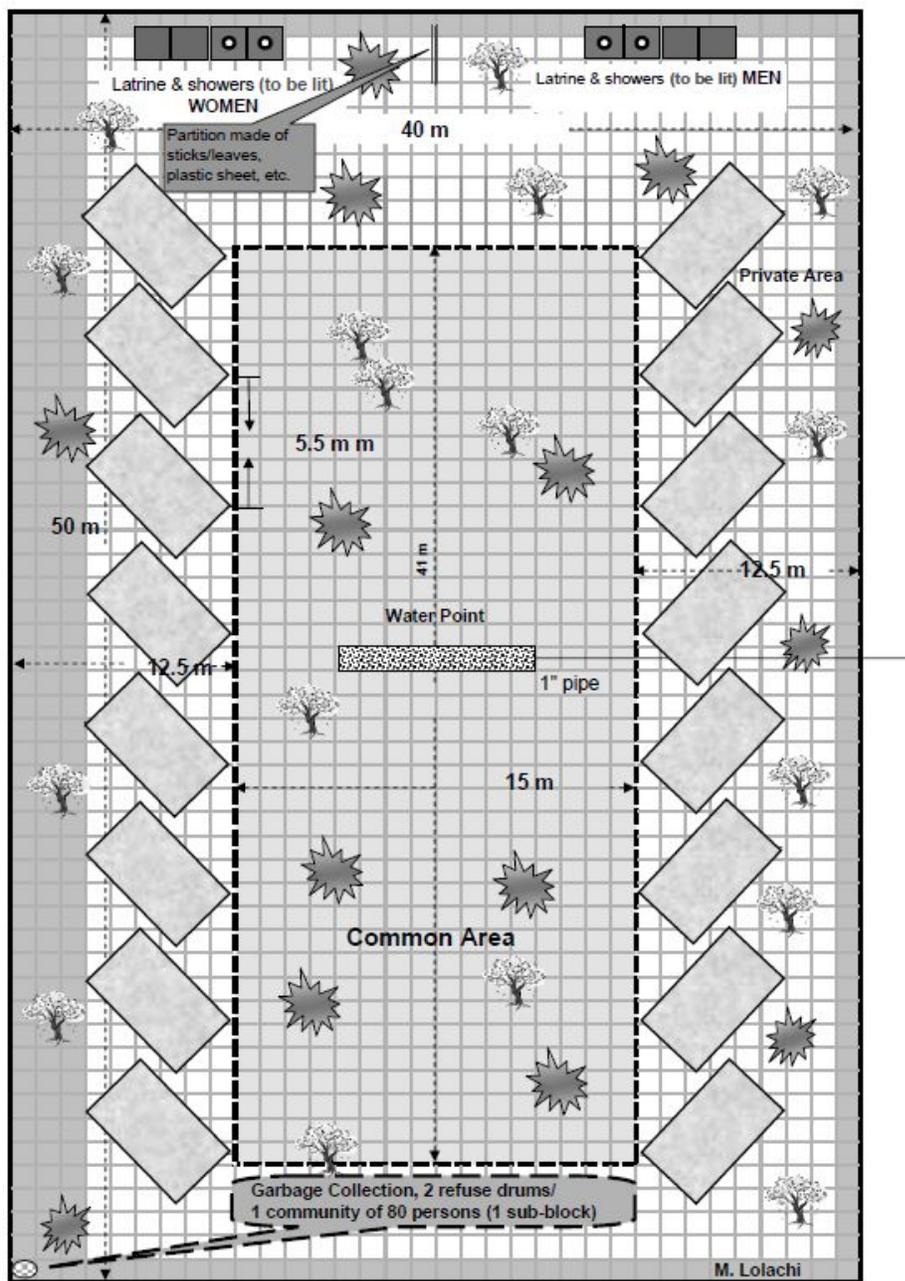
The handbook also encourages planning camps based on the community organization levels. It has recommended commencing the design from an individual scale up to much larger groups and ends with a suggestion that the optimum family size to design the camp

for as 6-10 persons, with considerations for future expansions to accommodate larger communities. It also states that a community consists of 80-100 people, a sector of 5,000 people and a maximum recommended number per site as 20,000 persons.

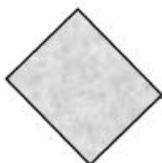
Table 4: *Master Plan Standard Services and Infrastructure (Source: UNHCR Handbook for Emergencies).*

1 water tap	per	1 community (80 – 100 persons)
1 latrine	per	1 family (6 – 10 persons)
1 health centre	per	1 site (20,000 persons)
1 referral hospital	per	10 sites (200,000 persons)
1 school block	per	1 sector (5,000 persons)
4 distribution points	per	1 site (20,000 persons)
1 market	per	1 site (20,000 persons)
1 feeding centre	per	1 site (20,000 persons)
2 refuse drums	per	1 community (80 – 100 persons)

Following is a standard plan for refugee camps that the handbook discusses, with a set of recommendations.



Sub-Block - Modular Design Concept, NTS



: Shelters, 16/sub-block, 1 shelter/family,
 16 x 5 = 80 refugees/sub-block, each shelter area=3x6=18 m²
 Gabled (truss) frame/ ridged roof structure and/or tent

Technical Support Section, TSS

Figure 3: The Self-Contained Community (Source: UNHCR Handbook for Emergencies).

The shelter material affects the lives of the refugees living in. It should withstand weather conditions. The handbook recommends the avoidance of use of pre-fabricated shelters and encourages building with local building materials whenever possible.

Refugees involvement with aid workers affects the camp layout and planning as it keeps the planners aware of the camp social organization, family structure and cultural needs. Therefore, the handbook encourages this type of communication.

2.7.5 Commodity Distribution

This section touches upon the issue of distribution of resources such as food, water and essential supplies among refugees, discussing systems of commodity distribution and recommended best practices. It also outlines six principles of response that includes

1. Understanding refugees social structure;
2. targeting families in the distribution systems;
3. including women refugees;
4. communicating the type of material to be distributed with the camp community;
5. ensuring fair distribution to the population so that everyone benefits, and
6. targeting achieving regular distribution cycles.

These principles are applied to three categories of people within the camp as shown Table 5, below.

Table 5: *Systems of Commodity Distribution (Source: UNHCR Handbook for Emergencies).*

Through group leadership	Through groups of heads of family	Through individual heads of family
System Description		
Commodities are given in bulk to a representative of a large group of beneficiaries who further divides it among the group.	All of the commodities for the group of families are handed over to a representative of the group. The group usually consists of about 20 heads of family. The commodities are then immediately redistributed to the individual family heads by the representatives.	Commodities are handed over directly to each family head.
Types of situation in which these systems have been used:		
Early days of an emergency. <ul style="list-style-type: none"> • Mass influx of refugees. • No formal registration. • Large populations. 	When the population is comparatively stable, and/or have ration cards. <ul style="list-style-type: none"> • Where the beneficiaries are living in camps. • Where the population is comparatively homogeneous. 	When the population is comparatively stable, and/or have ration cards. <ul style="list-style-type: none"> • Where the beneficiaries are living in camps, settlements or integrated within the local population.
>>>>> Amount of resources needed increases >>>>> <<<<<< Degree of self regulation by refugees increases <<<<<<		

2.7.6 Water

This section highlights the importance of the availability and quality of water in determining the site selection for a camp. It discusses the steps that water goes through within a refugee camp, from assessment through to distribution. Water should be accessible to everyone and the selection of the water supply point is essential for any camp planning.

The handbook addresses water based on the following three principles of response - environmental, communal, and water quality. It recommends the involvement of refugees in any development and operations related to water supply, distribution and treatment. The water distribution point is affected by the camp design and layout, which in turn determines the distance that refugees would need to walk from their shelters to access water supply.

Water supply is a critical, integral design consideration for planners and designers of camps.

2.8 Outcomes & Way Forward

Based on the literature review, an initial understanding of refugee camps is established from a theoretical perspective. This understanding requires a field study that can reflect the camps' actual initiation and developed. This can be elaborated by selecting case studies of actual refugee camps and by conducting interviews with involved professionals, and surveys targeting refugees. All of this covered in Chapters 3 and 4.

CHAPTER 3: CASE STUDIES OF REFUGEE CAMPS IN JORDAN

This chapter covers two case studies that include information about two different generations of refugee camps in Jordan. The first one is Palestinian refugee camp in Amman-Jordan called Al-Baqaa that was formed as a result of the Arabic-Israeli conflict back in 1967. It mainly hosts Palestinian refugees who fled from all the territories and cities that Israel occupied in 1967. The second case study is a relatively new Syrian refugee camp called Al-Zaatari in Mafraq-Jordan that was formed as a result of the recent conflicts in Syria beginning in 2011.

It is important to mention that the refugee situation of the Palestinians resulted from occupation with no choice for them to go back home. On the other hand, the Syrians refugee situation is a result of a civil war and they can return to Syria when the war is over or even before.

3.1 Study Framework

In order to understand the selected camps, there must be a strategy to be followed that allows the study to address all aspects related to the design and planning in both camps. This allows a clear comparison between the past and current camp situations.

This research adopts the framework of the Ennead Lab Rethinking Refugee Communities project which consists of five phases: Contingency, Emergency, Transition, Sustainability and Integration.

The Contingency phase is when the camp planners and designers work on understanding the context of the area they going to build in. Site selection, cultural research and understanding, in addition to the planning for the camp growth, are included in this phase.

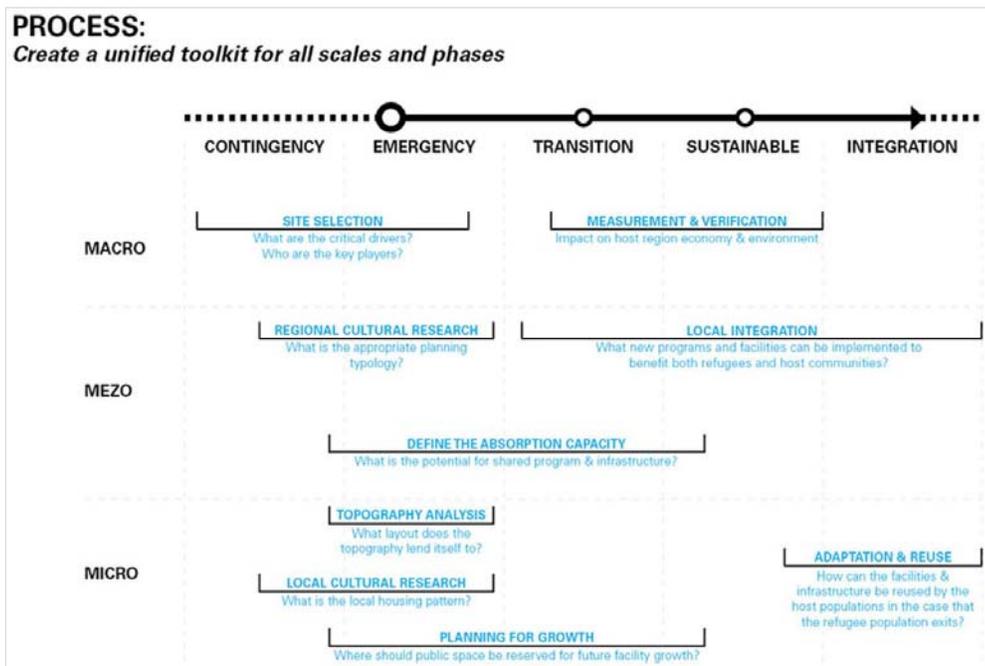


Figure 4: Case Study Framework (Source: Enneadlab.org).

The “absorption capacity” that the host nation and camp can handle is determined in the Emergency phase; (Huynh, 2015). The camp planners decide on the layout that best suits the topography of the selected site. The shared infrastructure and programs between the host nation and camp are defined in this phase.

The Transition and Sustainability phases are a continuation of the first two phases where the absorption capacity and growth planning are determined in addition to the verification and measurement of the impact on the host nation’s economy and environment. They also identify the facilities, services and new program that will benefit the communities of the host nations and camps when implemented.

The final phase - Integration - addresses the issue of camp legacy. It explores the reuse of camp facilities, infrastructures and programs by the host nations when the refugees return to their home countries.

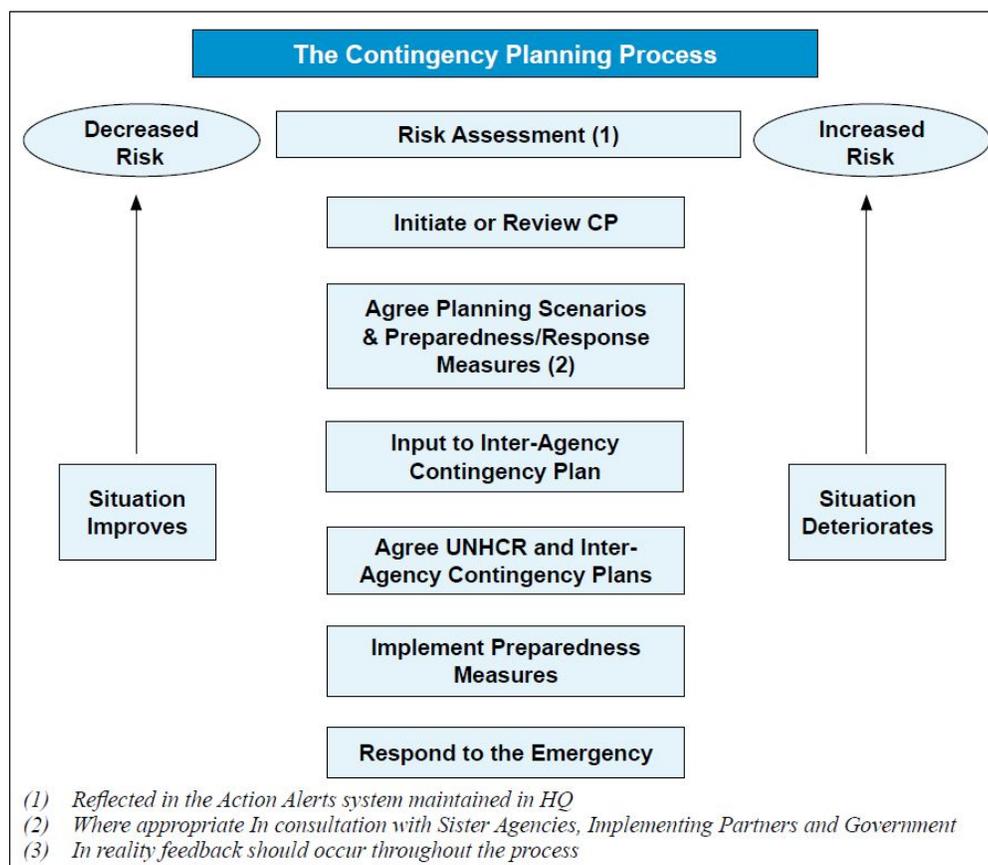


Figure 5: Contingency Planning Process (Source: UNHCR Handbook for Emergencies)

The one common activity that runs throughout this framework is growth planning, as it keeps getting updated, enhanced and redesigned over the full lifecycle of the camp; (Huynh, 2015).

The selected case studies of Al-Baqaa and Al-Zaatari camps touch upon the first four phases as the lifecycle of these camps have not yet completed. The information provided herein has been largely collected through site surveys and interviews (recorded and analyzed in Chapter 4).

3.2 Al-Baqaa Refugee Camp

3.2.1 History & Initiation

Al-Baqaa Refugee Camp is one of six emergency camps which were established back in 1968 to host the huge numbers of refugees who fled their home country - Palestine - due to the Arab-Israeli conflict in 1967 (Al-Ashqar, 2015). It is also one of 13 existing Palestinian refugee camps in Jordan (Palestine, 2017) ten of which are recognized by UNRWA. It is considered the largest refugee camp in Jordan and is located 20km north of Amman, the capital. It was built on the most fertile agricultural land in Jordan, which was producing an equivalent of a quarter of the Jordanian food needs at the time; (Wikipedia, 2017). Between June 1967 and February 1968, the refugees were hosted in temporary camps located in the Jordan Valley but relocating them became a necessity due to the escalation of military operations back then (UNRWA, 2017).

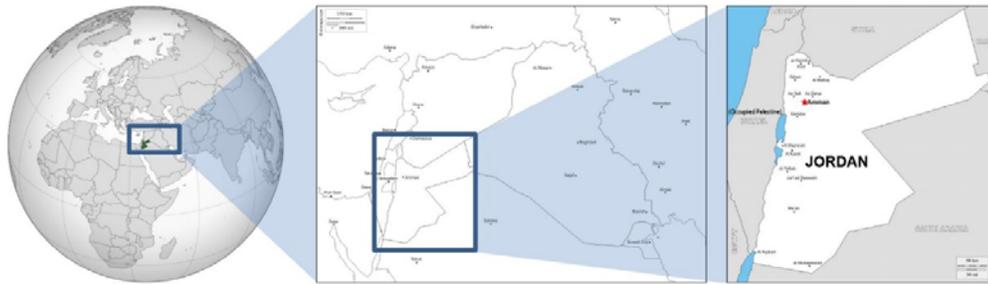


Figure 6: Location of Al-Baqaa Refugee Camp (Source: Wikipedia & d-maps.com).

When established, it contained 5,000 tents to accommodate 26,000 refugees on an area of 1.4 Km². Between 1969 and 1971, UNRWA carried out the task of replacing the tents with 8,000 pre-fabricated units to protect the refugees from the harsh weather conditions in

Jordan, especially during winter (UNRWA, 2017). Since then, the refugees have started to build their homes with cement blocks to get better, stronger and durable homes.

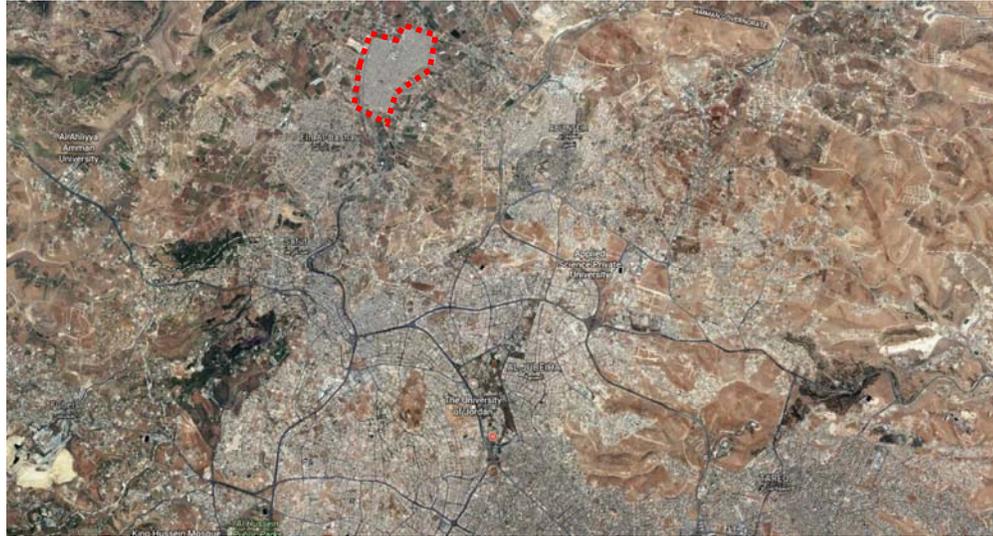


Figure 7: Al-Baqaa Camp location in relation to city center (Source: Google Maps, Nov. 2017).

3.2.2 Borders

The camp borders can be clearly identified in the aerial view as the high density built-up areas are confined within. The internal road hierarchy from streets to the very narrow alleyways along with the organic pattern at the peripheries of the camp make it easy to distinguish its boundaries compared to adjacent roads and plots.

The camp did not have any physical barriers since it was formed – unlike the newly established camps in Jordan that have chain-link fences.

The camp borders are defined by the Amman-Jerash highway to the west, Ain-Albasha roundabout and road to the north, Al-Baqaa roundabout and street to the south and the main cemetery to the east. These in a way blend with the adjacent agricultural lands and local

community houses making the camp's eastern border hard to define. It is noticeable that the eastern side of the camp has the potential for further expansion as there are no road networks or physical barriers erected by the government.

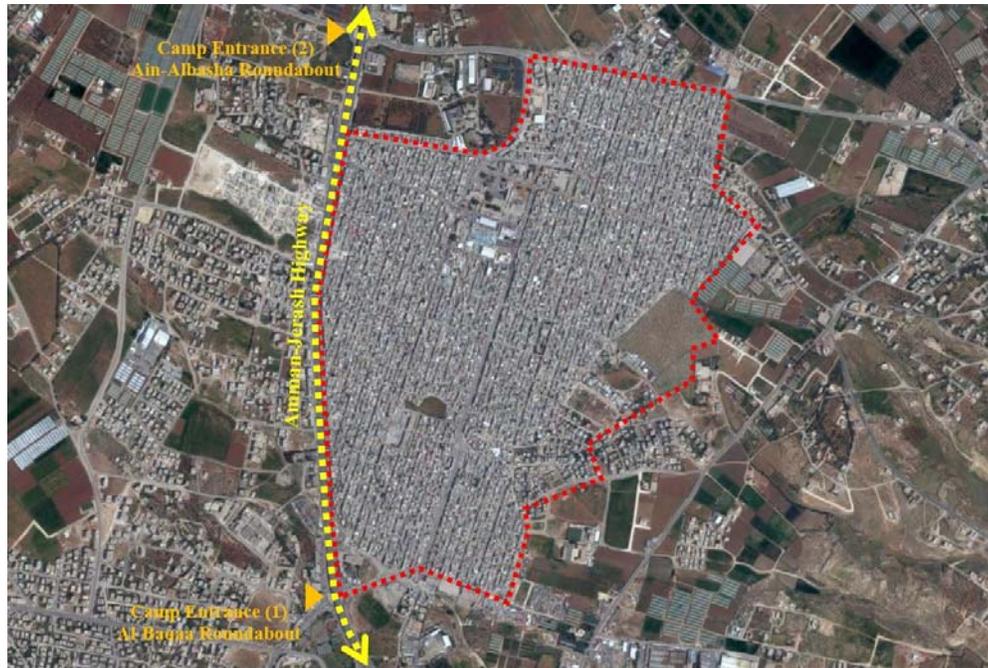


Figure 8: Al-Baqaa Refugee Camp Aerial View (Source: Google Map, Nov. 2017).

3.2.3 Social Structure and Governance

UNRWA is the party responsible for camp matters, along with other UN agencies in coordination with the Jordanian government body – Department of Palestinian Affairs (DPA) and the Camp Services Committees (CSC).

According to (Abdulrahman, 2017), all the refugees' complaints and concerns related to the services provided by UNRWA and the involved UN agencies are dealt with by the CSC which plays the mediator role and addresses concerns taking into consideration government

regulations and the UN agencies' recommendations. CSC responsibilities are also extended to include the municipal services administration in coordination with local authorities in charge.

Refugees are living in the camp in groups of families and friends living beside each other. Extended families from the same household are usually living in the same building which require the family leader to take the decision of the vertical expansion to accommodate the new family members. This is applicable throughout the camp.

3.2.4 Urban Structure

During the early stages of camp formation, the grid/row pattern was adopted by the camp planners and designers due to the short design duration they had back then. It is a safe layout and can provide proper accessibility for refugees, international aid staff, government personnel and infrastructure services in addition to maintaining sanitation within the camp. With time, and due to the innovation of some of the refugees, this pattern started to disappear as the camp continued to grow in an organic way as the refugees kept encroaching into main roads and communal spaces to enlarge their own dwellings. The availability of better building material contributed to this expansion – from tents to caravans to concrete. These actions are of course illegal and against the set of regulations and policies put by the Jordanian government to limit the expansion of the camp. As a consequence, the government decided to demolish all illegal constructions to retain the original grid pattern to the extent possible. The refugees kept violating the law but respecting the grid pattern as much as they could but that jeopardized the sizes of the streets and communal areas, as can be seen clearly in the foregoing aerial view.

3.2.5 Population

The camp initially hosted 26,000 Palestinian refugees when established back in 1968. It now hosts more than 119,000 Palestinian refugees registered with UNRWA from 14,000 families as of November 2017; (UNRWA, 2017). 70% of the camp population is below 30 years in age (Palestine, 2017). 16 schools working in double shifts and 2 UNRWA health care centers serve the current population (UNRWA, 2017).

The majority of camp refugees hold Jordanian passports now, having become Jordanian citizens, while the rest have Jordanian passport without a national number, i.e. identified as Palestinians; (Tiltne & Zhang, 2013). This is clearly identified in the survey conducted with a sample of people from the camps for this research (data analysis included in Chapter 4).

3.2.6 Infrastructure

The camp infrastructure issues are regional and not necessarily related to the socio-economic conditions of the refugees; (Masad, 2009). Some of these issues were overlooked by the government and the others resulted from refugees' bad practices and violations.

3.2.6.1 Water

Of countries with water scarcities, Jordan is among top ten. The Jordanian Ministry of Water and Irrigation has a continuous challenge of providing clean drinking water to the rapidly increasing population. 70% of the water supply is taken up by agriculture. Relying on groundwater extraction is not a sustainable solution with the growing population. There are also many regular reports about illegal diversions of water pipes, resulting in water not reaching its intended user; (Huynh, 2015).

The majority of the camp households have legal connections to municipality water supplies and pay their bills to the Jordanian government, but water supply is not available all through the day. It is supplied for only one or two days a week, allowing the refugees a chance to fill their tanks and reserve some until the next supply is provided.

The illegally built dwellings at the camp peripheries divert some of the water supply to themselves, affecting other refugees in the camp from getting their share of water.

3.2.6.2 Refuse

The collection of refuse is dealt with by the CSC in cooperation with UNRWA, which is unable to do a proper job in the camp for the want of adequate resources and funding.



Figure 9: *Bad hygienic conditions in the camp (By: Rana Awwad, Sep. 2016).*

Refuse collection is considered a major concern within the camp as it affects hygienic conditions, which is deteriorating and starting to tell on the health and wellbeing of the refugees, especially for those households that are located near the collection points. There are no provisions for any recycling strategies adopted in refuse collection.

3.2.6.3 Electricity

The majority of the camp households are connected legally to the municipal power supply and paying their bills to the Jordanian government. Fortunately, the camp does not suffer any power disconnections.

The illegally built dwellings tap into the power supply outside the camp or from the street lighting adjacent to their units, affecting other refugees in the camp from getting their fair share of power. This pilferage has also damaged the communal areas that are unlit during night, creating a major safety problem within the camp.

3.2.6.4 Waste Water & Sewage

The camp is connected to a sewerage system that leads into a nearby sewage treatment plant. The sewerage network, though, is considered inadequate and suffers from a lack of regular maintenance, resulting often in blockages and overflows in some areas of the camp, which the CSC responds to on a case-by-case basis. There is no proper system for either running off or harvesting rain water and rain water routinely ends up in the sewerage network causing overflows during winter.

The system in place is very old and needs regular maintenance and enhancements to cater to the rapidly growing population within the camp.

3.2.6.5 Roads

The lack of building and planning codes for camps resulted in the informal building pattern the refugees used to expand beyond the set borders by authorities. This expansion severely affected the road network within the camp.



Figure 10: *Quality of the roads within the camp (By: Rana Awwad, Sep. 2016).*

The street hierarchy is clear and varies from main roads crossing the camp from north to south and east to west ending with alleys that are so narrow that they cannot be reached by vehicles, rendering them a challenge to the authorities for safety and security, as they cannot be reached during emergencies or any service maintenance.

The asphalt roads are generally provided with paved sidewalks and casted concrete finish for the camp alleys though the quality of roads is poor.

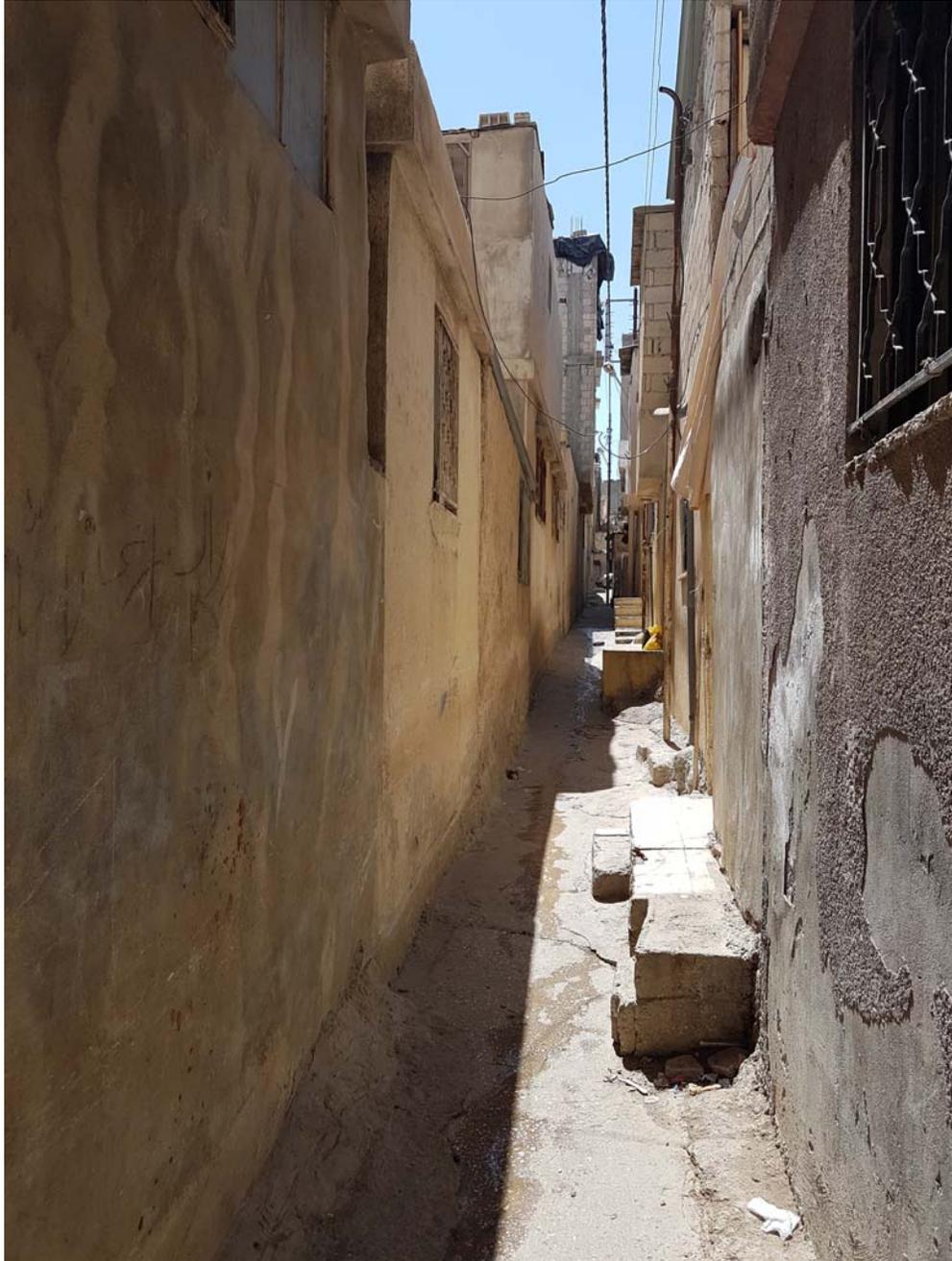


Figure 11: *Narrow Alleys inside the camp (By: Rana Awwad, Sep. 2016).*

3.2.7 Building Methods and Material

As any refugee camp, Al-Baqaa started with tents provided by UNRWA and humanitarian agencies in the late 60s which then were replaced by pre-fabricated cabins / caravans. With time, the refugees have tried to enhance their living conditions and created their own ways to achieve that goal. The caravans were expanded with tents, corrugated sheets and any available panels that could form shelters. They then introduced concrete, replacing temporary walls with more durable material - blocks - and the tents/caravans with concrete slabs. The majority of these enhancements were illegal and not conforming to existent building regulations or standards.



Figure 12: *Palestinians at the Baqaa refugee camp in 1970 © UNRWA Archives/AFP.*

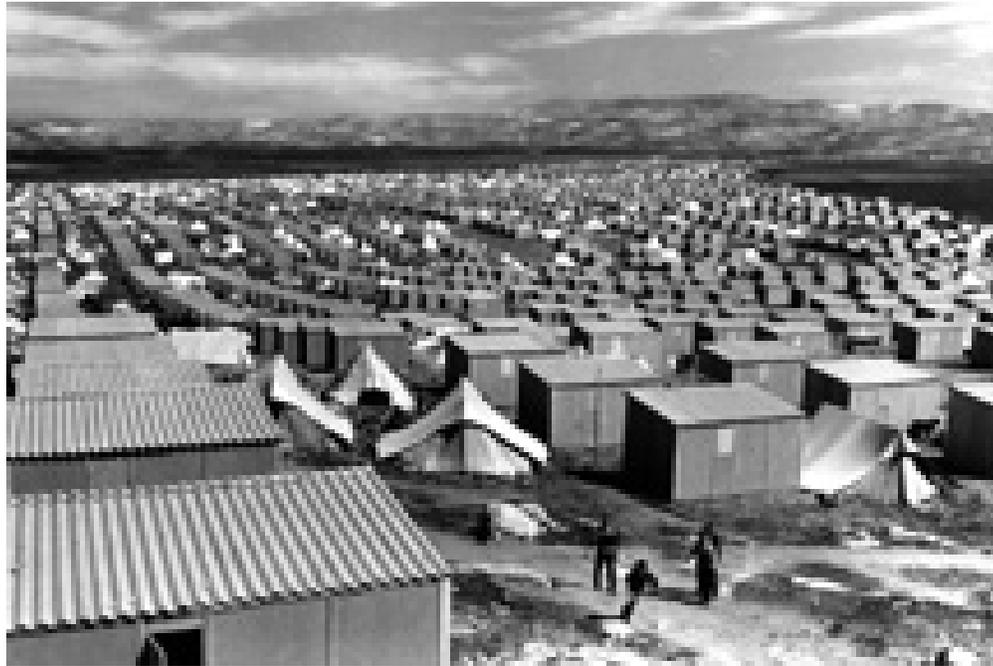


Figure 13: *Replacing the tents with pre-fabricated cabins, post 1971 (Source: UNRWA, 2017).*



Figure 14: *The current building material in Al-Baqaa camp (By: Rana Awwad, Sep. 2016).*

3.2.8 Camp Design and Planning

The current plan of the camp shows a highly dense area in a grid pattern that is hardly maintained by CSC and DPA teams. There is rather poor street hierarchy. Deteriorated communal buildings are located at the center of the camp (schools, health centers, etc.) and commercial areas are located mainly at the center of the camp (central market) and at the peripheries of the camp.



Figure 15: *UNRWA Environmental Health Offices (By: Rana Awwad, 2016).*



Figure 16: *UNRWA School (By: Rana Awwad, 2016).*



Figure 17: *UNRWA School (By: Rana Awwad, 2016).*



Figure 18: *Central Market (By: Rana Awwad, 2016).*



Figure 19: *Central Market (By: Rana Awwad, 2016).*



Figure 20: *Central Market (By: Rana Awwad, 2016).*

The road network within the camp does not meet international standards for capacity or quality. There is no consideration for physically challenged people in camp planning, streets, alleys and sidewalks design, creating a challenge for them in reaching any of the camp service centers or facilities without relying on external help.



Figure 21: *Ain-Albasha Roundabout - 2nd Entry Point (By: Mohammad Al-Khawaja, Nov. 2017).*

Additionally, the new road network executed around the camp has suffocated trading activities at the peripheries and prevented the camp from expanding more into adjacent plots. It has also made the traffic to and from the camp considerably worse as it left the camp with only two entrances from Amman-Jerash Highway over a length of 1.8 KM with an isolated service road from the highway with concrete barriers. This service road can only be accessed from the main camp entrance roundabout.

The isolation of the camp resulted from the constructed bridge has had a severe effect on accessibility of the camp and people mobility.



Figure 22: *Al-Baqaa Roundabout - Main Entry Point (By: Mohammad Al-Khawaja, Nov. 2017).*



Figure 23: *The filter from Al-Baqaa Roundabout to the service road (By: Mohammad Al-Khawaja, Nov. 2017).*



Figure 24: *To the service road parallel to Amman-Jerash Highway (By: Mohammad Al-Khawaja, Nov. 2017).*



Figure 25: *The service road with concrete barrier separating the camp from the highway (By: Mohammad Al-Khawaja, Nov. 2017).*

The planning allowed for public transportation facilities and provided a primary location at the center of the camp for a bus station. It is located besides the central market which makes it convenient for people trying to reach the camp for trading.

Plantation and landscaping did not form part of the camp planning and growth; this is somehow strange, considering that the camp is built on some of the most fertile lands in Amman.



Figure 26: Al-Baqaa Bus Station (By: Rana Awwad, Sep. 2016).

3.2.9 Key Issues

The main issues affecting Al-Baqaa camp are summarized below:

1. Issues related to poor water infrastructure, poor waste management, lighting, roads, etc. and constricted people mobility.

2. Integration with surroundings: The new road networks separate the camp from its surroundings in addition to the government strategy to contain the camp within a specific area and deal with its structures as temporary.
3. Environment and Sustainability are not addressed in the camp's planning and design.
4. Urban economics as the applied policies and regulations do not take advantage of the possible economic benefits if the camp is considered a part of the city and provided with the full support from the government to perform as a commercial center.
5. No consideration for any landscaping or agricultural plans in the camp despite being built on the most fertile land in Amman.
6. Poor maintenance of communal buildings with no enough capacity to cover the needs of the total population of the camp.

3.3 Al-Zaatari Refugee Camp

3.3.1 History & Initiation

Al-Zaatari Refugee Camp was built in Al-Mafraq Governate in Jordan in July 2012 as a response to the over 120,000 Syrian refugees who crossed the borders to Jordan escaping the Syrian Civil War which erupted in March 2011. It is located a few miles south of the border between Jordan and Syria, and 10 kilometers east of Al-Mafraq and connected with the city center through the main highway. As of November 2017, the camp hosts 79,148 refugee (UNHCR Statistics).

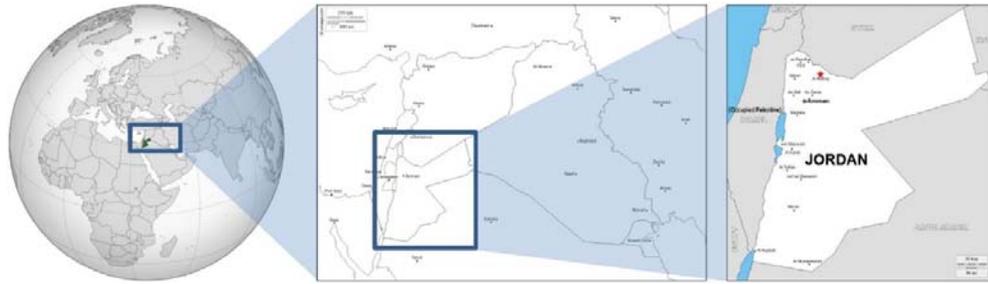


Figure 27: Location of Al-Zaatari Refugee Camp (Source: Wikipedia & d-maps.com).

The camp was planned in a very short period - two weeks - to accommodate the huge numbers of refugees who crossed the Syrian-Jordanian borders. The land was provided by the Jordanian government from an old military base with an area of 5.3 square kilometers; (Huynh, 2015). It housed at peak times 120,000 refugees but this kept reducing until the current 80,000 or so. The camp has also hosted over 400,000 refugees who lived there and left to either relocate to another city or to return to Syria.



Figure 28: Al-Zaatari remote location in relation to the city center (Source: Google Maps, Nov. 2017).

3.3.2 Borders

The camp borders can be clearly identified in the aerial view below as the high density built-up areas are confined within. The peripheries of the camp are well defined with a chain link fence provided by the Jordanian government to contain the camp and to avoid its expansion beyond the assigned area. In this way, the Jordanian government can ensure that issues at the Al-Baqaa camp do not recur here.

The camp is located in a remote area at the middle of Al-Mafraq desert and the only connection with the city center is through a tiny road connecting the camp with Highway no. 10.

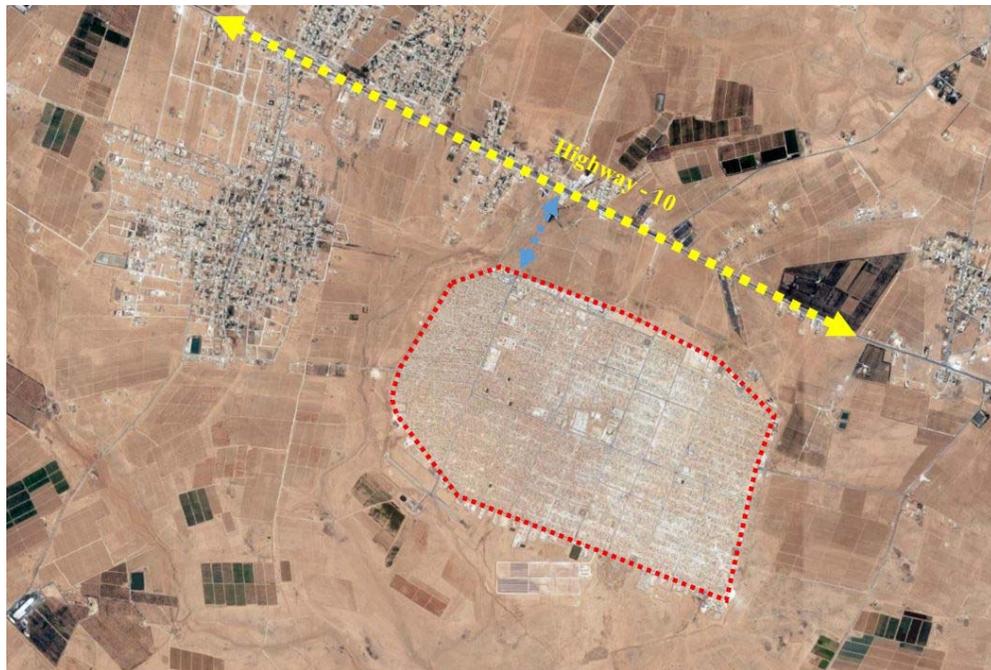


Figure 29: Al-Zaatari Refugee Camp Borders (Source: Google Maps, Nov. 2017).

3.3.3 Social Structure

UNHCR is the party responsible for camp matters along with other UN agencies in coordination with the Jordanian government body – JRPSC and the Camp tribes' leaders of the 7 major tribes in Al-Zaatari camp.

According to (UNHCR, About UNHCR Emergency Handbook, 2017), all the refugees' complaints and concerns related to the services provided by UNHCR and the involved UN agencies are dealt with by the tribe leader who plays the role of mediator mainly in issues related to resource distribution. They have "*the first say in who acquires caravans and when they get acquired*"; (Huynh, 2015). This issue highlighted a corruption problem within the camp which affects the equality for refugees to get their fair share of resources. The more you have a good relationship with the tribe leader, the better services and benefits you can get.

3.3.4 Urban Structure

As there was not enough time for camp designers to plan for it, the common distribution pattern for shelters was in rows. This pattern was met with great resistance and anger by refugees who saw it as an "*authoritarian nature of the camp*"; (Huynh, 2015). The row pattern when followed can help in providing easy access to the camp, prevent fire, and for sanitation procedures.

With the camp's expansion, the density of the population increased - as shown in the following aerial views - as increasing numbers of refugees came to the camp and filled up any open spaces available for circulation or services, to place their tents. This affected the row pattern with time and created a haphazard layout for the camp.

3.3.5 Population

The camp hosted 120,000 Syrian refugees at its peak when established in 2012. It now hosts around 80,000 refugees registered with UNHCR; (UNHCR, About UNHCR Emergency Handbook, 2017). The camp has schools, health centers and community centers that serve the refugees; (3RP, 2015-2016).

Table 6: *Syrian Refugee Population Planning Figures (Source: 3RP 2015-2016).*

SYRIAN REFUGEE POPULATION PLANNING FIGURES						
2015 Planning Figures						
As of:	Egypt	Iraq	Jordan	Lebanon	Turkey	Total
Dec 2012	13,000	74,000	168,000	180,000	148,000	583,000
Dec 2013	145,000	216,000	575,000	905,000	562,000	2,403,000
Nov 2014	137,504	228,484	619,777	1,146,405	1,165,279	3,297,449
Dec 2015	120,000	250,000	700,000	1,500,000	1,700,000	4,270,000

All of the camp population hold Syrian passports but they are not allowed to leave the camp to the city without a Jordanian sponsor filling the required legal documents with the government. This is clearly identified in the survey conducted with a sample people from the camps for the sake of this research (data analysis included in Chapter 4).

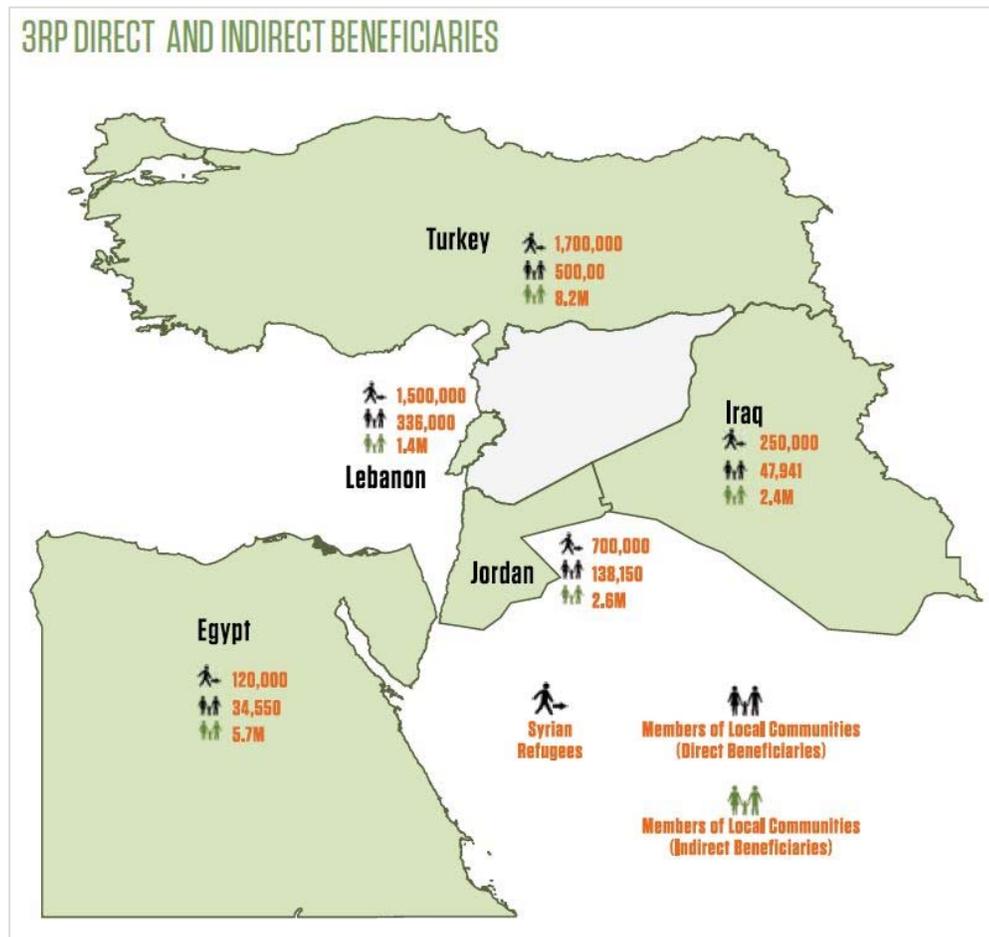


Figure 30: 3RP Direct and Indirect Beneficiaries (Source: 3RP 2015-2016).

3.3.6 Infrastructure

From observations during the field visit, the camp lacks infrastructure and proper services. Some of these issues were overlooked by the government and others a consequence of the refugees' bad practices and violations.

3.3.6.1 Water

The camp shelters are not connected directly with municipal water supply as these services are still under construction and will require a long duration to become available. Water trucks are currently providing the camp with its daily water needs.



Figure 31: *Scattered water tanks beside the caravans (By: Mohammad Asfour, Aug. 2017).*

3.3.6.2 Refuse

UNHCR deals with the collection of refuse in cooperation with tribe leaders who are constrained in doing a proper job in the camp by inadequate resources and funding.

Refuse collection is considered a major concern within the camp as it is affecting hygiene, which is deteriorating and affecting the health and wellbeing of the refugees, especially for those households that are located near the uncontrolled collection points.

3.3.6.3 Electricity

The camp is connected with power from the main municipality line but not in full capacity. As advised by the refugees in the field surveys; they regularly experience power disruptions for long periods every day, affecting their freedom to use appliances in their shelters or perform those activities that need power supply.

The camp is provided with lighting poles for the main roads and around the vital and communal areas and facilities. The lighting poles provided are mainly concentrated in the western old part of the camp leaving the rest of the camp in darkness, resulting in a major safety and security issue.

3.3.6.4 Waste Water & Sewage



Figure 32: *Unfinished infrastructure works (By: Suzan Manasrah, Nov. 2017).*

There are major sanitation concerns due to poor waste management. Furthermore, the rain water drainage was not studied for the flat topography of the camp, resulting in flooding problems during winter. Infrastructure works are going on but at a very slow pace, leaving the working areas unprotected and risking the lives of the refugees, especially children.

3.3.6.5 Roads

The road network within the camp is complicated, having only the main asphalt roads crossing the camp from north to south and east to west. Internal roads are, however, not clearly defined with no pavements or any sort of treatment.



Figure 33: *The main road in Al-Zaatari Camp (By: Mohammad Asfour, Aug. 2017).*

There is also no consideration for physically challenged people. The camp was built on a flat sandy land, and with a lack of proper surface preparation, the roads are not levelled.

Not all the areas can be reached by cars. Therefore, a bike initiative was launched recently to facilitate the mobility of the refugees within the camp (Asfour A. T., 2017).

3.3.6.6 Internet Connection

The camp is suffering from another problem related to its connectivity with surroundings which is resulted from the ban of internet throughout the entire camp which was justified by the Jordanian government as a security necessity; (Asfour M. , 2017). As a result, refugees were trying to connect to internet while they are outside the camp or nearby the UN offices within the camp as they can get a WiFi signal. As ironic as it sounds; the wall where the refugees gather beside was named as “the weeping wall” by the Syrians.



Figure 34: *Al-Zaatari Weeping Wall - WiFi Wall (By: Mohammad Asfour, Aug. 2017).*

3.3.7 Building Methods and Material

The refugees were provided with tents as a shelter when they first arrived at the camp. Having tents as a shelter affected the refugees' sense of security and ability to move. As a result, the row pattern in camp planning was maintained at the early stages of camp creation.



Figure 35: *The tents arrangement provided by UNHCR (Source: Emergency Urbanism Report, 2015).*

UNHCR then replaced the tents with pre-fabricated cabins/caravans to protect the refugees from the harsh weather conditions of the desert and to enhance the sense of security among them.



Figure 36: *Ways of expanding the shelter limits (By: Mohammad Asfour, Aug. 2017).*

Shelters were provided to the refugees with no flexibility for enhancing space. The Jordanian government does not allow the refugees to expand their shelter's boundaries. Also, they are barred from using concrete in any building within the camp even if it is a communal building, governmental office, office of the UN or NGOs. Despite all restrictions, many refugees have found ways to increase their living space by adding stones, corrugated sheets, tents and available material that can be used for partitioning.

3.3.8 Camp Design & Planning

The Al-Zaatari camp was growing rapidly since it was first built. The following aerial views show the growth of the camp in seven months from 2012 to 2013; September 2012 (2,400 shelters), November 2012 (5,163 shelters), January 2013 (11,966 shelters), and April 2013 (25,378 shelters); (Huynh, 2015). From the images, it is clear that the north-western part of

the camp was first occupied and then expanded to the east and south until it reached the full area provided by the Jordanian government for the camp.

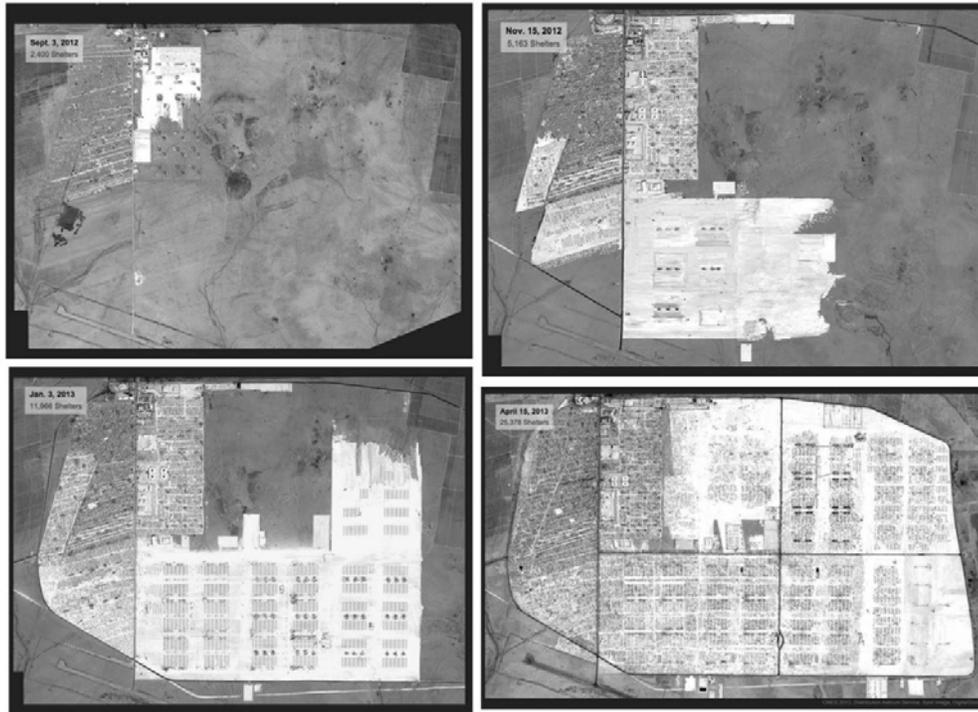


Figure 37: *The Rapid Growth of Al-Zaatari Camp between 2012-2013 (Source: Emergency Urbanism Report, 2015).*

Upon receiving the caravans, the refugees started rearranging the layout of their shelters from the row arrangement into U-shape clusters with a central open area at the middle resembling the courtyard shared with neighbors. The plan of the camp was changed since then, resulting in a maze-like settlement.

There are shared communal spaces that are located at the center of the camp. The commercial strip is located adjacent to the main road spanning from the east to west, and is called the “Champs Elysees”. It offers varieties of retail spaces for selling and exchanging

services and goods. The majority of the refugees reopened the businesses that they had in Syria. Schools, community centers, health centers and playgrounds were provided.



Figure 38: *The maze-like arrangement of the camp with caravans (By: Mohammad Asfour, Aug. 2017).*

Two big kitchens were constructed within the camp and operated by the World Food Programme (WFP) who took the task of providing daily school meals to 30,000 students; (Asfour A. T., 2017).

The desert nature of the camp is unbroken and hard to miss, as no plantation or landscaping areas were provided or considered during the camp design and continuous planning; this is an issue that needs to be addressed in future growth plan.

The camp was planned in isolation from its surroundings. It is fenced all around with two security gates - one for the UN agencies staff and the other for the Syrian refugees and

visitors. As stated earlier, there is no connection between the camp and the center of the city of Al-Mafraq except for one road connecting to the highway. Transportation is available on certain hours of the day, which restricts the movement of people to and from the camp.



Figure 39: *The commercial strip of the camp (By: Suzan Manasrah, Nov. 2017).*



Figure 40: *Al-Zaatari Refugee Camp as of Nov. 2017 (Source: Google Maps).*

3.3.9 Key Issues

The main issues affecting Al-Zaatari camp are summarized below:

1. Issues related to poor water infrastructure, poor waste management, lighting, roads, etc.
2. Issue of resources pursuant to the ability of some refugees to change their environment, resulting in an unequal distribution of camp resources and the deterioration of the camp's communal facilities and buildings; (Huynh, 2015). Corruption among the camp tribes and leaders is exacerbating this issue.
3. Security is a major concern due to the restrictions on the refugees' freedom of movement to and from the camp. Many refugees routinely try to illegally cross the camp fence. Also, the lack of adequate lighting has resulted in crimes like theft and violence.

4. Integration with surroundings: Having the camp in a remote area and in isolation from the rest of the city creates the feeling among the refugees that they are in a military camp or prison. This is also intimidating to the local communities who are interested in visiting, trading or socializing within the camp (Manasrah, 2017).
5. Freedom of movement: The Syrian refugees are not allowed to drive in Jordan even within the camp, with any vehicle needing to be driven by a Jordanian. They are also barred from exiting the camp or entry without the prior approval from the Jordanian government.
6. Environment and Sustainability, which are not addressed in the camp planning and design.
7. Urban economics: The applied policies and regulations do not take advantage of the possible economic benefits if the camp is considered as part of the city and provided with the full support from the government to perform as a commercial center.

3.4 Conclusion

Both camps have almost the same initiation circumstances as they were established as a response to political conflicts that forced people to leave their homes. They also have in common the harsh living conditions within the camp and poor services and infrastructure provided.

Al-Zaatari was different in the way it was contained within walls and security gates. This was not the case in Al-Baqaa camp. Also, the Syrians have their own passports and nationalities which was not the case with the Palestinians who were granted the Jordanian citizenship.

With regard to the outcomes from adopting the Ennead Lab Rethinking Study Framework; following is the summary for both camps:

Table 7: Outcomes for adopting the Ennead Lab Rethinking Study Framework, (Source: Author).

The Camp	Contingency	Emergency	Transition	Sustainable	Integration
Al-Baqaa	<p>1. Camp land was selected randomly and rented from individuals for Al-Baqaa and it is a government land for Al-Zaatari.</p> <p>2. There was no time to plan the camp properly due to the short design period and the</p>	<p>The absorption capacity was set to be 20,000 refugees but with the expansion it reached 120,000.</p>	<p>1. The camp became a commercial hub due to the provided services for its residents and surroundings.</p> <p>2. The services provided still not enough for the growing population.</p>	<p>No proper plans were provided for the camp sustainability due to the temporal nature of planning; despite the camp existence for almost 50 years.</p>	<p>1. This phase addresses the issue of camp legacy.</p> <p>2. It explores the reuse of camp facilities, infrastructures and programs by the host nations when the refugees return to their home countries.</p>
Al-Zaatari	<p>requirement to accommodate huge number of refugees.</p> <p>3. No time was given for cultural studies and understanding, site selection.</p> <p>4. No proper studies were carried out for camp growth and expansion.</p>	<p>The absorption capacity was set to be 120,000 refugees but it currently hosts 80,000 and the number is reducing.</p>	<p>1. The camp is not well utilized by the hosting country and it is considered as a burden despite being a potential for economic boost.</p> <p>2. The services provided still not enough for the growing population.</p>	<p>The only plans under discussion are how to solve the problems of the Syrian families and close the camp at the earliest to avoid having another (Baqaa) in Al-Mafraq City.</p>	<p>3. It is not applicable in both camps under study and was not considered during the 4 previous phases of the camp life-cycle.</p>

CHAPTER 4: RESEARCH METHODOLOGY & DATA ANALYSIS

This chapter covers the research methods that were followed for data collection regarding the subject, to get a better understanding of the research questions and achieve the previously set aims and objectives. After all, research should not be a passive process; instead it should be an active, comprehensive study and accumulation of information (Bolker, 1998). This chapter explores the available research methods and the one selected for this research, together with a justification of it. The limitations of the research are also addressed in this chapter.

4.1 Research Methods Types

There are three main research types that can be used (Creswell, 2009):

1. Qualitative Research, which includes reading and the use of open-ended questions. This research type focuses on defining and better comprehending the research subject.
2. Quantitative Research, which includes the use of closed-end questions in addition to the analysis of figures and statistics.
3. Mixed Methods Research, which is a combination of the qualitative and quantitative approaches.

The researcher has done a study to determine the best research method to be followed.

4.2 Selection Criteria of the Research Method

According to (Glatthorn & Joyner, 2005), the selection of the choice of perspective is determined and affected by the type and method of research. The relevant ones to this research are (i) the nature of research, (ii) researcher skills, and (iii) the available duration for the research. The following are the points addressed in this regard:

4.2.1 The Research Subject and Nature

As the subject of the research is “Refugee Camps: Initiation, current conditions, development and Integration with the City”, there is a need to use the mixed method of research that covers both qualitative and quantitative studies.

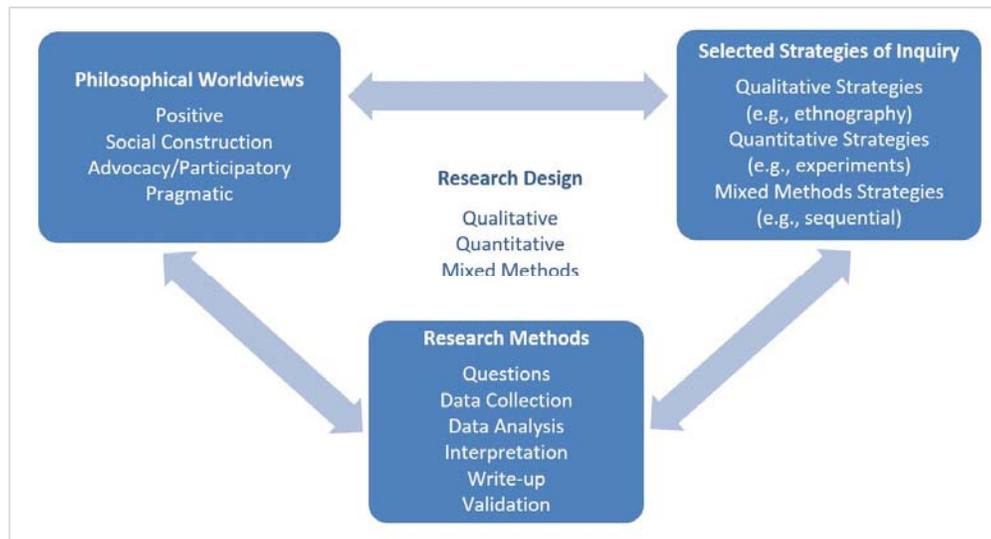


Figure 41: *Research Design Framework (Source: Creswell 2009).*

Qualitative methods are essential to get a better understanding of the meaning of the research subject, and gather opinions and views of the people that are in direct and continuous contact with it. The analysis and study of the information collected assist in coming up with recommendations and the best way forward to achieve a sustainable design of a camp that is integrated with the city. To achieve the required outcomes of this approach, it is essential to read more about the subject and to conduct field interviews with people involved in refugee camps using open-ended questions that can help in understanding the research subject and create an environment of brainstorming.

The quantitative method is required to back up the information collected from the qualitative approach with statistics, adding credibility to the results of the research. To achieve this, a field survey was conducted targeting the refugees in both Al-Baqaa and Al-Zaatari camps using close-ended questions that were designed in a way that could provide the researcher with the statistics required.

4.2.2 The Researcher's Skills and Knowledge

The researcher must have the tools, knowledge and experience required to conduct such a research. The motivation to study the subject in question is also essential in making the study easier.

The researcher has been a construction industry professional as a qualified architect and project manager for more than 16 years which has given her the opportunity to be exposed to many forms of urban and architectural development and projects from both the design and management perspectives. The previous two years spent studying in the Master's Program in Urban Planning and Design has given the researcher the methodologies and tools, and the theoretical and practical background, to conduct research in Urban Planning.

Even with having the required knowledge, it has been argued by (Simon, 1978) that it is very important to understand that the researcher is ultimately a human being who has limitations with respect to the available information and capabilities required to deal with, and conduct, the analysis of the research outcomes. Simon also elaborates that research results and outcomes are likely to be subjective and depend on the researcher's rational analysis and preference.

4.2.3 The Research Duration

Usually, qualitative studies are more time consuming than quantitative ones (Glatthorn & Joyner, 2005). It was required to first complete the qualitative part of the study prior to proceeding with the quantitative part, and due to the short duration of the thesis project, this left the researcher with a very tight schedule for conducting surveys and data analysis. This was due to the necessity to the outcomes required from the qualitative part of the research that formed the base for the quantitative part.

4.2.4 Other Factors and Considerations

4.2.4.1 Research Participants

This research targeted camp refugees, government personnel, humanitarian organizations and United Nations representatives who are continuously involved in camp matters and issues. Having all the stakeholders participate in the research minimizes the doubt about subjective results being in favor of one party over the other.

4.2.4.2 Research Ethics

During any research, it is worth to highlight some ethical considerations as stated by (Creswell, 2009). Firstly; when using the quantitative approach, the research should keep the identity of the survey participants protected. The survey design therefore ensured that no names were requested from any of the participants to avoid any future consequences or embarrassments to any of them. This approach is dealt with differently in the qualitative method as it is better to know the names and titles of the participants, providing they have no issue with disclosing their identity during the interview (initials can also be used also based on the participant preference).

Secondly, confidentiality is an important aspect to many of the parties approached, especially in respect of any plans under study or future considerations that can affect decisions to be made. No plans were therefore included in this research except for the reports publicly published that contained projected data based on collected information from the past.

4.2.4.3 Research Limitations

The research has geographical limitations as it was conducted in Jordan and addressed the refugee camps based in two case studies located in Amman and Al-Mafraq. It also has limitations resulting from the researcher being based in UAE during the study and not having continuous contact and access to the field over the full duration of the research. The researcher approached people in Jordan to assist in completing the field work by helping conduct the surveys, interviews and take some photographs of the areas of study.

A main challenge faced, however, was the complicated process in obtaining permission to access the Al-Zaatari camp as it involving obtaining an authorization pass from the Ministry of Interior to even enter the camp gates. This could not be granted to the researcher during the period she was available in Jordan, constraining her to seek external assistance in this matter as stated. Furthermore, any information required from the camp personnel or residents needed to be requested through government agencies such as DPA and SRAD, which involves procedural delays and occasionally fruitless outcomes.

4.3 Data Collection Strategy

The adopted strategy for data collection consists of two parts, the (i) deskwork and (ii) fieldwork. The following is a description for each part:

4.3.1 Deskwork

This involved literature reviews. It was the essential part for information gathering from books, journals, online resources, published reports, previous dissertations, case studies and other sources that assisted in a comprehensive understanding of the refugee camp and its related challenges and future plans. The outcomes of the literature review assisted in designing fieldwork interviews and surveys. This part is covered under Chapters 2 and 3 of this document.

4.3.2 Fieldwork

The fieldwork data collection was conducted through three methods: case studies, interviews and surveys. Case studies were covered under Chapter 3 and complemented by the field survey and interviews described in the following sections.

4.3.2.1 Qualitative Approach – Case Studies and Interviews

According to (Creswell, 2009), the qualitative approach relies on many factors in order to be useful and countable: (a) researcher assumptions, (b) strategy of enquiries, (c) data collection method, (d) data analysis, and (e) data understanding.

- **Case Studies**

The selection criteria of case studies were based on the type of information required from each that could help in answering the research questions. The case studies of this research were approached in two ways – deskwork and fieldwork.

Al-Baqaa was selected since it is the largest Palestinian refugee camp in Jordan. It provided the researcher with information and data related to a refugee camp's initiation and development in time. It also allowed the researcher to view the steps followed by the

Jordanian government and UN agencies to deal with refugees' problems and needs over a span of five decades.

Al-Zaatari was selected since it is a recent (Syrian) refugee camp in Jordan. It provided the researcher better insight into the current local and international responses to such a crisis by governments and UN agencies compared to those taken in dealing with Palestinian refugees in the past. This camp covers the measures taken over a five-year span.

- Interview Questions Design

The interview questions were designed in a way that assisted in achieving the research aim and objectives. It was also based on the outcomes of the literature review and case studies. The selected open-ended questions helped foster some discussions and debate between the researcher and interviewee, which subsequently enhanced the outcomes from the collected answers.

There was a plan to interview at least 8 people who have a direct contact with the subject of study; unfortunately, only 4 interviews could be conducted due to the research limitations described earlier. The following table summarizes the interviewees and the topics discussed with each; the actual interviews are appended to this document.

Table 8: *List of Interviewees and Topics Discussed (Source: Author).*

Name	Title	Topics
Prof. Sultan Barakat	<ul style="list-style-type: none"> ▪ Director at Centre for Conflict and Humanitarian Studies. ▪ Senior Fellow at The Brookings Institution. 	<ul style="list-style-type: none"> - The nature of refugee camps. - Discuss the selected case studies. - Discuss the camp typologies, legislations and planning. - Recommended research and readings.

(*Continued)

Name	Title	Topics
Mr. Waleed Abdulrahman	Chairman at Al-Baqaa Camp Services Committee	<ul style="list-style-type: none"> - Challenges faced in the daily life of the camp. - Enforcement of policies and regulations. - Camp future plans. - Refugees' interaction with laws and political updates. - Role of the Jordanian government in the camp.
Ms. Amina T. Asfour	Activity Manager for the School Meals Program at WFP	<ul style="list-style-type: none"> - WFP role in Al-Zaatari camp. - Challenges within the camp. - Services and facilities provided. - Personal observations.
Mr. Mohammad Asfour	<ul style="list-style-type: none"> ▪ MENA Regional Manager at World Green Building Council. ▪ Co-Founder at Positive Leaders. ▪ Activist/volunteer at Save the Children organization. 	<ul style="list-style-type: none"> - Challenges within Al-Zaatari camp. - Services and facilities provided. - Camp accessibility. - Enforcement of policies and regulations. - Camp future plans. - Camp connectivity with surroundings. - Personal observations and photographs.
Ms. Dina Dahood	Former Urban Development Planner & Architect at UNRWA	<ul style="list-style-type: none"> - Initiation of the Palestinian refugee camps. - Types of shelters. - UNRWA camps improvements. - UNRWA areas of operation. - Status of Palestinian refugees in Jordan. - TCoordination with the Jordanian government. - Camp services and facilities - Personal observations.

4.3.2.2 Quantitative Approach – Field Survey Design

The survey questions were designed based on the literature review outcomes, and grouped in a manner that covered specific parts of the information required.

The survey consisted of 30 questions addressed particularly to the refugees of Al-Baqaa and Al-Zaatari camps – the subject case studies. Surveys were conducted by two research assistants, Mr. Mohammad Al-Khawaja for Al-Baqaa Camp and Ms. Suzan Manasrah for Al-Zaatari camp who took samples of 50 people in each camp, totaling 100 surveys. This ensured that equal numbers of samples were taken from each case study to help in a comparison exercise that was carried out and illustrated in the analysis section to follow.

The following table shows the survey’s layout and structure:

Table 9: *Survey Layout (Source: Author).*

Question	Purpose
1. How old are you? 2. Gender. 3. In which camp you are living? 4. What is your nationality? 5. What is your education level?	To gather information about the respondents selected for the survey.
6. When did you become a camp resident? 7. Is this the 1 st camp you move in? 8. Are you and your family registered with United Nations – UNRWA or UNHCR? 9. Do you work? 10. If you don't, how do you provide your needs? 11. If you work, do you work inside or outside the camp? 12. Number of family members living in the same house.	To gather information about the current status and living conditions of the refugees within the camp.

(*Continued)

Question	Purpose
13. What is the building material of your house? 14. Do you have a land provided for planting in your camp? 15. Can a vehicle reach to your house? 16. What is the road leading to your house?	To gather information about the architectural conditions of the shelters provided and their accessibility.
17. What is the place that your frequently visit within the camp? 18. Where do you prefer the location of the market/commercial area?	To get to know the nodes, public spaces or points of attraction of the refugee camp.
19. How do you commute from camp to surrounding cities or towns? 20. How do you move inside the camp? 21. Do you think that you have proper link and road network between the camp and its surroundings?	To gather information regards: <ul style="list-style-type: none"> - The forms of transportation within the camp. - The form of accessibility within the camp, and to and from the camp. - Connectivity with surroundings.
22. Are you happy with the services provided within the camp? 23. Have you extended the limits of your house more than the original size provided by UN/Government? 24. Is your house connected with municipality power/water? 25. What do you think is the most important issue to be developed in your camp to be better to live in? 26. Are you getting UN/Government support when needed?	<ul style="list-style-type: none"> - To gather information on the type of services and facilities provided. - Ways to enhance the services. - Refugee priorities for the services. - Abidance of laws and regulations. - Level of support provided to refugees.
27. How many times you were moved from your place within the same camp by UN or government? 28. Where do you prefer to live? 29. Do you feel safe in your camp?	<ul style="list-style-type: none"> - Level of comfort within the camp. - Level of safety and security.
30. Do you think that you are going back home (Palestine or Syria) soon?	To get to know what refugees really think about the right of returning home, to link with how this is affecting their lives and daily interaction with their surroundings.

The completed surveys were manually entered into an online tool in order to extract the statistical data, diagrams and charts required for further analysis and observations.

4.4 Data Analysis Method

4.4.1 Qualitative Data Analysis Method

This method usually consists of open-ended questions which can be responded to by the interviewees in different ways. This type of questioning makes the analysis process more complicated and subjective. The following chart shows the way recommended by Creswell to analyze this type of answers/data.

The best way to analyze qualitative data according to (Naoum, 2007) - who agreed with Creswell method - is to conduct the coding process for the collected data in relation to ideas and themes.

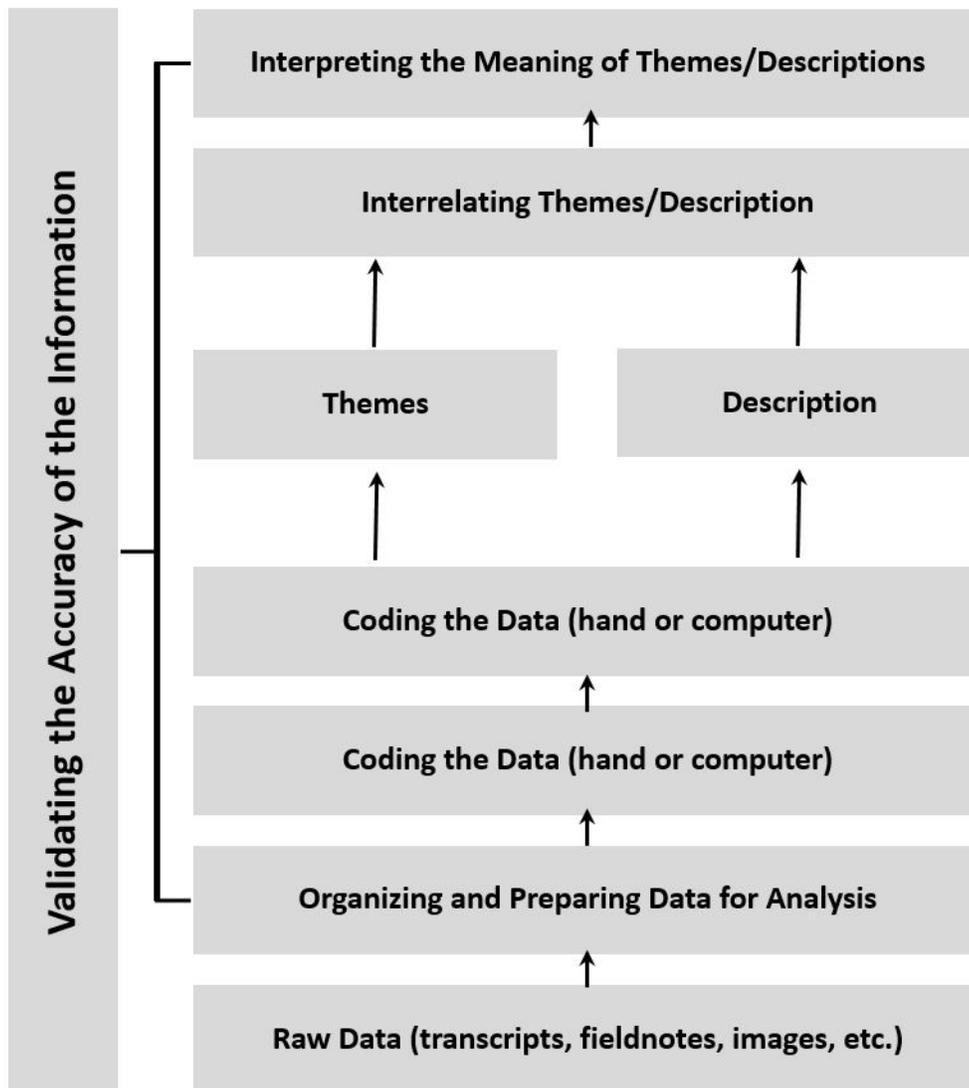


Figure 42: *Data Analysis in Qualitative Research* (Source: Creswell, 2009).

4.4.2 Quantitative Data Analysis Method

In order to decide the way to be followed to analyze the collected data, the type of question needed to be identified:

1. Questions related to ranking a number or an item were analyzed taking the average value against each item as the base.
2. Multiple choice/variable questions were analyzed based on exploring answers, transforming data, developing mechanism, study several levels ending up with creating a matrix if needed; (Creswell, 2009).

4.5 Fieldwork Data Analysis

4.5.1 Interviews Outcomes

Since the interviews were conducted with parties of different types of involvement within the camp, the questions for each interviewee had to be tailored based on the information needed from each of them. The following is a summary of the information gathered from each, with the questions and answers of the interviews appended to this document.

Interview no. 1

Director at Centre for Conflict and Humanitarian Studies

The points discussed are summarized below:

1. When studying 2 camps, it means studying 2 typologies.
2. Urban, economic and social fabrics must be addressed.
3. Camps are temporary by nature.
4. Legislations for camps are usually different from the rest of the city.
5. Camps are usually designed for 10-15 years.

6. There is no temporary Palestinian refugee camp in Jordan.
7. Lessons learned can be checked from Al-Wehdat refugee camp in Jordan.
8. When studying Al-Zaatari basis of infrastructure, urban context, dwellings arrangement must be addressed.
9. The idea of shelter arrangement with a courtyard at the middle was restricted by UN at the initiation of the refugee camps.
10. Shelter and refugee camps design by the international community varies from one country to another.
11. The camps affect the real estate and force the adjacent land owners to sell.
12. Camps lands are usually rented or owned by the government.
13. Many camp land owners can't get their lands back and still getting cheap rent from the hosting governments/UN.
14. There is a serious problem of availability of UN services in most of the refugee camps.
15. The UNRWA role was discussed as the one in charge for the camps improvements program.
16. Gaza Camp is a good example to study the morphology and how people adopted to their new environment and accommodation.
17. How long people will accept being in camps?
18. It is recommended that the camp should not host more than 20,000 refugees.
19. The refugee camp is not a good idea. People should be blended with the hosting community.
20. How UNRWA learned through years? A theme that can be studied further.
21. Camp is a focal point of trouble. It forces the elite out and attract the poor and low-income in.
22. Refugee Convention not signed by the Jordanian Government. It still in control of the camps in Jordan.

▪ **Observations:**

There are many areas of study that can be addressed in this research and all were included in the case studies chapter. Dealing with Palestinian refugees in Jordan is a challenge as their camps are no longer considered as temporary due to the long period of the Palestinian-Israeli conflict and having no chance to return back home as other nationalities can do.

Interview no. 2

Chairman of Al-Baqaa Camp Services Committee (CSC)

The points discussed are listed below (based on the interviewee point of view):

1. The chairman was once a camp resident but moved in 2004.
2. There are no challenges related to housing, infrastructure, etc.
3. 100m²/ family is a decent space to live in regardless of the number of family members.
4. Palestinians will return home eventually.
5. CSC is dealing with violations in constructions. Laws and legislation are dealt with by demolitions of non-compliant parts of buildings.
6. The transportation to and from the camp is good and the numbers of people visiting the camp are increasing and not affected with the new roads network.
7. There are communal facilities available, and in sufficient numbers, to the camp residents.
8. There are future infrastructure improvements and new roads.
9. UNRWA is the party in charge of public health and education in the camp. No idea about any future plans.
10. There are future social plans involving families' rehabilitation.
11. The camp is well connected with surroundings.

12. Houses are not properly registered but there is proper documentation for ownership or right to use the properties.
13. There are no future agricultural projects/plans.
14. The camp is safe and secure; no accidents, incidents or problems.
15. Some refugees leave the camp to expand and improve, while others prefer to stay to look after their work and families.
16. The camp gets a fair share of water.
17. CSC/UN are studying population, development, health, public services and education to come up with a sustainable plan for the camp.
18. DPA provides proper support when needed/requested.
19. There is continuous coordination with UN/Government to better serve the community.

▪ **Observations:**

As a decision maker assigned by the Jordanian government DPA to serve the camp population, the answers for problematic areas were unsurprisingly favorable to the government, which was not the case in reality. There is coordination with UNRWA, CSC and refugees but not all are involved in decision making.

Interview no. 3

Activity Manager - WFP

The points discussed are listed below (Al-Zaatari Camp):

1. Camp access:
 - a. Permissions/approvals to get in and out of the camp required from government for refugees and visitors.
 - b. Some Syrians entered Jordan illegally with no identification documents – reason for not allowing them to go out of the camp.

- c. There are two access point: one for refugees and visitors and the other for UN agencies and their staff.
2. Roads are not in a good condition, with only the base camp where the UN agencies and NGOs having asphalt roads.
3. There is a central market, communal services and buildings.
4. There are 29 small schools working double shifts (morning for girls / evening for boys).
5. There are two kitchens to provide the school students with daily meals as per the WFP.
6. The WFP provides daily meals to 30,000 students in the Al-Zaatari and Al-Azraq camps.
7. The plan for the coming 3 years is based on a projected reduction of Syrian refugees by 10-30%.
8. The Palestinian refugees who fled from Syria were taken out of the camp and isolated in another camp in Al-Ramtha city dedicated to the Palestinians coming from Syria. Those are dealt with directly by UNRWA and not by UNHCR.
9. There is no bus station inside the camp. One needs to walk outside the camp to get a ride.
10. UN bicycle initiative was very helpful to the refugees as Syrians are not allowed to drive inside or outside the camp.
11. It is not allowed to build with concrete blocks inside the camp. This applies to even communal buildings, UN agencies and NGOs.
12. There is a clear directive to be stringent with Syrians to persuade them to leave the camp and return home.

▪ **Observations:**

There are accessibility and connectivity issues in the camp that are not being addressed by any party. Despite the harsh living conditions in the camp, many Syrians prefer to stay on

as they were provided access to services such as education and health services that were not provided to them back home in Syria. There is not enough socio-economical support for the Syrians within the camp.

Interview no. 4

Co-Founder – Positive Leaders

The points discussed for Al-Zaatari Camp are listed below:

1. The camp has restricted access for outsiders who should apply for a pass from the government – which might be rejected.
2. Some Syrians are allowed to go out of the camp without permission but only to nearby areas. They mainly work as farmers in tomato fields around the camp to help cover their daily needs and expenses.
3. There is only one entrance to the camp.
4. Building any concrete structure is not allowed in the camp.
5. The camp has many communal facilities and services such as nurseries, schools, mosques, market, etc.
6. The numbers of Syrian refugees in the camp are decreasing.
7. There are ongoing infrastructure projects in the camp, mainly drainage/sewerage.
8. There is a plan in place to reuse everything in the camp after the Syrians return home.
9. There are Jordanians and Syrians from the same tribe, especially the ones from north Jordan and south Syria. Some Jordanians too were getting UN help based on the tribe name; however, this issue reduced after reorganization of the refugees' documentation.
10. The Jordanian government could have benefited from the Syrian presence in Jordan to enhance the economy - Al-Hasan Industrial City is near the camp and can accommodate those Syrians who are skilled and able to work - but it did not.

11. WFP is in-charge of distributing bread daily to refugees. There have been known instances of some Syrians with extra rations of bread selling to fellow refugees.
12. The only contact of refugees in the camp with their surroundings is when they are commuting to and from the camp.
13. The main means of transportation are cars and buses driven by Jordanians.
14. UNHCR provides water tanks that are filled almost daily. There is no municipality connection for water.
15. There is a bar on internet connectivity within the camp. There is no data signal. Refugees usually gather besides the UN office walls to get wireless connection. This area now has a sobriquet of the Weeping Wall.

▪ **Observations:**

There are accessibility and connectivity issues in the camp. Syrians are willing to contribute to the Jordanian economy; however, there has been no action forthcoming thus far from the Jordanian government. The Syrian refugees are by and large innovative and try to enhance his/her living conditions in many ways. A tribal culture does exist in the camp and has consequences on its resources. Transportation is an issue. No sustainable plans are addressed for camp future.

Interview no. 5

Former Urban Planner and Architect - UNRWA

The points discussed are listed below (Palestinian Refugee Camps in Jordan):

1. The term 'Urban Planning' has never been used by UNRWA; only 'Camp improvement' has been the term in practice instead.
2. While short and medium-term plans are in place, there are no long-term plans.
3. Buildings are not allowed to exceed 3 floors within the camp.

4. During the first two years of the Palestinian crisis in 1948, the Red Crescent was the organization in charge of camps. The UNRWA was then established in 1950, and took over the Red Crescent's role.
5. The land of the camp is either government land or rented from individuals at a very low rent.
6. When the camp was initially established, tents were provided based on the number of members in the household. These were then replaced with asbestos units of size 3.5 x 4.5 m. Pieces of land of size 8.0 x 12.0 m were provided for each family to place their tent/caravan on, based on a set of regulations from UNRWA. Then people started to build with concrete.
7. There are water supply points serving the camp, public toilets and kitchen for hot meals.
8. A majority of Palestinian refugees have Jordanian citizenship and get UN support as refugees.
9. Refugees consider the camp as a social pivot, preferring to opt for neighboring localities even when they move out of the camp, so that they can stay close their families and friends.
10. Al-Baqaa camp is considered a powerful economic and commercial hub that keeps the surroundings alive.
11. About 50% of the Al-Baqaa camp land is owned by the government, with the rest leased.
12. There is no consideration in the camp design for landscaping or parks, including planned future improvements. Plantation is not considered a priority for refugees.
13. The connection of the camp with municipal services came gradually thus:
14. Individuals were using captive power generators.
15. In the 70s, 80s and early 90s, there was no infrastructure for the camps.

16. Grey water channels were exposed and not piped which created sanitation, hygiene and public health issues.
17. Sewage was collected in septic tanks / manholes, handled thereafter by tankers.
18. Less than 10% of Palestinians get financial support from UN/Government.
19. UNRWA did not provide any land for agricultural use.
20. Palestinians are allowed to work outside the camp.
21. UNRWA supports the rehabilitation center for women, the physically challenged and youth.
22. UNRWA has no power in decision making.
23. There is no coordination between the Jordanian government and the UNRWA in the matter of roads network projects around the camps.
24. The role of the camp manager, assigned by UNRWA, is to facilitate and help UNRWA in performing its duties within the camp.
25. UNRWA is thus far in charge of the collection of refuse in camps.
26. The idea of camp legacy was not considered or discussed in any UNRWA plans for camps improvement.
27. The main reasons for establishing the UNRWA back in 1950 instead of keeping UNHCR in charge are:
 28. Any refugee has the right to return home – not applicable to Palestinians.
 29. Any refugee has the right to settle down in the host nation and given an amount of money – this idea was not acceptable to either the Palestinians or host nations.
 30. Any refugee has the right to relocate to another country and settle down – this idea is not acceptable by Palestinians. The restrictions on them to enter other countries make it even worse for them.

31. The Palestinian is the only refugee who does not have the right to return home because, with Israel not allowing him to return, he has nowhere to return to! This issue is routinely overlooked in any peace conference or talk around the world.

▪ **Observations:**

There are accessibility and connectivity issues in the camp. Sustainable plans have not been considered. The government is the only decision maker in the design of camps or living conditions. No legacy plans are generally discussed. The right to return home is essential for all refugees. The connectivity of the camp with its surroundings is affected by government plans and not coordinated with UN agencies.

4.5.2 Field Survey Outcomes

Before starting with the analysis of the survey, it is to be noted that not all the questions were mandatory for the respondents, and some questions were omitted due to their irrelevance to the interviewee.

The analysis of the thirty-question survey is divided into 8 groups according to the design discussed earlier.

The survey targeted a sample of about 50 refugees from each of the two camps under study, viz. Al-Baqaa and Al-Zaatari. The analysis is shown in the way of a comparison between both outcomes, to achieve the requirement of studying the old and present refugee camps situations.

▪ **Part - 1: Respondents Information**

Q1 ... How old are you?

- 10 – 20
- 21 – 30
- 31 – 45
- 46 – 60
- 61 – 75
- Above 75

Q1 – Results:

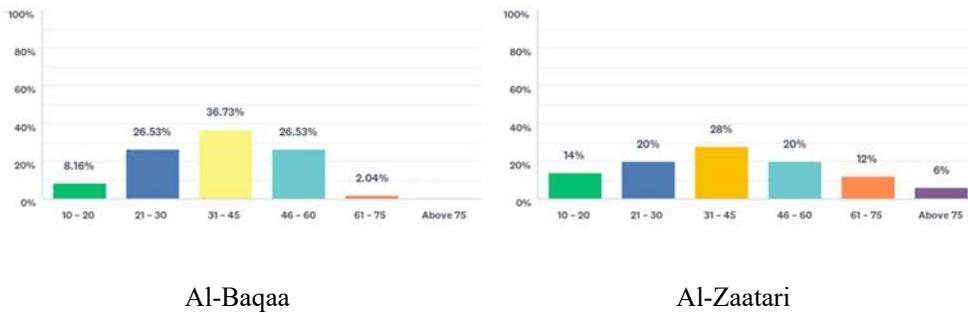


Figure 43: Question (1) Result Charts

Q1 – Comments and Understanding:

The question aimed to know the age groups of the sample respondents selected during the field survey in order to cover a wide number with different interests and views. In Al-Zaatari we managed to get in touch with all age groups which could not be achieved in Al-Baqaa.

Q2 ... Gender:

Male

Female

Q2 – Results:

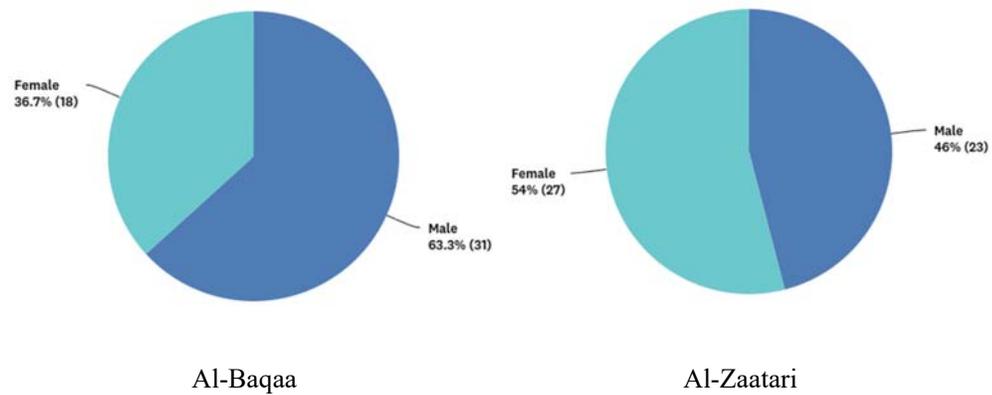


Figure 44: *Question (2) Result Charts*

Q2 – Comments and Understanding:

The question aimed to target a fair mix of genders in both camps to get variety of responses based on each gender interests and views. Al-Baqaa survey respondents' majority were males but in Al-Zaatari, the sample targeted an almost equal number of males and females.

Q3 ... In which camp are you living?

- Al-Baqaa
- Al-Zaatari

Q3 – Results:

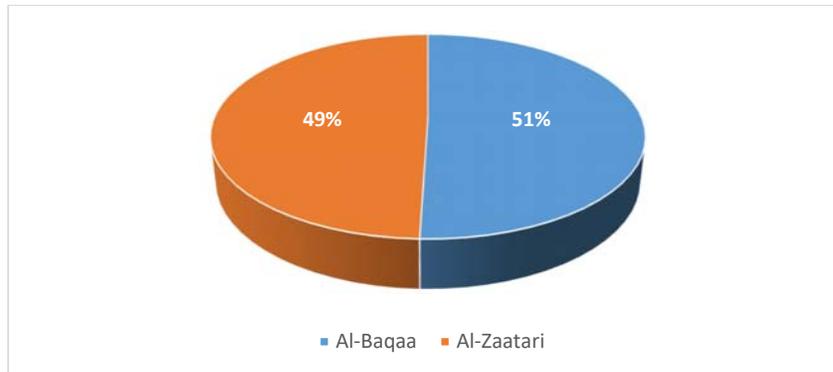


Figure 45: *Question (3) Result Chart*

Q3 – Comments and Understanding:

The question aimed to target the same number of respondents from both camps in order to get a fair comparison of data analysis.

Q4 ... What is your nationality?

- Palestinian
- Syrian
- Other

Q4 – Results:

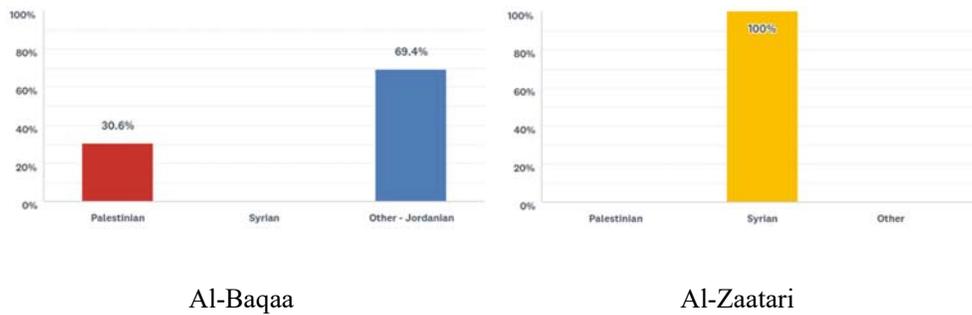


Figure 46: *Question (4) Result Charts*

Q4 – Comments and Understanding:

The question aimed to know the nationalities that exist in each camp. Almost 70% of the interviewees in Al-Baqaa held a Jordanian citizenship and they were also registered with UNRWA as Palestinian refugees, with the other 30% holding Palestinian documents. The entire population of Al-Zaatari are registered Syrians with UNHCR.

Q5 ... What is your education level?

- School
- University
- Illiterate

Q5 – Results:

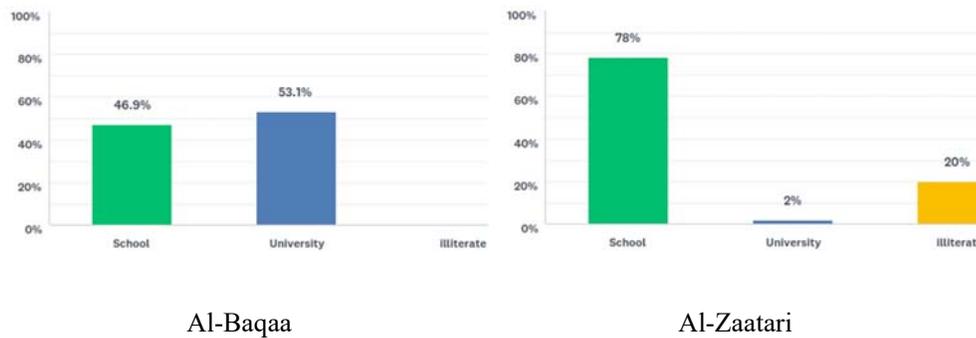


Figure 47: *Question (5) Result Charts*

Q5 – Comments and Understanding:

The question aimed to know the education background of the selected sample. Al-Baqaa showed that 100% of the Palestinians were educated, with a majority of them being university graduates. Al-Zaatari showed 80% as being educated Syrians, although a majority of them did not have the chance to continue their level of education beyond high-school due to the interruption caused by the civil war. It would not be unreasonable to assume that at a similar age after the establishment of the camp, the figures at Al-Baqaa would not have been too different either.

▪ **Part - 2: Respondents Living Conditions and Current Status**

Q6 ... When did you become a camp resident?

- 1969 – 1980
- 2012 – 2017
- Other

Q6 – Results:

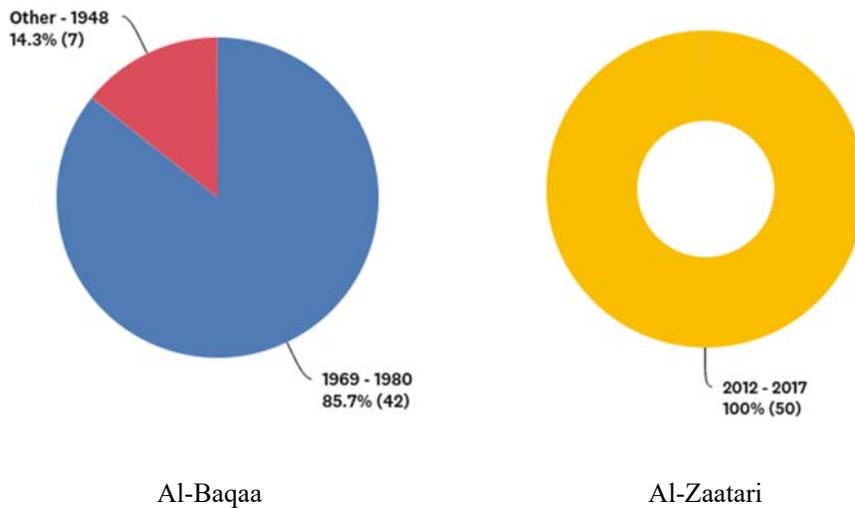


Figure 48: *Question (6) Result Charts*

Q6 – Comments and Understanding:

The question aimed to know when the refugees fled to Jordan and became a camp resident. Al-Baqaa showed that more than 80% came consequent to the 1967 Arab-Israeli conflict and 20% were displaced twice – initially in 1948 and relocated to camps within Palestine and subsequently in 1967 when they were compelled to flee to Jordan. All of the Al-Zaatari refugees fled to Jordan after the eruption of the 2011 Syrian civil war and conflicts.

Q7 ... Is this the first camp you moved into?

- Yes
- No, I came from

Q7 – Results:

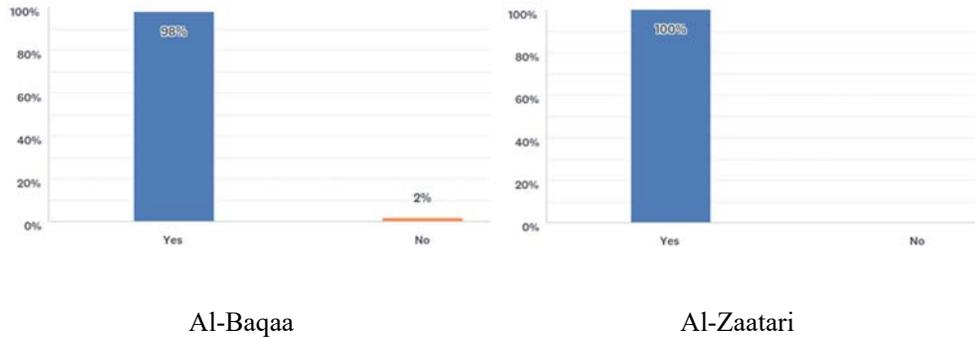


Figure 49: *Question (7) Result Charts*

Q7 – Comments and Understanding:

The question aimed to know if the targeted sample of refugees were displaced more than once due to conflicts in their home countries. Al-Baqaa results showed that there are refugees that were displaced several times with the results from Al-Zaatari showing that the camp in Jordan was their first move.

Q8 ... Are you and your family registered with United Nations – UNRWA or UNHCR?

Yes

No

Q8 – Results:

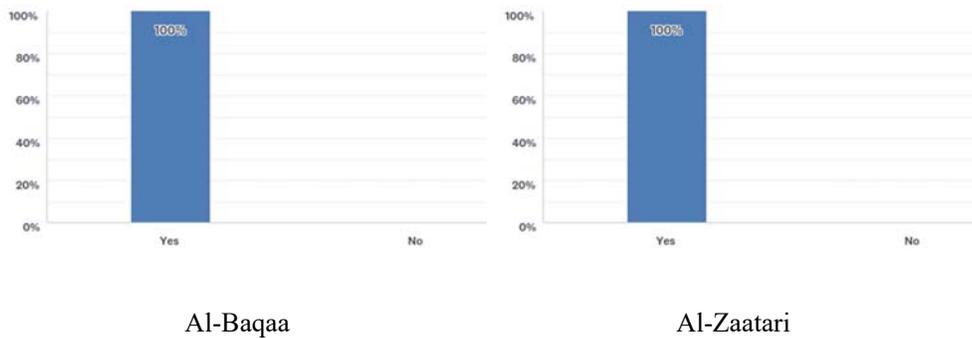


Figure 50: Question (8) Result Charts

Q8 – Comments and Understanding:

The question aimed to know if there are unregistered refugees within the camp who are benefitting from the resources of the registered ones and overload the authorities with extra expenses. The results show that both camp refugees from the selected sample are all registered with United Nations bodies, UNRWA and UNHCR.

Q9 ... Do you work?

Yes

No

Q9 – Results:

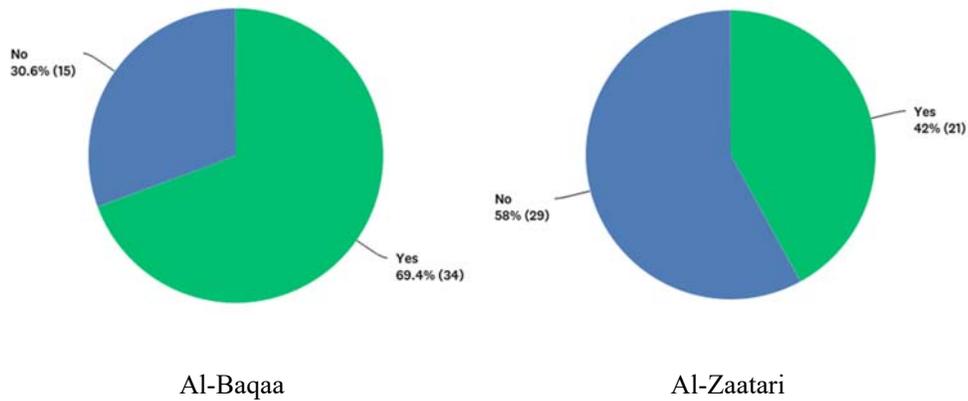


Figure 51: *Question (9) Result Charts*

Q9 – Comments and Understanding:

The question aimed to know the percentage of employment within each camp, to help understand the economics within the camp along with some mobility and connectivity issues addressed in the following questions. 70% of Al-Baqaa refugees work, compared to 40% in Al-Zaatari.

Q10 ... If you do not work, how do you provide for your needs?

- Relatives help
- UN Help
- Other

Q10 – Results:

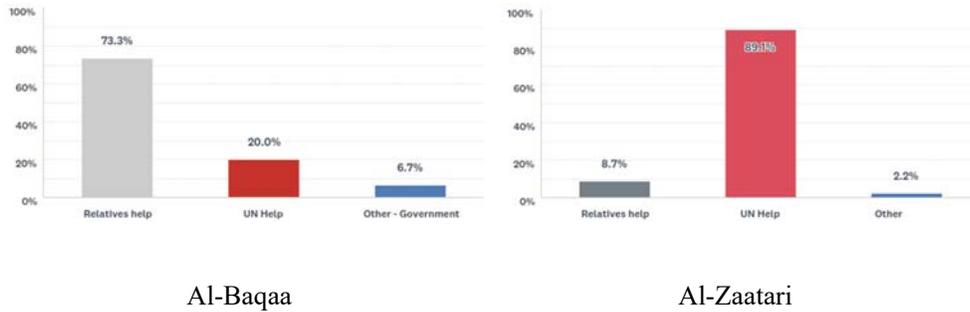


Figure 52: Question (10) Result Charts

Q10 – Comments and Understanding:

The question aimed to know how unemployed refugees get by with their daily needs. Al-Baqaa showed that of the sample of the unemployed, 73% get regular support from their relatives, 20% from the UN and the rest (7%) from the Jordanian government. Al-Zaatari showed a 90% reliance on the UN with the rest reliant on relatives and other sources (not provided). It is, however, worth mentioning that *all* refugees get their financial and daily needs and support from the United Nations notwithstanding that a part of them work inside or outside the camp.

Q11 ... If you work, do you work inside or outside the camp?

- I work inside the camp
- I work outside the camp

Q11 – Results:

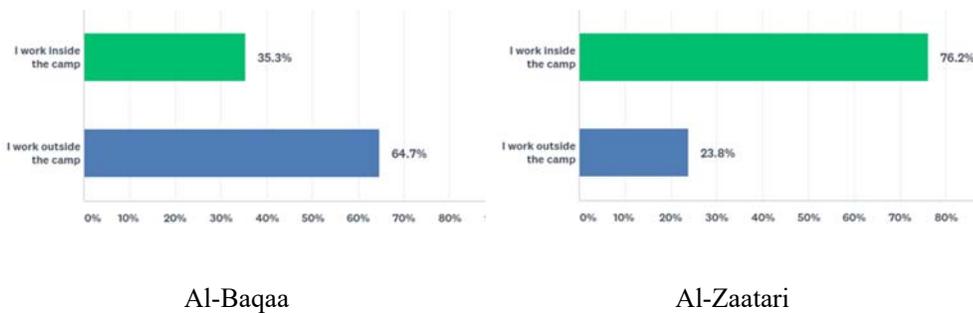


Figure 53: *Question (11) Result Charts*

Q11 – Comments and Understanding:

The question aimed to know whether the employed refugees from the selected samples work inside or outside the camp, to better understand the socio-economics of the camp along with the issue of mobility of the refugees.

Al-Baqaa shows that 65% work outside the camp compared to 24% in Al-Zaatari. This is due to a higher level of freedom at Al-Baqaa to move from and to the camp. Also, since a majority of Al-Baqaa refugees have Jordanian citizenship, it allow them to work anywhere in Jordan unlike the refugees of Al-Zaatari who are all Syrian nationals, requiring government permission to work outside the camp, and that too subject to them having a Jordanian sponsor. It is convenient for refugees to work inside the camp to avoid the aggravation of government approvals of Syrian and Palestinian nationals.

Q12 ... Number of family members living in the same house:

- Alone
- 2 – 5
- 6 – 10
- 11 – 15
- 16 and above

Q12 – Results:

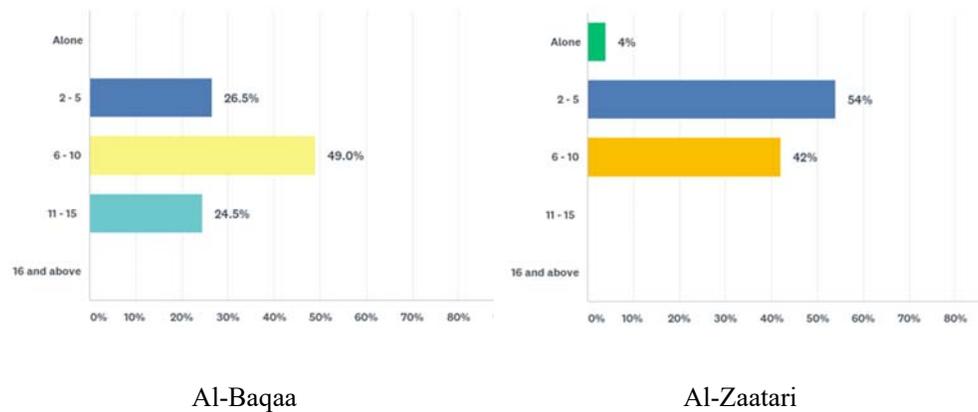


Figure 54: Question (12) Result Charts

Q12 – Comments and Understanding:

The question aimed to know the number of the family members in a household which will assist in knowing their living conditions based on the shelter provided. It also provides an insight into the population density in the camp.

Statistics from Al-Baqaa show that a majority of the households contain 6-10 members compared to 2-5 members in Al-Zaatari. Also, in Al-Baqaa, the number of family members in a single household reached 15 compared to a maximum of 10 in Al-Zaatari. This shows that the Al-Baqaa camp has higher population density, especially with multistoried buildings that are not allowed in Al-Zaatari.

▪ **Part - 3: Shelter Conditions**

Q13 ... What is the building material of your house?

- Concrete Block
- Tent
- Pre-Fabricated House
- Other

Q13 – Results:



Figure 55: *Question (13) Result Charts*

Q13 – Comments and Understanding:

The question aimed to know the conditions of the shelters in the two camps to gain an idea about how the government and UN agencies are dealing with the temporal aspect of the refugee camps. At Al-Baqaa, 98% of the shelters are made out of concrete whereas all of the Al-Zaatari shelters are prefabricated/movable caravans. This makes the issue of dealing with camp legacy easier in Al-Zaatari compared to Al-Baqaa.

Q14 ... Do you have a land provided for planting in your camp?

Yes

No

Q14 – Results:

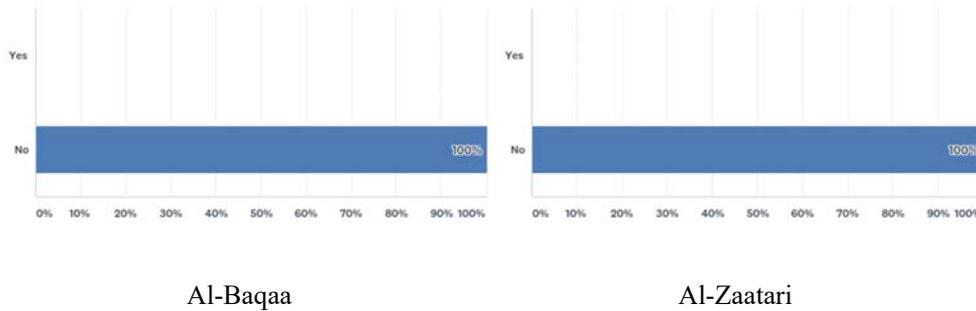


Figure 56: *Question (14) Result Charts*

Q14 – Comments and Understanding:

The question aimed to know whether the refugees were provided, as part of the socio-economical support, with any agricultural lands or if there were any landscaped areas within the camps. Both camps confirmed that plantation and landscaping do not exist.

Q15 ... Can a vehicle reach your house?

Yes

No

Q15 – Results:

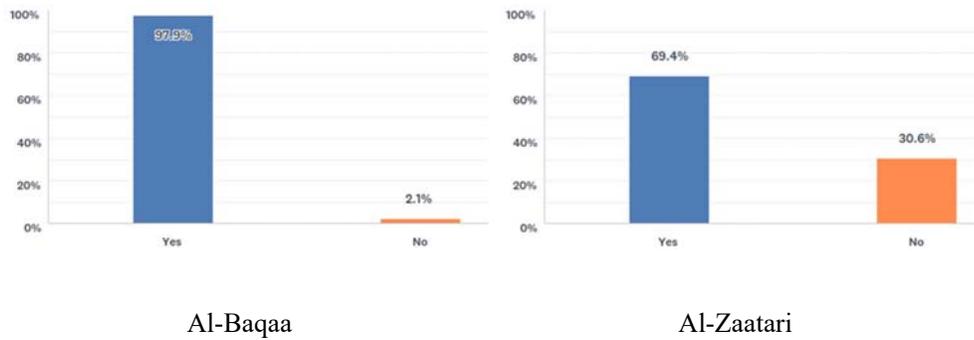


Figure 57: Question (15) Result Charts

Q15 – Comments and Understanding:

The question aimed to know the level of accessibility in each camp. It was clear that this was better at Al-Baqaa compared to Al-Zaatari.

Q16 ... What is the road leading to your house?

- Asphalt Road
- Sandy/Unpaved Path
- Paved/Screed Path

Q16 – Results:

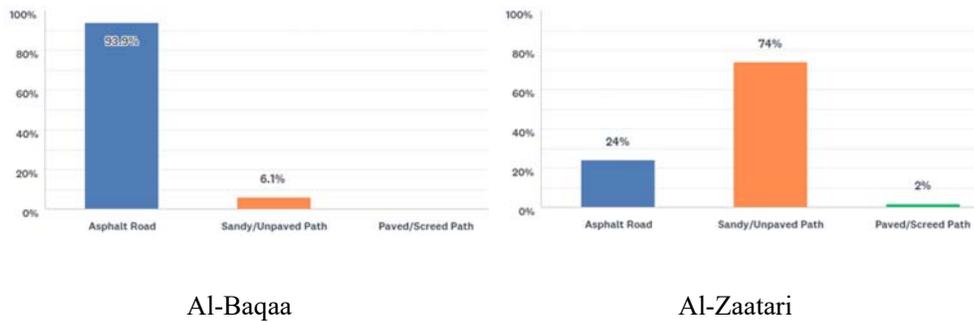


Figure 58: *Question (16) Result Charts*

Q16 – Comments and Understanding:

The question aimed to know the nature of access to the shelter and if the materials used were helping or making it worse for physically challenged people to move and connect with other spaces within the camp. Al-Baqaa can be considered much better, with 94% of the roads being asphalted, compared to 74% sandy paths within Al-Zaatari.

▪ **Part - 4: Points of Attraction within the Camp**

Q17 ... Which place within the camp do you visit most frequently?

- The central market
- The mosque
- The school
- The health center
- Other

Q17 – Results:

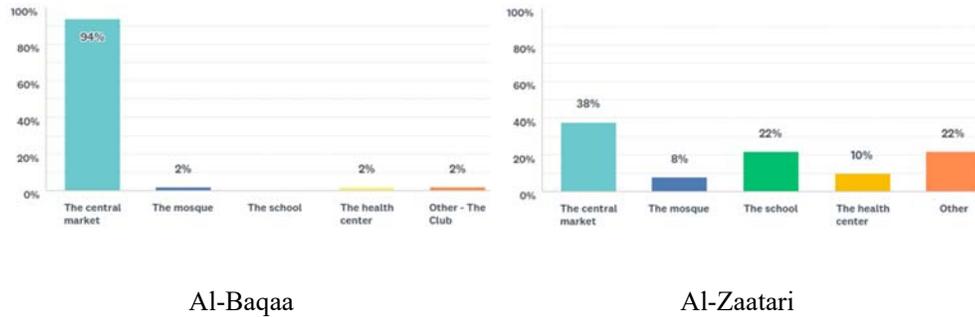


Figure 59: Question (17) Result Charts

Q17 – Comments and Understanding:

The question aimed to know the main point of attraction within the camp, to help understand the camp spaces and services to provide suitable recommendations. Al-Baqaa camp has its central market as the focal point of the camp. This gives an idea about how the market drives the economy within the camp and enhances the living of its refugees. In Al-Zaatari, outsiders are barred from entering the camp for trading without prior approval, which weakens the economic potential of the market despite having it as the major point of attraction point. This also pushed the refugees to visit other camp facilities such as mosque, school and health centers. Around 20% of the refugees – a majority of them being females (due to security and health/age issues) – do not leave their shelters except for emergencies.

Q18 ... Where do you prefer - the location of the market / commercial area?

- At the center of the camp
- At the camp edges / peripheries

Q18 – Results:

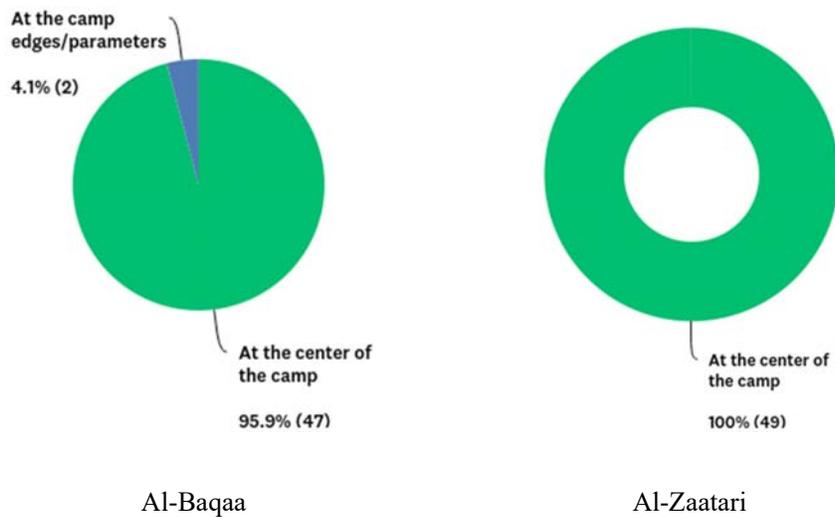


Figure 60: *Question (18) Result Charts*

Q18 – Comments and Understanding:

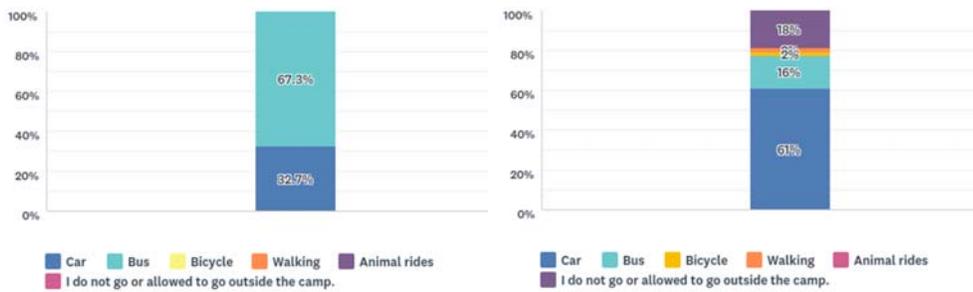
The question aimed to understand if the refugees found the location of the commercial areas within the camps convenient. The majorities in both camps preferred it to be at the center of the camp. This finding has an impact on the recommendations of this research.

▪ **Part - 5: Transportation, Accessibility and Connectivity**

Q19 ... How do you commute from the camp to the surrounding cities or towns?

- Car
- Bus
- Bicycle
- Walking
- Animal rides
- I do not go or allowed to go

Q19 – Results:



Al-Baqaa

Al-Zaatari

Figure 61: Question (19) Result Charts

Q19 – Comments and Understanding:

The question aimed to know the means of connectivity with surroundings. Al-Baqaa refugees mainly depend on cars and buses for commuting from and to the camp. Al-Zaatari denizens also depend on cars and buses in addition to bicycles (UN initiative) and walking, with almost 20% of them who do not leave the camp.

Q20 ... How do you move inside the camp?

- Car
- Bus
- Bicycle
- Walking
- Animal rides

Q20 – Results:

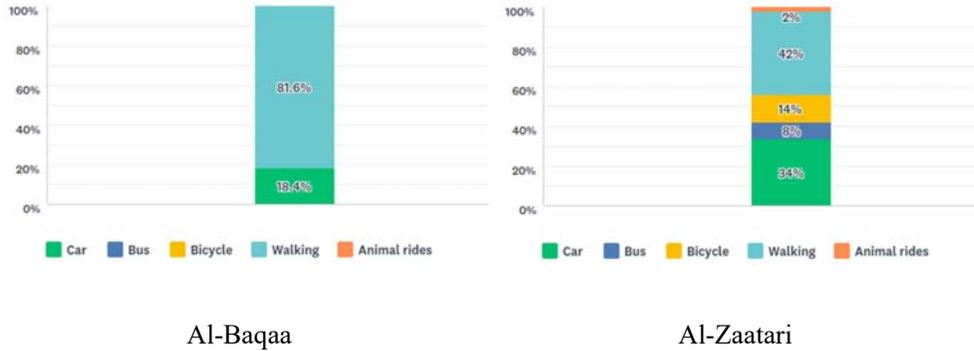


Figure 62: *Question (20) Result Charts*

Q20 – Comments and Understanding:

The question aimed to know the means of transportation within camp boundaries. Al-Baqaa refugees mainly depend on cars and walking while Al-Zaatari rely on all the listed options, although they mainly walk. This too warranted consideration in recommendations for camp improvement.

Q21 ... Do you think that you have a proper link and road network between the camp and its surroundings?

Yes

No

Q21 – Results:

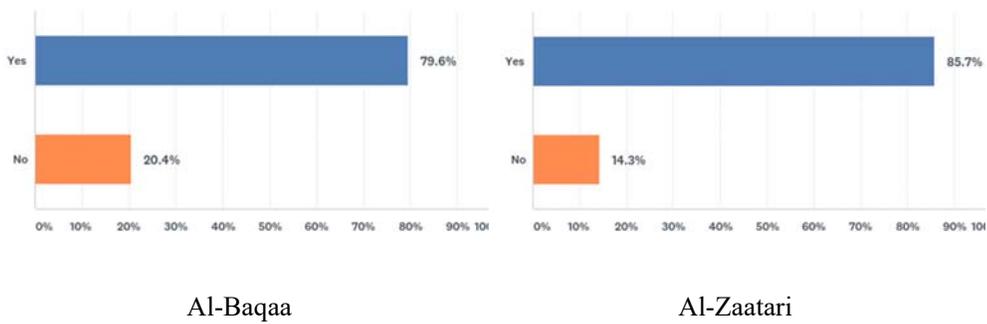


Figure 63: *Question (21) Result Charts*

Q21 – Comments and Understanding:

The question aimed to know the level of satisfaction regarding the connectivity with surroundings. The responses, strangely enough, were in the affirmative; with confirmation that there was indeed proper connectivity for both camps with their surroundings. The physical and actual site conditions, however, reflected the contrary to the researcher.

▪ **Part - 6: Services Provided and Regulations**

Q22 ... Are you happy with the services provided within the camp?

- Yes
- No

Q22 – Results:

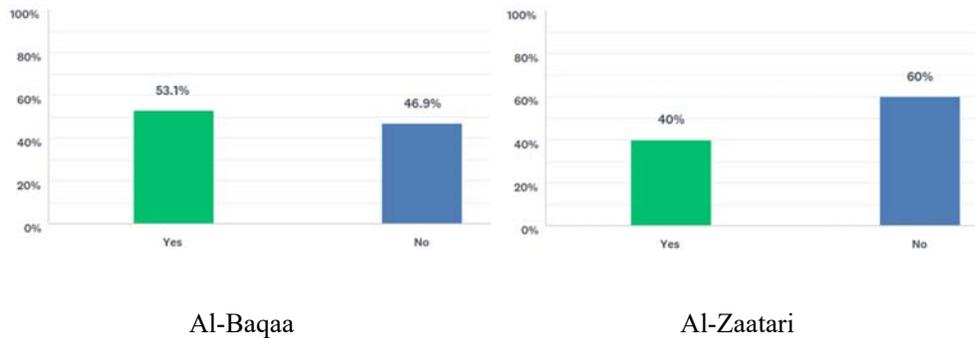


Figure 64: *Question (22) Result Charts*

Q22 – Comments and Understanding:

The question aimed to know the level of satisfaction regarding the services and infrastructure. Both camps have an almost equal vote split between those who agree and the ones who do not. The majority at Al-Baqaa are, however, satisfied whereas there was considerable dissatisfaction at Al-Zaatari.

Q23 ... Have you extended the limits of your house to more than the original size provided by UN/Government?

Yes

No

Q23 – Results:

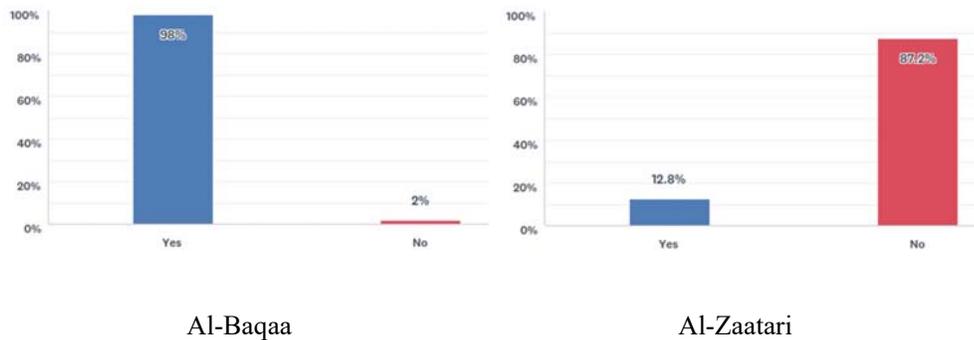


Figure 65: *Question (23) Result Charts*

Q23 – Comments and Understanding:

The question aimed to know the extent of respect and abidance to set governmental laws and regulations for the camp shelters/buildings. Figures from Al-Baqaa show that only 2% respected the laws whereas an overwhelming 87% from Al-Zaatari abided by regulations. There are, of course, many factors contributing to this, chief of which is the availability of concrete at Al-Baqaa, making it easier to build and expand for the refugee and hard to demolish for the authorities. In Al-Zaatari, as mentioned earlier in this chapter, concrete is banned from import into the camp.

Q24 ... Is your house connected with Municipality power/water?

Yes

No

Q24 – Results:

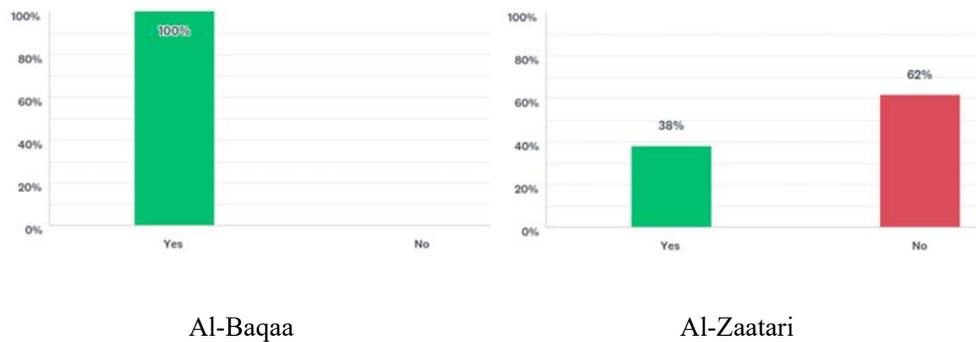


Figure 66: *Question (24) Result Charts*

Q24 – Comments and Understanding:

The question aimed to know if municipal connections were available in the two camps. 100% of Al-Baqaa buildings have full municipal connections, with Palestinians paying for their utility bills. The responses from Al-Zaatari were, however, not accurate. While all the shelters are provided by power (a combination of captive generators and municipal power supply) and water (tanks – not piped), the Syrians do not pay for these supplies since these are covered by the UN and the government.

Q25 ... What do you think is the most important issue to be developed in your camp to be better to live in?

- Housing and Development
- Schools and Education
- Infrastructure (roads, drainage, power, etc.)
- Hygiene & Public Health
- Plantation
- Social Societies
- Safety & Security

Q25 – Results:

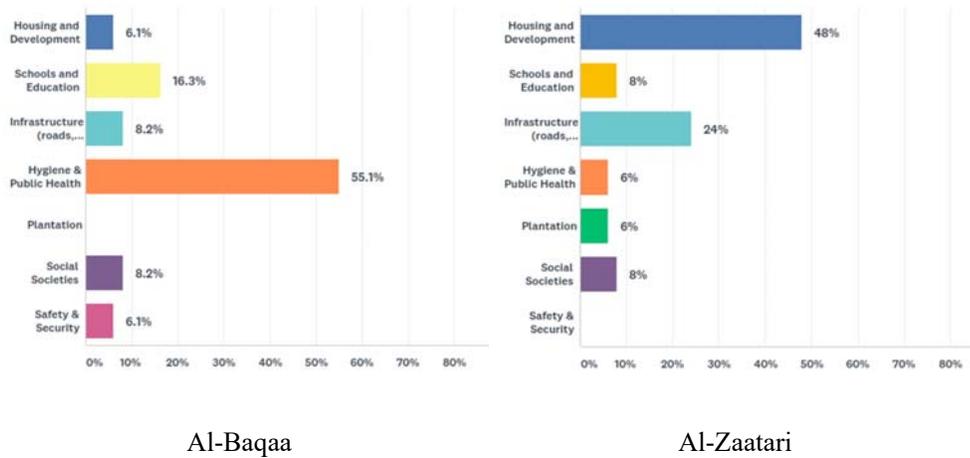


Figure 67: Question (25) Result Charts

Q25 – Comments and Understanding:

The question aimed to know the main area of concern for the refugees with regard to their needs for more enhancement or improvement of their situation and context. The main concerns at Al-Baqaa are hygiene and public health that are severely deteriorated, whereas housing and infrastructure are principal concerns for Al-Zaatari refugees.

Q26 ... Are you getting UN/Government support when needed?

Yes

No

Q26 – Results:

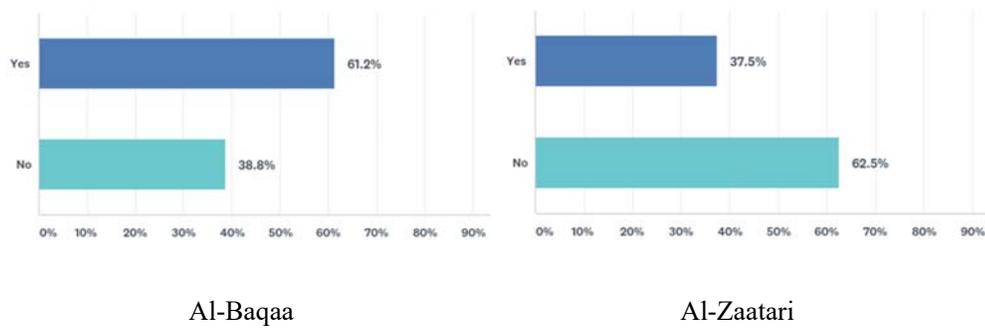


Figure 68: *Question (26) Result Charts*

Q26 – Comments and Understanding:

The question aimed to know the extent of UN/Government support for specific cases requested by the refugees. The majority of Al-Baqaa refugees are satisfied with the level of response and support received by them, in marked contrast to the majority of Al-Zaatari who feel let down.

▪ **Part - 7: Comfort, Safety and Security**

Q27 ... How many times were you moved from your place within the same camp by UN or Government?

- Once
- Twice
- More than 2 times
- None

Q27 – Results:

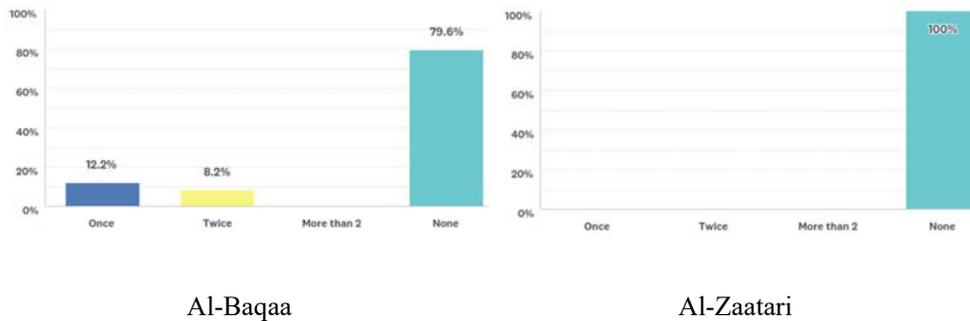


Figure 69: *Question (27) Result Charts*

Q27 – Comments and Understanding:

The question aimed to know how stable the refugees were within the camp and if the improvement plans affected their shelters and comfort. The majority of the Palestinian refugees did not move and while the Syrians stated that they were not moved, there was in reality movement albeit minimal; a few meters to the left or right to allow for camp improvement or infrastructure services adjacent to their shelters.

Q28 ... Where do you prefer to live?

- Inside the camp. Why?
- Outside the camp. Why?

Q28 – Results:

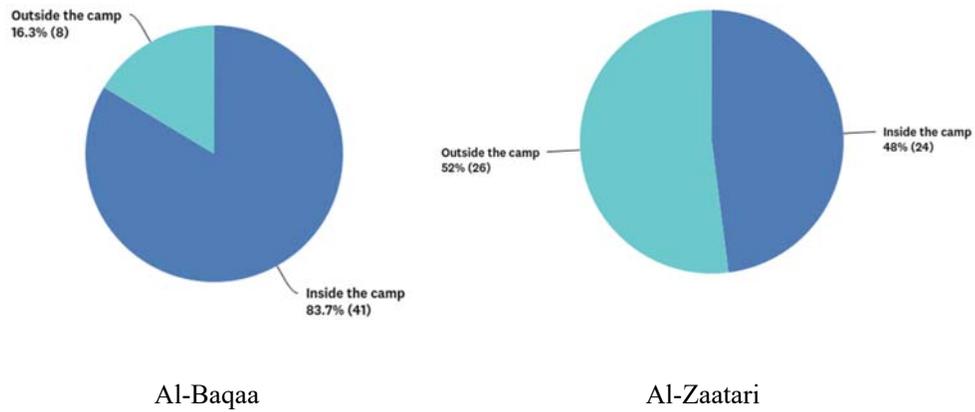


Figure 70: *Question (28) Result Charts*

Q28 – Comments and Understanding:

The question aimed to know the preference of the refugees for the location of their houses, and the reasons for their preferences. Almost half of Al-Zaatari’s population stated that they preferred to live outside the camp due to its remote location and harsh weather and living conditions. In Al-Baqaa, only a sixth wished to move, with the majority preferring to stay inside the camp to be with their families and friends, to look after their businesses and for reasons of safety.

Q29 ... Do you feel safe in your camp?

- Yes
- No

Q29 – Results:

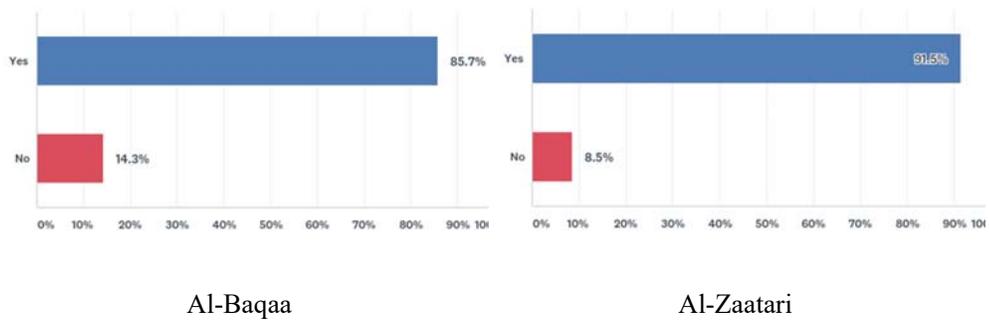


Figure 71: *Question (29) Result Charts*

Q29 – Comments and Understanding:

The question aimed to know the level of comfort for the refugees regarding and safety and security aspects. Contrary to the responses received, the researcher is aware that the crime rate in the two camps is high.

▪ **Part - 8: Right to Return Home**

Q30 ... Do you think that you are going back home (Palestine or Syria) soon?

- Yes
- No

Q30 – Results:

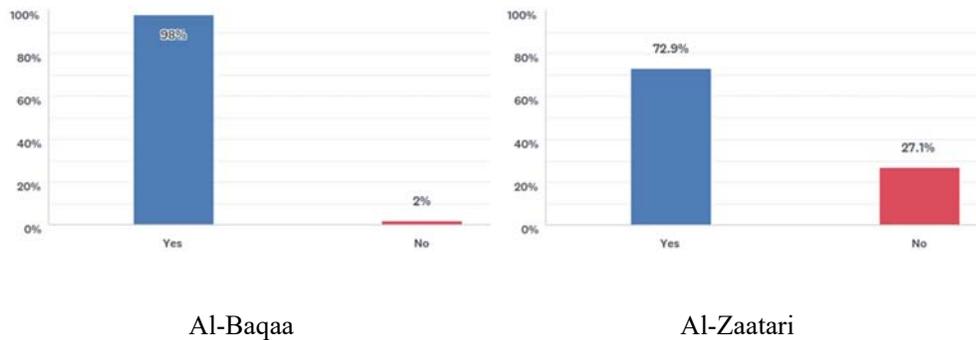


Figure 72: *Question (30) Result Charts*

Q30 – Comments and Understanding:

The question aimed to know the refugees' thought regarding “the right to return home” especially for the Palestinian refugees who have not been allowed to return to Palestine for nearly 50 years. Almost everyone in Al-Baqaa believed that they would someday return to Palestine, whereas 27% of Syrian refugees had doubts about it.

4.6 Conclusion

“In effect the value of all research – regardless of the paradigm – is a function of its “trustworthiness””; (Csete & Albrecht, 1994). The researcher targeted the collection of data through the mixed research method in order to maximize the extent of reach insofar as the kinds of studies, people, positions and opinions were concerned.

The mixed sample of people approached, and the listening to all of their views, eventually serve the purpose of getting reliable and trustworthy information that can assist in coming up with the best recommendations for future plans and improvements for the refugee camps.

Based on the outcomes of the surveys and interviews outcomes, it is clear that the current conditions of the refugee camps are far from reflecting the intended plan for them. This is in relation to the planning, design, services, social life, human rights and integration with city urban and social fabrics.

CHAPTER 5: FINDINGS, CONCLUSION AND RECOMMENDATIONS

This chapter covers the research findings based on the mixed research method adopted along with the recommendations for having camps that are fully integrated with their surroundings and fabric of the cities they are in. These recommendations can only be implemented taking into account essential modifications to current laws and regulations, in addition to proposing other ideas that allow the refugees to get their full human rights and grant their well-being. These findings and recommendations are the culmination of a theoretical and physical research, which provided the basis for the discussion points to follow.

The literature review along with case studies provided a clear picture of refugee camps in that the researcher could compare written guidelines with real-life implementation. This was supported by the surveys conducted with refugees and interviews with professionals and parties that are involved in camp affairs.

5.1 Research Aim and Objectives

The main objective of the research is to propose urban design enhancements that can be implemented in existing camps to create a better interface with adjoining land and developments. These recommendations also require attendant modifications of existing legislation to create best practices for future refugee camps.

Governments need to address the many problems that are a natural consequence of those refugee camps that started off as temporary, makeshift places of stay to unintentionally become dwellings of permanence. The main contributor to these problems is the design and planning of camp in isolation of the city, violating basic human rights of the refugees, their freedom and well-being that will result in camps ending up as neglected areas that local

communities want to avoid due to factors such chaos, social differences, and concerns of health, hygiene and safety.

The achievement of the research's aim and objectives is evidenced in the following sections that summarize the outcomes, highlight the areas of concern and provide the recommended way forward.

5.2 Conclusion

As a result of the deskwork and fieldwork of this research, we can conclude the following as we answer the research questions.

The common practice of host nations is to locate the camps as far as possible from the center of the city. With time, however, the camps invariably become a part of the city's fabric due to the continuous expansion and developments of the city. In most cases, the camp is considered an unwanted, unfashionable zone that is perceived to have a negative impact on the surroundings due to its hygiene and safety concerns, unpleasant esthetics, lack of planning, high density of population, lack of order and social differences between the refugees and citizens of the host communities.

This has resulted in governments trying to hide these zones in future plans of their cities by imposing new elements that can help serve this purpose. As an example; we can refer to the road network expansion and highway constructed by the Jordanian authorities for the Amman-Jerash road beside the Al-Baqaa Camp. This highway affected the connectivity of the camp with its surroundings in addition to the negative impact on the retail economy along this road in that it lost its commercial viability due to the absence of a direct access from the main road.

Governments invariably try to isolate camps instead of enhancing their quality and connecting them with their cities and availing of their existence as economic hubs.

The camps have also adversely impacted the economy and real estate in the adjacent areas to them. The prices of real estate are much less than near the city center notwithstanding that they too are not very distant or remote. It is not uncommon to find communities in the neighborhood of refugee camps relocating away from the camps to escape their negative influence on their surroundings.

There are quite a few lessons learned from the case studies tackled in this research, chief of which are:

1. The refugees' continuous and early involvement in camp affairs is essential in establishing and maintaining a good relationship that can support the camp improvement and future plans;
2. The layout and design of the camp have major impacts on the refugees' lives and their interaction with each other and the surroundings;
3. The camps are considered by their planners to be a challenge, having to try and plan/design a city in a short period of time, and
4. The camp's social structure and hierarchy are important as a consideration for any future plans of the camp.

While there is nothing that can be called an ideal refugee camp design, we can learn from previous experiences and existent camps the main issues, such as the four aforementioned aspects, that should be taken into account during their design.

As to mitigating the negative effects of camps, enhancing their quality and integrating them with the city; the following section provides a set of recommendations to cover this.

5.3 Recommendations and Guidelines

In this section, the issue of the refugees and the related emergency response are covered based on two situations - existing refugee camps and future planning for response.

5.3.1 Existing Refugee Camps

The following is the list of recommendations for enhancing the quality of existing refugee camps in order to better integrate them with the city:

1. Governments need to cooperate with the UN and humanitarian organizations in implementing the required camp design and planning requirements that were thoroughly studied and established by UNHCR and other research bodies. The refugees must be continuously involved in this process.
2. The camps' sustainability aspect should form part of the future development. Refugees can implement sustainability measures that grant the camp livability and progress. A proposal is given herein taking the Al-Zaatari camp as an example.

The camp's future plan can be divided into 12 districts to better control and distribute resources. Each district can be individually sustainable and can cover its own needs. Figure 40 is a proposal that shows the camp district layout and how it is connected internally and with its surroundings. Each sub-division should be self-sustained, providing refugees with their fair share of resources and continuous access to the surroundings.

3. It is best if camps are considered as nodes in any future plans of the city rather than trying to hide them.
4. Governments should provide refugees with some sort of legal recognition to encourage them to participate in the development of the host nations.
5. Laws must be put in place for the refugees' right for education, work, food, shelter, etc. which will help in integrating them within the social fabric of the city.
6. Refugee camps should not have fences and gates.

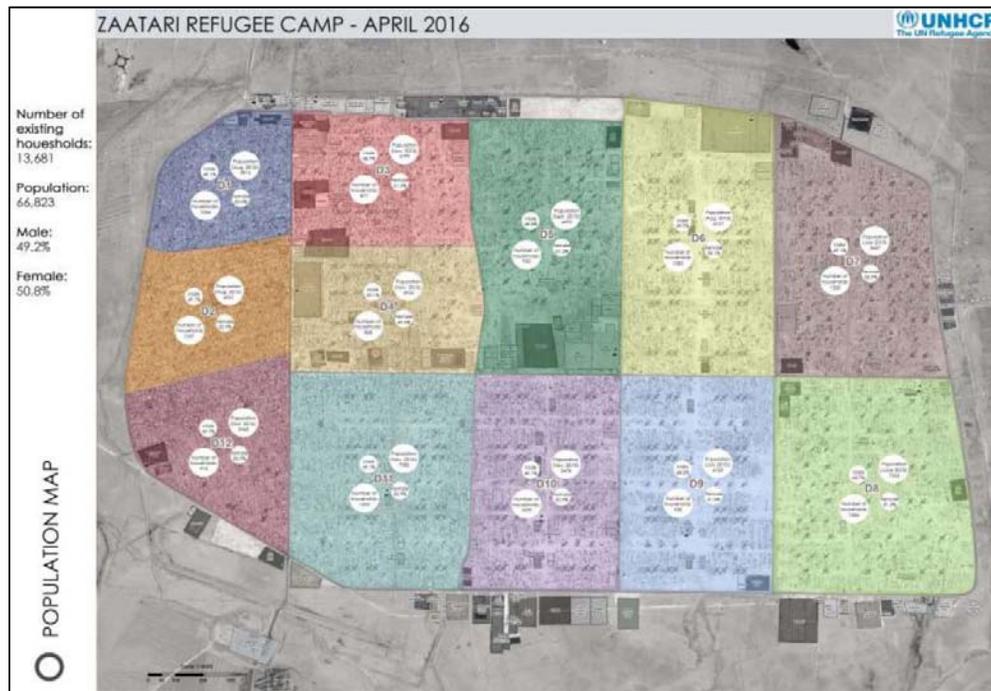


Figure 73: Al-Zaatari Population Map per District - Source: (Barakat, 2016).

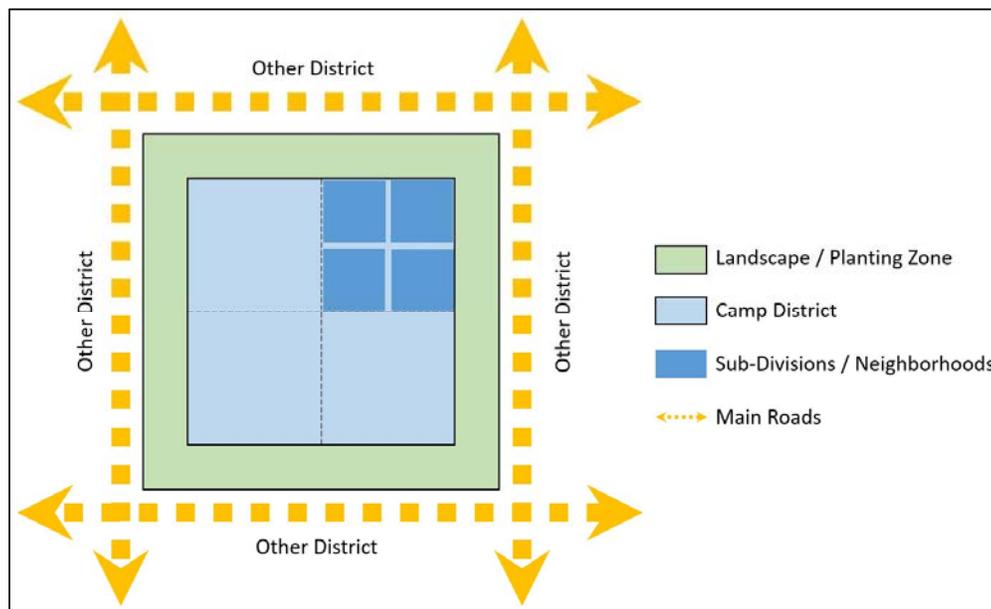


Figure 74: Proposed Subdivision of Camp District (Source: Author).

7. Refugees should have the right to move freely within the hosting country subject to them having no impact on the country's safety.
8. Continuous cooperation between governments, the UN bodies, NGOs, and refugees must be maintained to come up with optimal future plans and developments that can serve all parties well.

5.3.2 New Refugees Situations – Future Planning

A refugee camp is not considered the ideal solution for housing refugees during emergencies due to what it entails in terms of the limitation of the refugees' freedom and violation of their human rights.

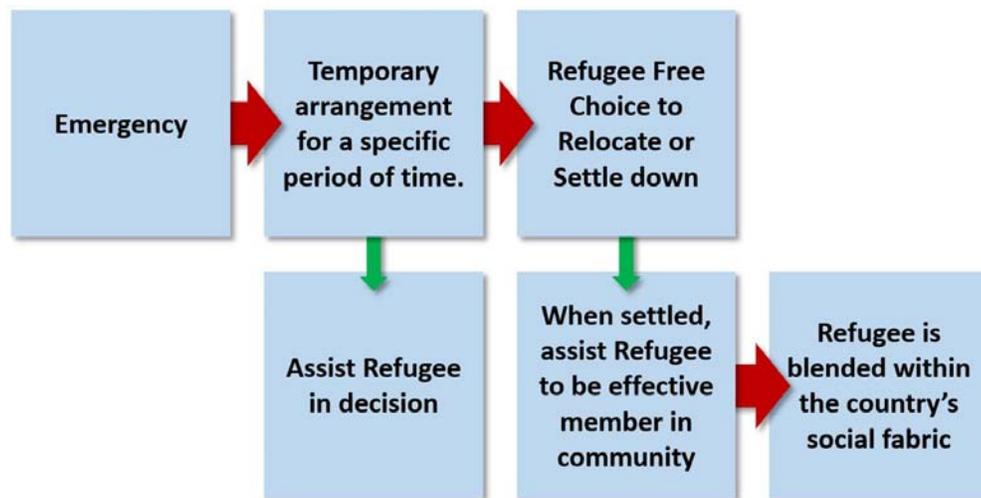


Figure 75: *Future Plan for Refugees* (Source: Author).

The UNHCR is currently encouraging the idea, shown graphically by the above figure, of pursuing an alternative solution to refugee camps whenever possible but with a clear plan

of action regarding the refugees' protection and assistance until they settle down, return home or relocate to another country.

An alternative to camps should remove the current restrictions and afford refugees the ability of choice, freedom to move, right to learn, work and maintain their health.

5.4 Opportunities for Future Research

This research can be developed further by addressing the following issues that directly affect the design of refugee camps and integration with their surroundings:

- A study of informality in refugee spaces may offer some insights into the entitlements and protection of the refugees in addition to addressing some challenges of camp development and future improvements.
- Development of a refugee camp planning process that facilitates not only long-term planning but also allows for incremental upgrades throughout the life-cycle of the camp.
- A study of the idea of having the refugee treated as an immigrant instead of someone displaced even when he is forced to leave home instead of taking a decision to relocate by volition. Explore the impact of this idea on shelter, education, health, job opportunity, social life, host nation's response, accommodation within hosting cities, economic impact and other aspects that will be affected by any sort of emergency.
- Study camp sustainability challenges, factors and propose future plans.
- While it is important to remediate the problems and negative aspects of the camps, there are many positive impacts that are a result of their existence, mainly related to economic and social aspects. These positive impacts could be studied further in future researches, and used to build more livable and sustainable refugee camps.

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APPENDICES

Appendix 1: Sample of the Survey Questions

1. **How old are you?**
 - 10 – 20
 - 21 – 30
 - 31 – 45
 - 46 – 60
 - 61 – 75
 - Above 75
2. **Gender:**
 - Male
 - Female
3. **In which Camp you are living?**
 - Al-Baqa'a
 - Al-Za'atari
4. **What's your nationality?**
 - Palestinian
 - Syrian
 - Other:
5. **When did you become a camp resident?**
 - 1969 - 1980
 - 2012 - 2017
 - Other:
6. **Is this the 1st camp you move in?**
 - Yes
 - No; I came from
7. **Are you and your family registered with United Nations - UNRWA or UNHCR?**
 - Yes
 - No
8. **What is your education level?**
 - School
 - University
 - illiterate
9. **Do you work?**
 - Yes
 - No
10. **I you don't work; how do you provide your needs?**
 - Relatives help
 - UN Help
 - Other:
11. **If you work, do you work inside or outside the camp?**
 - I work inside the camp
 - I work outside the camp
12. **Number of family members living in the same house:**
 - Alone
 - 2 - 5
 - 6 - 10
 - 11 - 15
 - 16 and above
13. **What is the building material of your house?**
 - Concrete Block
 - Tent
 - Pre-Fabricated House
- Other:
14. **Do you have a land provided for planting in your camp?**
 - Yes
 - No
15. **Can a vehicle reach to your house?**
 - Yes
 - No
16. **What is the road leading to your house?**
 - Asphalt Road
 - Sandy/Unpaved Path
 - Paved/Screened Path
17. **What is the place that you frequently visit within the camp?**
 - The central market
 - The mosque
 - The school
 - The health center
 - Other:
18. **Where do you prefer the location of the market/commercial area?**
 - At the center of the camp
 - At the camp edges/parameters
19. **How do you commute from the camp to the surrounding cities or towns?**
 - Car
 - Bus
 - Bicycle
 - Walking
 - Animal rides
 - I do not go or allowed to go outside the camp.
20. **How do you move inside the camp?**
 - Car
 - Bus
 - Bicycle
 - Walking
 - Animal rides
21. **Do you think that you have a proper link and road network between the camp and its surroundings?**
 - Yes
 - No
22. **Are you happy with the services provided within the camp?**
 - Yes
 - No

Comment:
23. **How many times you were moved from your place within the same camp by UN or Government?**
 - Once
 - Twice
 - More than 2 times
 - None
24. **Have you extended the limits of your house more than the original size provided by UN/Government?**
 - Yes
 - No
25. **Where do you prefer to live?**
 - Inside the camp
 - Why?
 - Outside the camp
 - Why?
26. **Is your house connected with Municipality power/water?**
 - Yes
 - No
27. **What do you think is the most important issue to be developed in your camp to be better to live in?**
 - Housing and Development
 - Schools and Education
 - Infrastructure (roads, drainage, power, etc.)
 - Hygiene & Public Health
 - Plantation
 - Social Societies
 - Safety & Security
28. **Do you feel safe in your camp?**
 - Yes
 - No
29. **Are you getting UN/Government support when needed?**
 - Yes
 - No
30. **Do you think that you are going back home in Palestine or Syria soon?**
 - Yes
 - No

Appendix 2: Interview Questions and Answers

Interview No. (1): Refugee Camps General Discussion ...

Interviewee Name: Professor Sultan Barakat
Title: Director at Centre for Conflict and Humanitarian Studies
& Senior Fellow at The Brookings Institution – Doha,
Qatar
Interviewed by: Ms. Rana Awwad (The researcher)
Interview Type: Face-to-Face interview
Date: 7th March 2016

1. My research touches on the fact that the refugee camps are places that lack basic needs for its residents, accommodation, infrastructure, services ...etc.?

The refugee camps should remain as temporary. They should not be designed with full compliance of the authorities' regulations. The refugee must feel while living in the camp that he is staying here temporarily but will go back home. I recommend for you to read "The 7 Pillars of Reconstruction".

2. I'm planning to study 2 camps in Jordan to get more information about the history, initiation and current conditions. What can you advise me to investigate during the study?

Having 2 camps means studying 2 typologies.
The urban, economic and social fabrics must be addressed.
The temporal nature of the camps to be investigated along with the right to return home.
The legislation and rules applied to the camp.
Infrastructure, urban context and dwelling arrangement must be studied.

3. What about the camps selected?

Camps are usually designed for a lifecycle from 10-15 years but this is not the case in the Palestinian refugee camps in general. Palestinians has no choice to return back home even if they want to. Therefore, there is no temporary Palestinian camps in Jordan.

4. Which camps can be studied aside from Al-Baqaa and Al-Zaatari?

Al-Wehdat and Gaza camps are good examples to start with and get some lessons learned from and how the refugees integrated with the surrounding communities.

5. What about the type of shelter and its arrangement?

The shelters are usually provided as a temporary solution with temporal material in nature; tents and caravans. The arrangement of the shelters in a circle with a contract courtyard for children and socializing was restricted by UN and rejected by governments. The shelter design varies from one country to another.

6. How the UNRWA and government are dealing with camps?

- Camps lands are usually rented or owned by the government.
- Many camp land owners can't get their lands back and still getting cheap rent from the hosting governments/UN.
- There is a serious problem of availability of UN services in most of the refugee camps.
- The UNRWA is in charge of the camps improvements program.
- How UNRWA learned through years? A theme that can be studied further.

7. **What are the areas of concern when studying the effect of the camp on any community?**
- The camps affect the real estate and force the adjacent land owners to sell.
 - How long people will accept being in camps?
 - It is recommended that the camp should not host more than 20,000 refugees.
 - The refugee camp is not a good idea. People should be blended with the hosting community.
 - Camp is a focal point of trouble. It forces the elite out and attract the poor and low-income in.
 - Refugee Convention not signed by the Jordanian Government. It still in control of the camps in Jordan.

Interview No. (2): Al-Baqaa Camp Related ...

Interviewee Name: Mr. Waleed Abdulrahman
Title: Chairman of Al-Baqaa Camp Committee – Amman, Jordan
Interviewed by: Mr. Mohammad Al-Kahawaja (Research Assistant)
Interview Type: Face-to-Face interview
Date: 5th November 2017

- 8. Since When you are living in the camp?**
I was living in the camp but moved out in 2004.
- 9. What is the main challenge you are facing these days? (water, power, housing, infrastructure, ...etc)**
Everything is available in the camp and we have no problems.
- 10. What do you think about the spaces provided by the UNHCR/ANRWA for the refugees?**
100 sqm is considered as sufficient per household (regardless of the number of family members).
- 11. Do you think that your stay in the camp will be permanent?**
No.
- 12. How do you deal with the refugees extending their space boundaries beyond the limits provided to them by the UN/Government?**
By demolishing the illegal part of the shelters.
- 13. Do you have enough facilities that covers the demand of the refugees currently in the camp? Schools, health centers ...etc.**
Everything is available including schools and health centers.
- 14. What do you think regarding the transportation to and from the camp?**
There are no issues and everything is going smoothly. There is even demand on coming to the camp for shopping and trading.
- 15. For Al-Zaatari Camp; why is the chain-link fence provided all around the camp? And what was the justification provided by UN/Government for that?**
Not applicable.
- 16. For Al-Baqaa Camp; do you think that the road network and bridges at the camp entrance were helpful for your transportation and connection with the surrounding towns/cities or created more problems? Why?**
The road network is good and no problems in relation to transportation.
- 17. Do you have future plans for road networks and infrastructure?**
Yes, maintenance and construction of new roads in our future plans.
- 18. Do you have future plans for health services?**
This is the responsibility of the UNRWA and Ministry of Health.
- 19. Do you have future plans for education?**
This is the responsibility of the UNRWA.
- 20. Do you have future plans for social activities and awareness?**
Yes, we have lots of activities related to the rehabilitation of the families in addition to teaching some of the household related businesses.
- 21. Do you think that the camp is well connected with the surroundings? Why?**
Yes, it is connected with a good road network.
- 22. For Al-Baqaa Camp; are the houses built from concrete blocks and slabs following a specific building code? Do they have proper documentation for ownership?**
The buildings are not numbered but there are legal documentations for the owners/users of the properties.

23. **Do you have specific regulations and policies that you are following when it comes to the construction of houses, road networks, commercial areas ...etc?**
Yes, there is ... and any illegal construction will be demolished.
24. **Do you have any community agricultural projects? If yes, who provided the land and where it is located (camp center/edges/outside camp)?**
No.
25. **Do you think that the camp is safe? Why?**
Yes.
26. **What are the measures taken for the camp security? Do you have your own security plan or you are relying on the security provided by the hosting Government (Jordan)?**
There are no problems or accidents.
27. **Do you think that the Camp population might accept moving out of the camp if better and livable spaces provided to them? Or they prefer to stay where they are? Why?**
Some people prefers to leave the camp to expand and get bigger space and improve their lives. Other people prefers to stay in the camp to look after their businesses and stay with their loved ones.
28. **With the quick growth of the camp population; how you are planning to expand?**
Regular monitoring for the refugees' growth and put future plans to enhance the services provided with the camp.
29. **How you are dealing with the water shortage issue common in Jordan?**
Coordinate with the Ministry of Water and Irrigation. The camp is getting its fair share of water compared to the rest of the cities in Jordan.
30. **What are the measures taken by the Camp Committee/UN/Government towards camp sustainability?**
Urban development, health, public services and education.
31. **Do you think that you are getting the required support from the Jordanian government when it comes to the camp resources and needs? Why?**
Yes, we are getting the required support when needed.
32. **Are you getting involved with the UN/Government in the decision making process when there are new plans or policies to be introduced for the Camp?**
Yes, we have collaborative efforts to serve the camp community.

Interview No. (3): Al-Zaatari Camp Related ...

Interviewee Name: Ms. Amina Asfour
Title: Activity Manager, The School Meals Program, WFP - Jordan
Interviewed by: Ms. Rana Awwad (The researcher)
Interview Type: Phone interview
Date: 12th November 2017

- 1. How can you describe the entry point to the camp?**
Permissions/approvals to get in and out of the camp required from government for refugees and visitors. Some Syrians entered Jordan illegally with no identification documents – reason for not allowing them to go out of the camp. There are two access point: one for refugees and visitors and the other for UN agencies and their staff.
- 2. What about the road network inside and outside the camp?**
Roads are not in a good condition, with only the base camp where the UN agencies and NGOs having asphalt roads. The roads leading to the camp are made of asphalt and in a good condition. Only the internal roads are the problematic ones.
- 3. Is there commercial area and services in the camp? What type of services?**
There is a central market, communal services and buildings. There are 29 small schools working double shifts (morning for girls / evening for boys). There are two kitchens to provide the school students with daily meals as per the WFP. The WFP provides daily meals to 30,000 students in the Al-Zaatari and Al-Azraq camps and 360,000 for the local community students.
- 4. Do you think that the number of the Syrian refugees will increase in the coming years?**
The plan for the coming 3 years is based on a projected reduction of Syrian refugees by 10-30%. So we can say that the future plans should not be an issue with the Syrian refugees.
- 5. What happened with the Palestinian refugees who came from Syria?**
The Palestinian refugees who fled from Syria were taken out of the camp and isolated in another camp in Al-Ramtha city dedicated to the Palestinians coming from Syria. Those are dealt with directly by UNRWA and not by UNHCR. They don't have legal travel documents and the government needed to contain them in one place for security reasons and for their own safety.
- 6. Is there public transportation within the camp?**
There is no nearby bus station or one inside the camp. There is no public transportation within the camp. Anyone who wants to go out of the camp must walk to the gate and take a bus from outside. There are some cars inside the camp for transportation but the Syrians are not allowed to drive inside or outside the camp.
UN bicycle initiative was very helpful to the refugees as Syrians are not allowed to drive inside or outside the camp.
- 7. What is the type of shelters?**
It is not allowed to build with concrete blocks inside the camp. This applies to even communal buildings, UN agencies and NGOs. The camp contains only pre-fabricated caravans.
- 8. Do you think that there is a plan to provide better services within the camp?**
There is a plan for the refugees well-being but there is a clear directive to be stringent with Syrians to persuade them to leave the camp and return home or move to the city.

Interview No. (4): Al-Zaatari Camp Related ...

Interviewee Name: Mr. Mohammad Asfour
Title: MENA Regional Manager in WGBC, Co-Founder of Positive Leaders
Interviewed by: Ms. Rana Awwad (The researcher)
Interview Type: Phone interview
Date: 17th November 2017

1. How can you describe the access to the camp?

There is only one entrance to the camp. The camp has restricted access for outsiders who should apply for a pass from the government – which might be rejected. I entered the camp through the Save the Children organization who managed to get me the pass.

2. How do the refugees move to and from the camp?

Going out needs a permission for Syrian refugees. Some Syrians are allowed to go out of the camp without permission but only to nearby areas. They mainly work as farmers in tomato fields around the camp to help cover their daily needs and expenses.

3. What do you think about the camp shelters and expansions?

Building any concrete structure is not allowed in the camp. Only pre-fabricated cabins to be used. People are trying to expand by using tents, steel mesh, corrugated sheets, and any available material that can be used for building.

4. Are there community services within the camp?

The camp has many communal facilities and services such as nurseries, schools, mosques, market, etc.

5. Do you think that the number of the refugees will increase?

The numbers of Syrian refugees in the camp are decreasing. All the studies for future plans supports this.

6. What do you think about the infrastructure services in the camp in terms of connectivity and quality?

There are ongoing infrastructure projects in the camp, mainly drainage/sewerage. There is no direct connection with the municipality services (water/power/sewage). UNHCR provides water tanks that are filled almost daily. There is no municipality connection for water.

There is a bar on internet connectivity within the camp. There is no data signal. Refugees usually gather besides the UN office walls to get wireless connection. This area now has a sobriquet of the Weeping Wall.

7. Is there a future plan for the camp legacy after the Syrians go back home?

There is a plan in place to reuse everything in the camp after the Syrians return home as the land is a government plan which was used as a military camp.

8. During a review of one of the reports related to the camps, there was a mention for the tribes and their role in the camp. Did you know about this matter?

There are Jordanians and Syrians from the same tribe, especially the ones from north Jordan and south Syria. Some Jordanians too were getting UN help based on the tribe name; however, this issue reduced after reorganization of the refugees' documentation. It was a concern as the tribes' issue was affecting the camp resources.

9. The issue of containing the Syrians within camp boundaries is affecting the Jordanian economy. What do you think about this issue?

The Jordanian government could have benefited from the Syrian presence in Jordan to enhance the economy - Al-Hasan Industrial City is near the camp and can accommodate those Syrians who are skilled and able to work - but it did not. WFP is in-charge of distributing bread daily to refugees. There have been known instances of some Syrians with extra rations of bread selling to fellow refugees. They have the economic mind to help in the local economic enhancement.

10. What do you think about the camp connectivity with surroundings?

The only contact of refugees in the camp with their surroundings is when they are commuting to and from the camp. The main means of transportation are cars and buses driven by Jordanians.

Interview No. (5): UNRWA Role Related ...

Interviewee Name: Ms. Dina Dahood Dabash
Title: Former Urban Development Planner and Architect –
UNRWA – Jordan
Interviewed by: Ms. Rana Awwad (The researcher)
Interview Type: Phone interview
Date: 17th November 2017

1. What is the UNRWA's role in the Urban Planning for Refugee Camps?

The term 'Urban Planning' has never been used by UNRWA; only 'Camp improvement' has been the term in practice instead. While short and medium-term plans are in place, there are no long-term plans as the term is not acceptable to be used neither by the UN nor by the Palestinians as they believe that they will return back home to Palestine one day.

2. Are there building regulations in the Palestinian refugee camps?

Buildings are not allowed to exceed 3 floors within the camp. The concrete use is allowed. Many people are not respecting the set of laws and regulations and building against them to expand the property limits.

3. Please describe the Palestinian refugee camps initiation and development.

During the first two years of the Palestinian crisis in 1948, the Red Crescent was the organization in charge of camps. The UNRWA was then established in 1950, and took over the Red Crescent's role. When the camp was initially established, tents were provided based on the number of members in the household. These were then replaced with asbestos units of size 3.5 x 4.5 m. Pieces of land of size 8.0 x 12.0 m were provided for each family to place their tent/caravan on, based on a set of regulations from UNRWA. Then people started to build with concrete. There are water supply points serving the camp, public toilets and kitchen for hot meals. Individuals were using captive power generators. In the 70s, 80s and early 90s, there was no infrastructure for the camps. Sewage was collected in septic tanks / manholes, handled thereafter by tankers. The connection of the camp with municipal services came gradually thus: Grey water channels were exposed and not piped which created sanitation, hygiene and public health issues. UNRWA is thus far in charge of the collection of refuse in camps.

4. Who owns the land of Al-Baqaa Camp?

The land of the camp is either government land or rented from individuals at a very low rent. About 50% of the Al-Baqaa camp land is owned by the government, with the rest leased.

5. What do you think about the refugees who leave the camp?

Refugees consider the camp as a social pivot, preferring to opt for neighboring localities even when they move out of the camp, so that they can stay close their families and friends.

6. What about the camp economic role in the country?

Al-Baqaa camp is considered a powerful economic and commercial hub that keeps the surroundings alive.

7. What is the legal situation of the Palestinian refugees in Jordan?

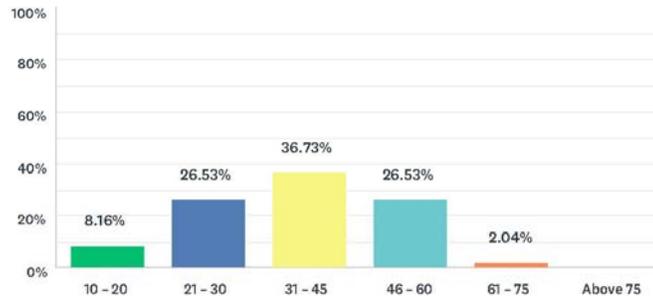
A majority of Palestinian refugees have Jordanian citizenship and get UN support as refugees.

- 8. Did UNRWA consider Plantation and Landscape in their improvement plans for the camps?**
There is no consideration in the camp design for landscaping or parks, including planned future improvements. Plantation is not considered a priority for refugees. UNRWA did not provide any land for agricultural use.
- 9. Do Palestinians get UN support until now?**
Less than 10% of Palestinians get financial support from UN/Government as the majority are having job opportunities and regular income so the UN support stopped.
- 10. Were there restrictions on the Palestinians to move from and to the camp in the past?**
Palestinians are allowed to work outside the camp.
- 11. What is the UNRWA's role in the community services with the Palestinian Camps?**
UNRWA supports the rehabilitation center for women, the physically challenged and youth.
- 12. Is there a sort of collaboration and coordination between UNRWA and the Jordanian Government?**
UNRWA has no power in decision making. There is no coordination between the Jordanian government and the UNRWA in the matter of roads network projects around the camps. The role of the camp manager, assigned by UNRWA, is to facilitate and help UNRWA in performing its duties within the camp.
- 13. Did you consider the camp legacy when developed plans for the future of the camps?**
The idea of camp legacy was not considered or discussed in any UNRWA plans for camps improvement.
- 14. Why the UNRWA was initiated/established back in 1950?**
The main reasons for establishing the UNRWA back in 1950 instead of keeping UNHCR in charge are:
 - Any refugee has the right to return home – not applicable to Palestinians.
 - Any refugee has the right to settle down in the host nation and given an amount of money – this idea was not acceptable to either the Palestinians or host nations.
 - Any refugee has the right to relocate to another country and settle down – this idea is not acceptable by Palestinians. The restrictions on them to enter other countries make it even worse for them.The Palestinian is the only refugee who does not have the right to return home because, with Israel not allowing him to return, he has nowhere to return to! This issue is routinely overlooked in any peace conference or talk around the world.

Appendix 3: Al-Baqaa Refugee Camp Survey Results

Q1 How old are you?

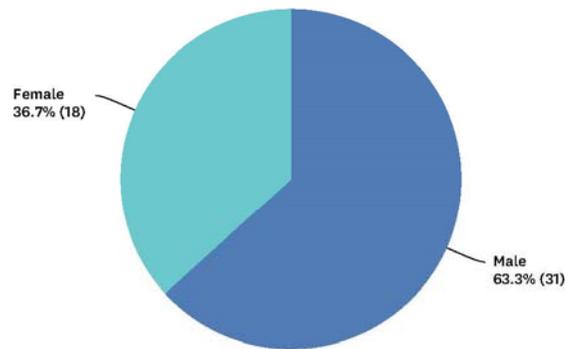
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
10 - 20	8.16%	4
21 - 30	26.53%	13
31 - 45	36.73%	18
46 - 60	26.53%	13
61 - 75	2.04%	1
Above 75	0.00%	0
TOTAL		49

Q2 Gender:

Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	63.3%	31
Female	36.7%	18
TOTAL		49

Q3 In which Camp you are living?

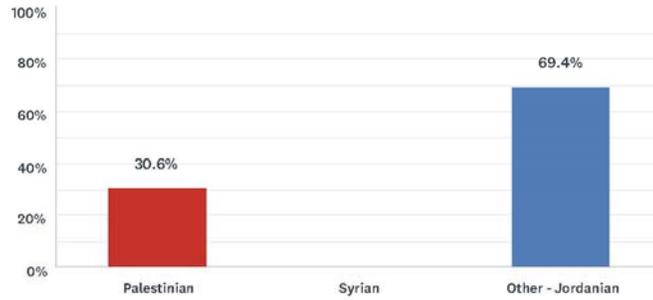
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Al-Baqa'a	100%	49
Al-Za'atari	0%	0
TOTAL		49

Q4 What's your nationality?

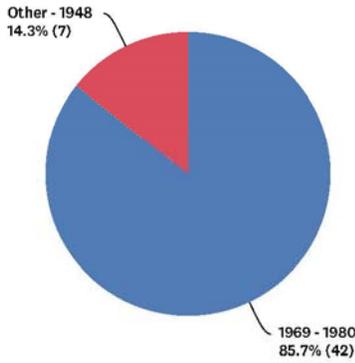
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Palestinian	30.6%	15
Syrian	0.0%	0
Other - Jordanian	69.4%	34
TOTAL		49

Q5 When did you become a camp resident?

Answered: 49 Skipped: 0

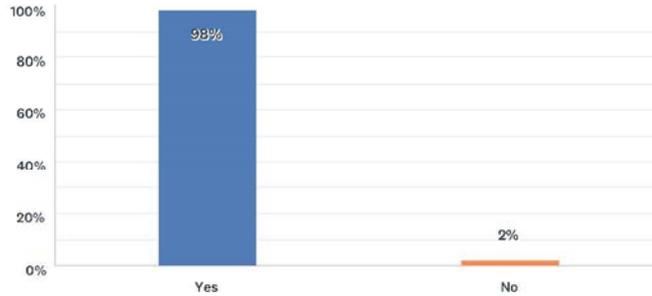


ANSWER CHOICES	RESPONSES	
1969 - 1980	85.7%	42
2012 - 2017	0.0%	0
Other - 1948	14.3%	7
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	1948	11/7/2017 9:49 PM
2	1967	11/7/2017 9:28 PM
3	1968	11/7/2017 9:26 PM
4	1948	11/7/2017 8:38 PM
5	1948	11/7/2017 8:29 PM
6	1968	11/7/2017 8:22 PM
7	1948	11/7/2017 8:15 PM

Q6 Is this the 1st camp you move in?

Answered: 49 Skipped: 0

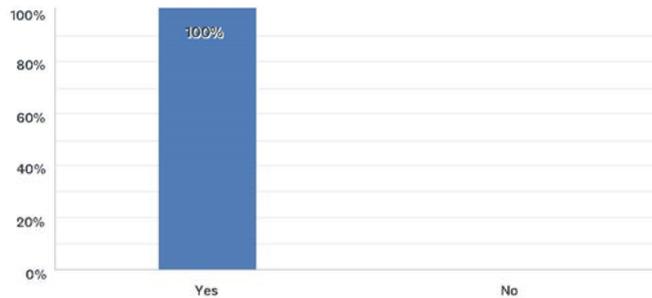


ANSWER CHOICES	RESPONSES	
Yes	98%	48
No	2%	1
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	Alnuwaimeh	11/7/2017 9:49 PM

Q7 Are you and your family registered with United Nations - UNRWA or UNHCR?

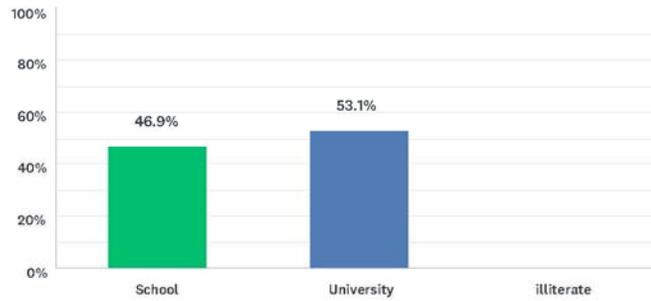
Answered: 48 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100%	48
No	0%	0
TOTAL		48

Q8 What is your education level?

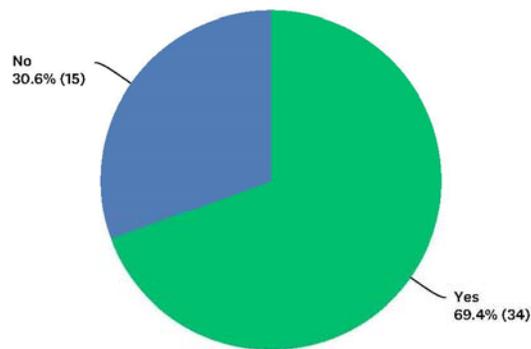
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
School	46.9%	23
University	53.1%	26
illiterate	0.0%	0
TOTAL		49

Q9 Do you work?

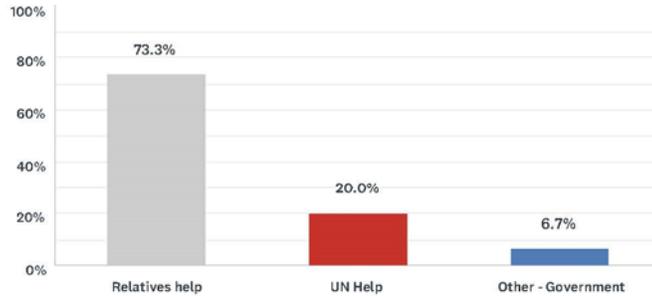
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.4%	34
No	30.6%	15
TOTAL		49

Q10 If you don't work; how do you provide your needs?

Answered: 15 Skipped: 34

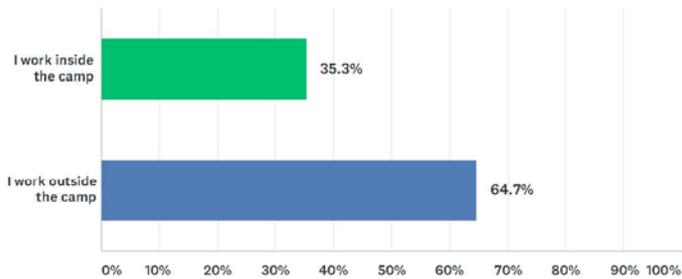


ANSWER CHOICES	RESPONSES	
Relatives help	73.3%	11
UN Help	20.0%	3
Other - Government	6.7%	1
TOTAL		15

#	OTHER (PLEASE SPECIFY)	DATE
1	Government	11/7/2017 8:07 PM

Q11 If you work, do you work inside or outside the camp?

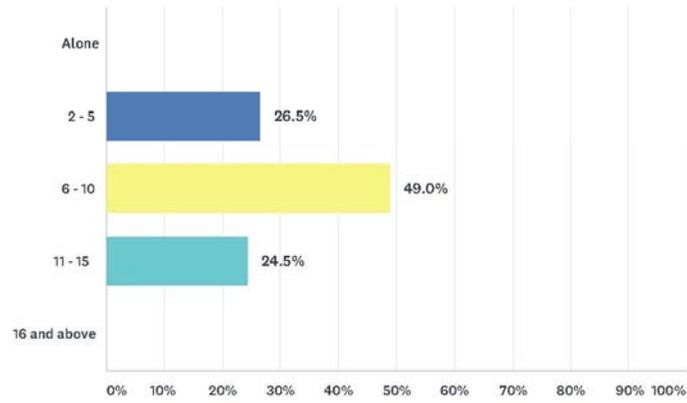
Answered: 34 Skipped: 15



ANSWER CHOICES	RESPONSES	
I work inside the camp	35.3%	12
I work outside the camp	64.7%	22
TOTAL		34

Q12 Number of family members living in the same house:

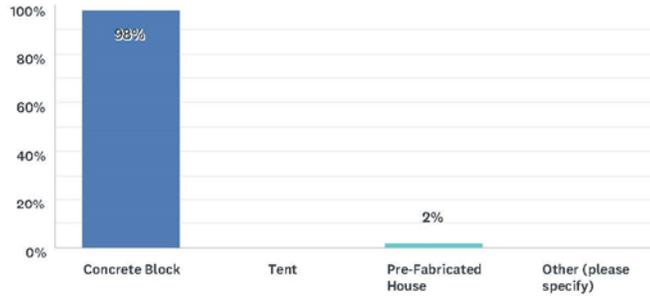
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Alone	0.0%	0
2 - 5	26.5%	13
6 - 10	49.0%	24
11 - 15	24.5%	12
16 and above	0.0%	0
TOTAL		49

Q13 What is the building material of your house?

Answered: 49 Skipped: 0

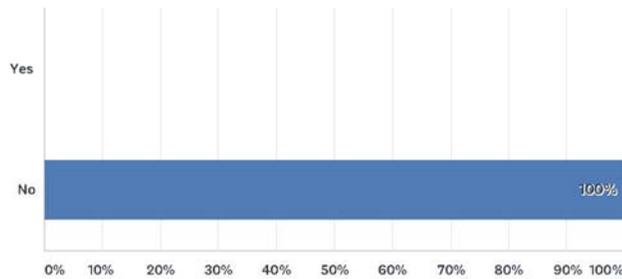


ANSWER CHOICES	RESPONSES	
Concrete Block	98%	48
Tent	0%	0
Pre-Fabricated House	2%	1
Other (please specify)	0%	0
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q14 Do you have a land provided for planting in your camp?

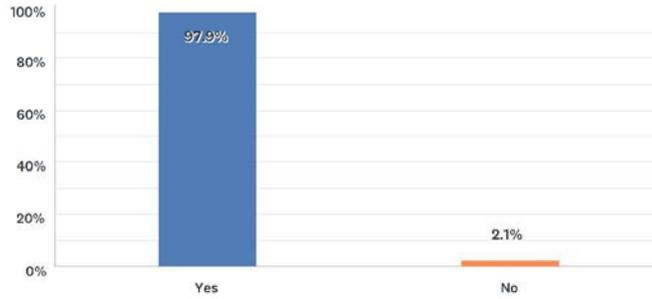
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	100%	49
TOTAL		49

Q15 Can a vehicle reach to your house?

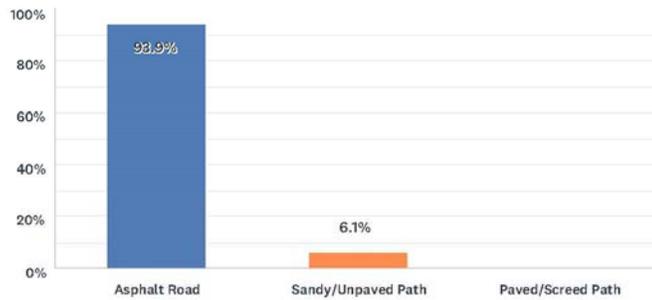
Answered: 47 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	97.9%	46
No	2.1%	1
TOTAL		47

Q16 What is the road leading to your house?

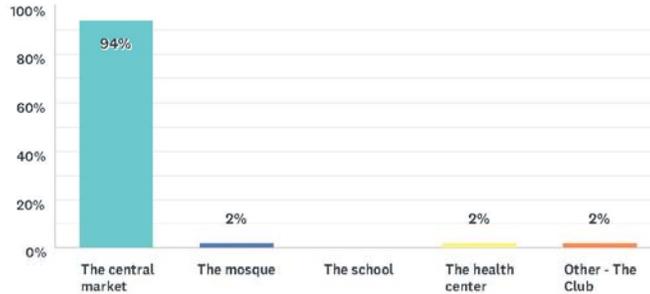
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Asphalt Road	93.9%	46
Sandy/Unpaved Path	6.1%	3
Paved/Screed Path	0.0%	0
TOTAL		49

Q17 What is the place that you frequently visit within the camp?

Answered: 49 Skipped: 0

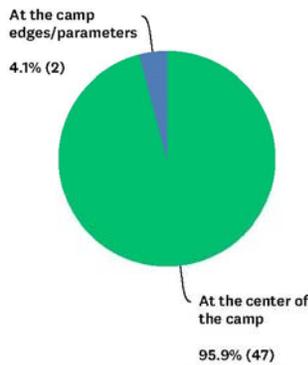


ANSWER CHOICES	RESPONSES
The central market	94% 46
The mosque	2% 1
The school	0% 0
The health center	2% 1
Other - The Club	2% 1
TOTAL	49

#	OTHER (PLEASE SPECIFY)	DATE
1	Al Baqaa Club	11/7/2017 8:32 PM

Q18 Where do you prefer the location of the market/commercial area?

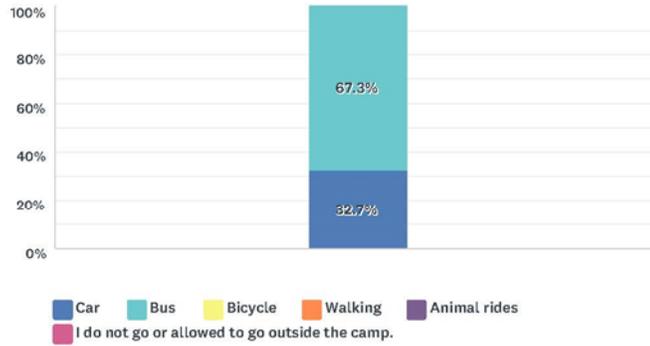
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES
At the center of the camp	95.9% 47
At the camp edges/parameters	4.1% 2
TOTAL	49

Q19 How do you commute from the camp to the surrounding cities or towns?

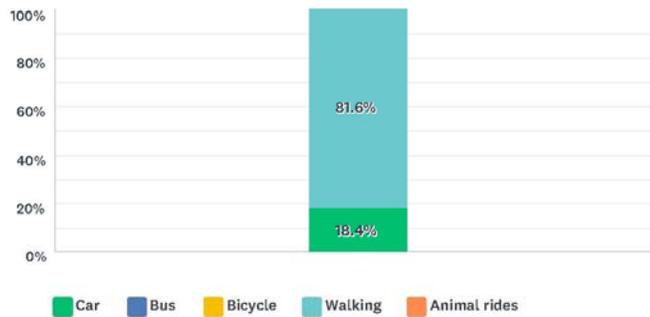
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Car	32.7%	16
Bus	67.3%	33
Bicycle	0.0%	0
Walking	0.0%	0
Animal rides	0.0%	0
I do not go or allowed to go outside the camp.	0.0%	0
TOTAL		49

Q20 How do you move inside the camp?

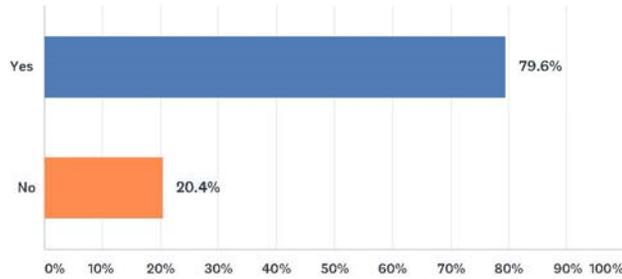
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Car	18.4%	9
Bus	0.0%	0
Bicycle	0.0%	0
Walking	81.6%	40
Animal rides	0.0%	0
TOTAL		49

Q21 Do you think that you have a proper link and road network between the camp and its surroundings?

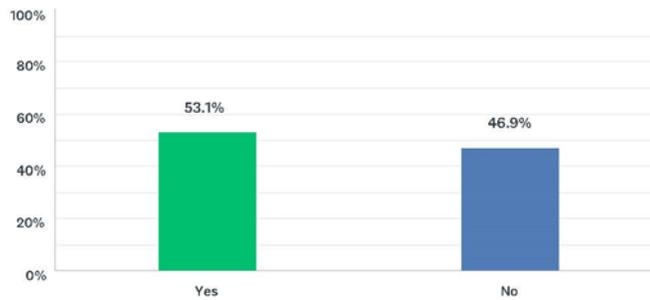
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.6%	39
No	20.4%	10
TOTAL		49

Q22 Are you happy with the services provided within the camp?

Answered: 49 Skipped: 0

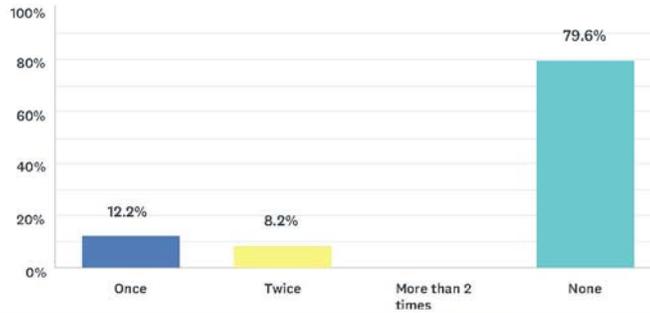


ANSWER CHOICES	RESPONSES	
Yes	53.1%	26
No	46.9%	23
TOTAL		49

#	PLEASE COMMENT	DATE
1	Very bad	11/7/2017 9:40 PM
2	Bad services	11/7/2017 9:21 PM
3	Bad	11/7/2017 8:45 PM
4	Lack of support from authorities and concerned parties	11/7/2017 8:22 PM
5	Very bad	11/7/2017 8:11 PM

Q23 How many times you were moved from your place within the same camp by UN or Government?

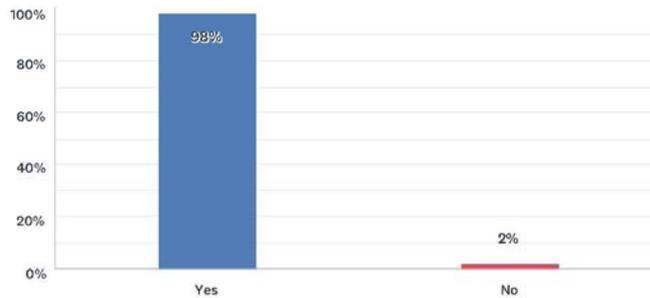
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Once	12.2%	6
Twice	8.2%	4
More than 2 times	0.0%	0
None	79.6%	39
TOTAL		49

Q24 Have you extended the limits of your house more than the original size provided by UN/Government?

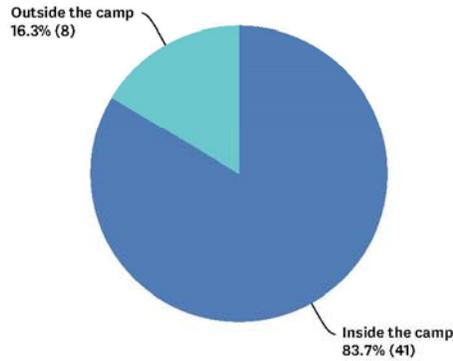
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	98%	48
No	2%	1
TOTAL		49

Q25 Where do you prefer to live?

Answered: 49 Skipped: 0

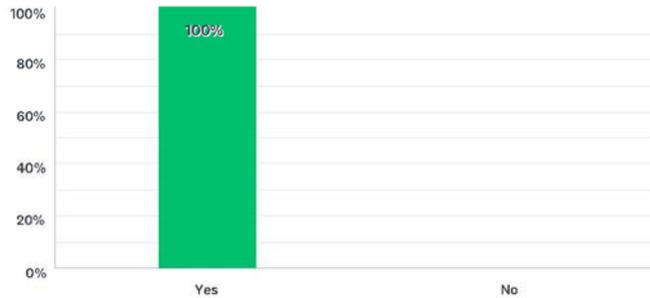


ANSWER CHOICES	RESPONSES	
Inside the camp	83.7%	41
Outside the camp	16.3%	8
TOTAL		49

#	WHY?	DATE
1	To find safety	11/7/2017 9:51 PM
2	Love camp	11/7/2017 9:42 PM
3	Improving myself	11/7/2017 9:28 PM
4	Love the camp	11/7/2017 9:26 PM
5	The best	11/7/2017 9:23 PM
6	Love camp	11/7/2017 9:21 PM
7	With family	11/7/2017 9:19 PM
8	Improve myself	11/7/2017 9:17 PM
9	Love camp	11/7/2017 9:14 PM
10	Love camp	11/7/2017 9:10 PM
11	Improving	11/7/2017 9:05 PM
12	Love camp	11/7/2017 9:03 PM
13	Social solidarity	11/7/2017 8:58 PM
14	Safe	11/7/2017 8:55 PM
15	Safe	11/7/2017 8:49 PM
16	Improve	11/7/2017 8:45 PM
17	Social solidarity	11/7/2017 8:40 PM
18	Safe	11/7/2017 8:38 PM
19	Safe	11/7/2017 8:35 PM
20	Social solidarity	11/7/2017 8:32 PM
21	To stay with family	11/7/2017 8:29 PM
22	Social solidarity	11/7/2017 8:22 PM
23	Improve	11/7/2017 8:07 PM

Q26 Is your house connected with Municipality power/water?

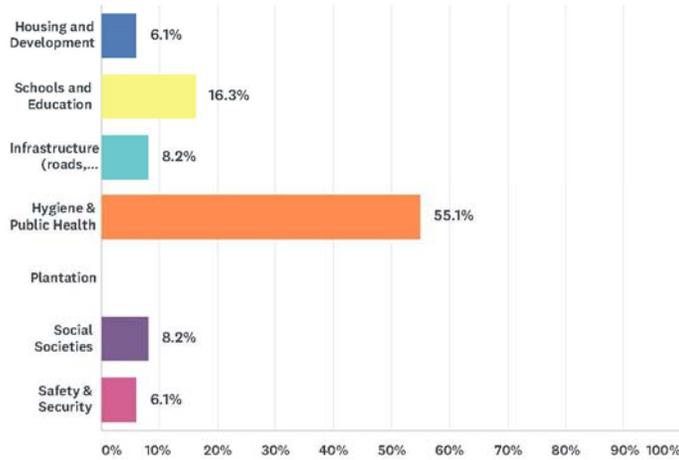
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	49
No	0%	0
TOTAL		49

Q27 What do you think is the most important issue to be developed in your camp to be better to live in?

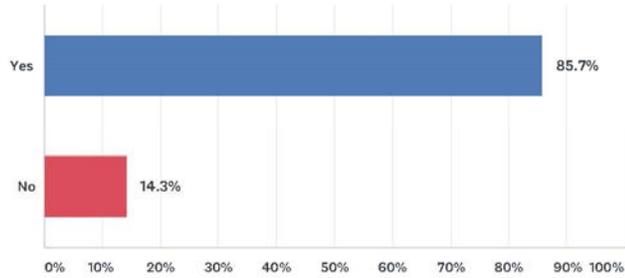
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Housing and Development	6.1%	3
Schools and Education	16.3%	8
Infrastructure (roads, drainage, power, etc.)	8.2%	4
Hygiene & Public Health	55.1%	27
Plantation	0.0%	0
Social Societies	8.2%	4
Safety & Security	6.1%	3
TOTAL		49

Q28 Do you feel safe in your camp?

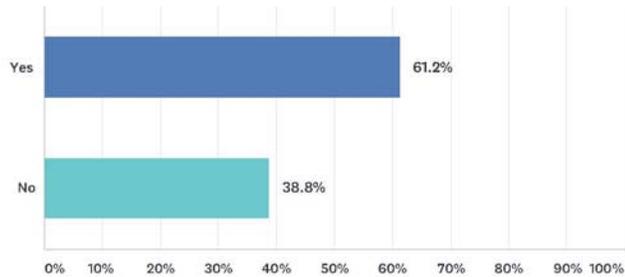
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.7%	42
No	14.3%	7
TOTAL		49

Q29 Are you getting UN/Government support when needed?

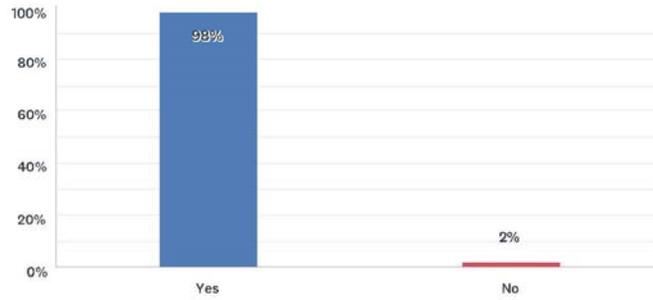
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.2%	30
No	38.8%	19
TOTAL		49

Q30 Do you think that you are going back home in Palestine or Syria soon?

Answered: 49 Skipped: 0

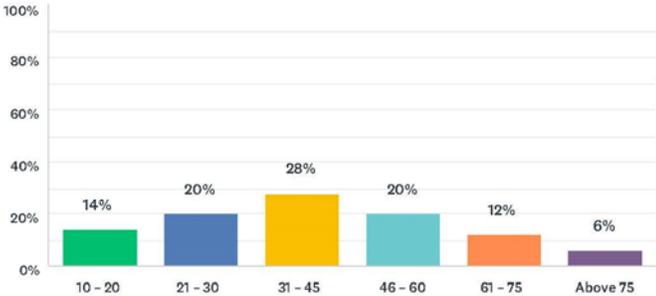


ANSWER CHOICES	RESPONSES	
Yes	98%	48
No	2%	1
TOTAL		49

Appendix 4: Al-Zaatari Refugee Camp Survey Results

Q1 How old are you?

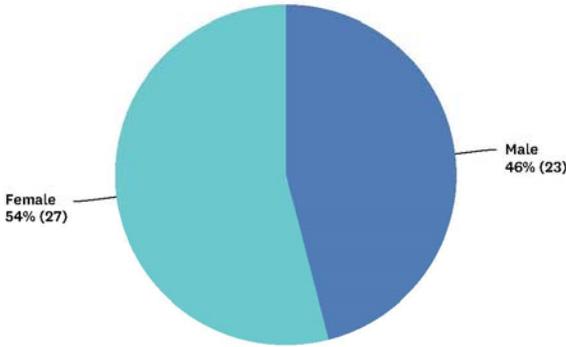
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES
10 - 20	14% 7
21 - 30	20% 10
31 - 45	28% 14
46 - 60	20% 10
61 - 75	12% 6
Above 75	6% 3
TOTAL	50

Q2 Gender:

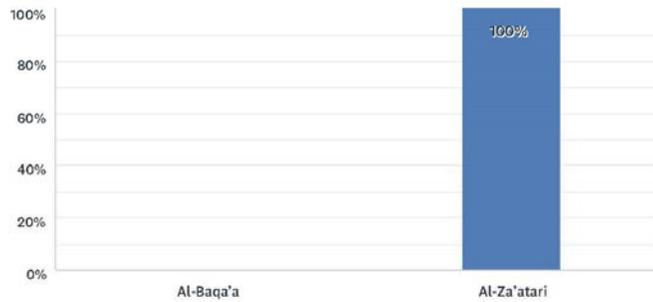
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	46% 23
Female	54% 27
TOTAL	50

Q3 In which Camp you are living?

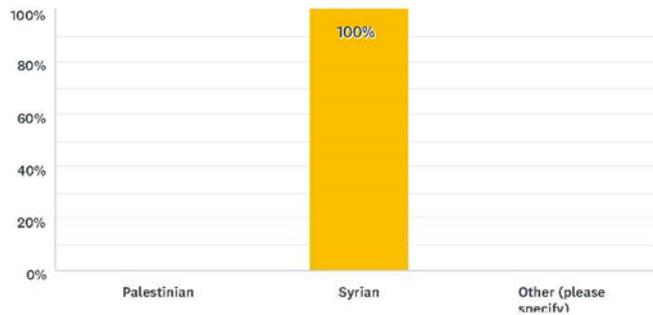
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Al-Baqa'a	0%	0
Al-Za'atari	100%	50
TOTAL		50

Q4 What's your nationality?

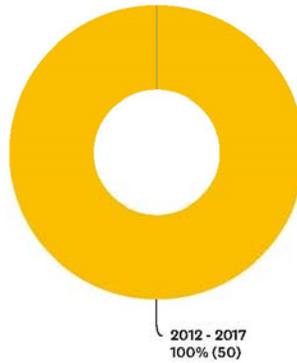
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Palestinian	0%	0
Syrian	100%	50
Other (please specify)	0%	0
TOTAL		50

Q5 When did you become a camp resident?

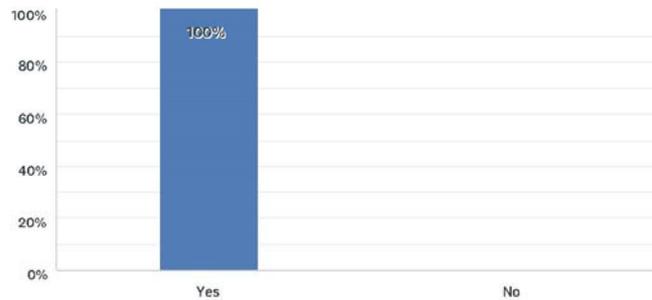
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
1969 - 1980	0%	0
2012 - 2017	100%	50
Other (please specify)	0%	0
TOTAL		50

Q6 Is this the 1st camp you move in?

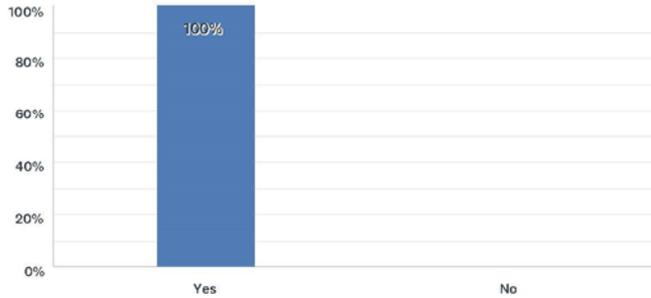
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	50
No	0%	0
TOTAL		50

Q7 Are you and your family registered with United Nations - UNRWA or UNHCR?

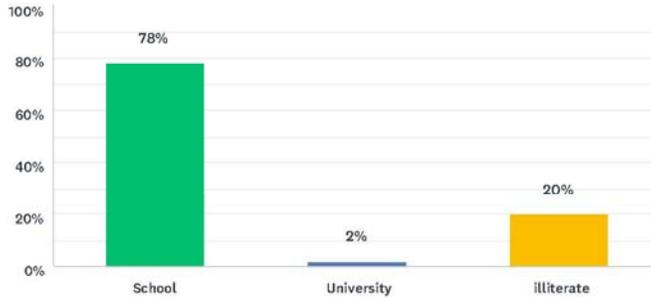
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	50
No	0%	0
TOTAL		50

Q8 What is your education level?

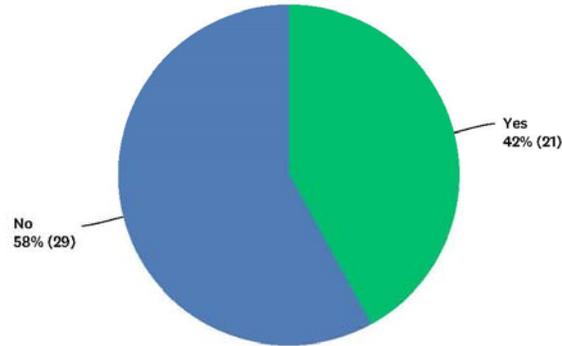
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
School	78%	39
University	2%	1
illiterate	20%	10
TOTAL		50

Q9 Do you work?

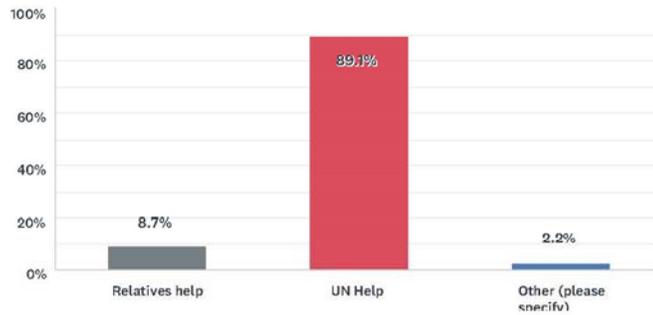
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	42%	21
No	58%	29
TOTAL		50

Q10 If you don't work; how do you provide your needs?

Answered: 46 Skipped: 4

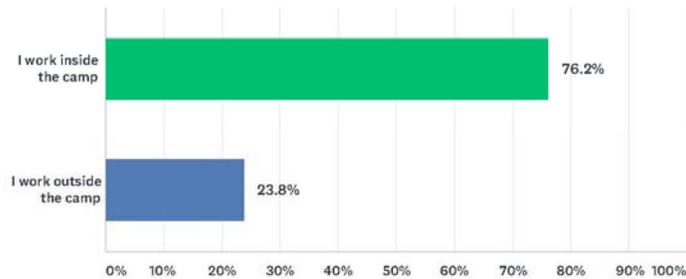


ANSWER CHOICES	RESPONSES	
Relatives help	8.7%	4
UN Help	89.1%	41
Other (please specify)	2.2%	1
TOTAL		46

#	OTHER (PLEASE SPECIFY)	DATE
1	Outsiders	11/13/2017 2:06 PM

Q11 If you work, do you work inside or outside the camp?

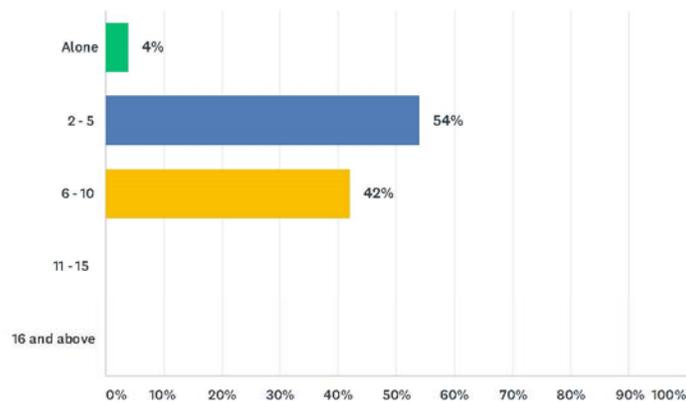
Answered: 21 Skipped: 29



ANSWER CHOICES	RESPONSES	
I work inside the camp	76.2%	16
I work outside the camp	23.8%	5
TOTAL		21

Q12 Number of family members living in the same house:

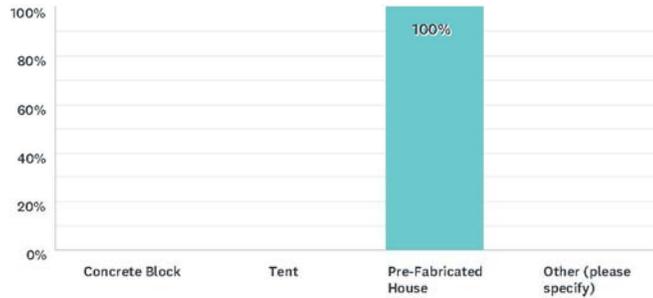
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Alone	4%	2
2 - 5	54%	27
6 - 10	42%	21
11 - 15	0%	0
16 and above	0%	0
TOTAL		50

Q13 What is the building material of your house?

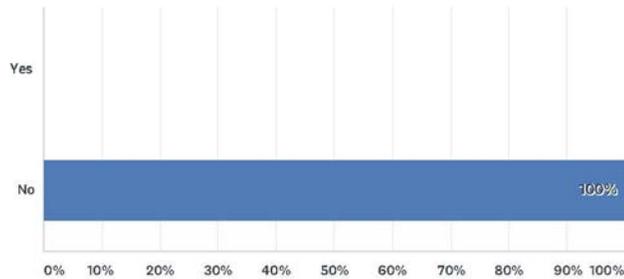
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Concrete Block	0%	0
Tent	0%	0
Pre-Fabricated House	100%	50
Other (please specify)	0%	0
TOTAL		50

Q14 Do you have a land provided for planting in your camp?

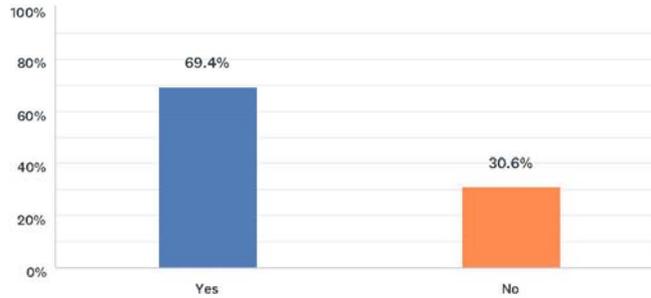
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	100%	50
TOTAL		50

Q15 Can a vehicle reach to your house?

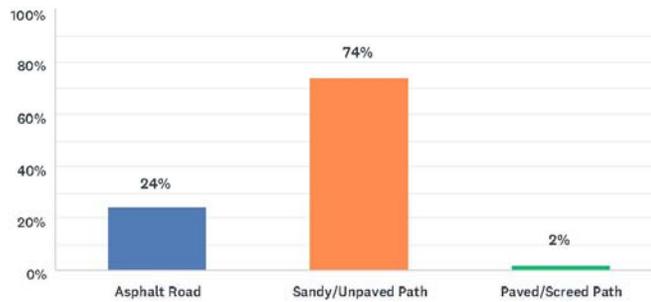
Answered: 49 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	69.4%	34
No	30.6%	15
TOTAL		49

Q16 What is the road leading to your house?

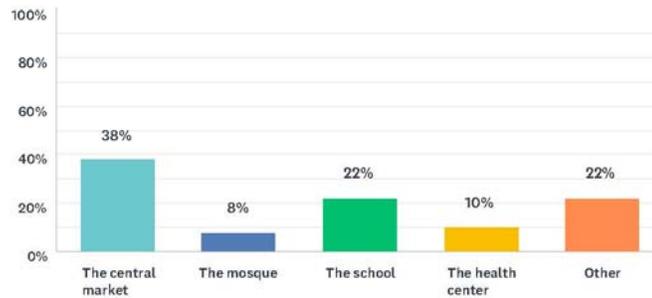
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Asphalt Road	24%	12
Sandy/Unpaved Path	74%	37
Paved/Screed Path	2%	1
TOTAL		50

Q17 What is the place that you frequently visit within the camp?

Answered: 50 Skipped: 0

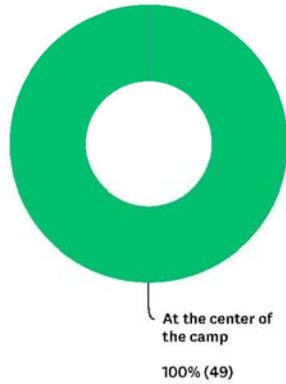


ANSWER CHOICES	RESPONSES	
The central market	38%	19
The mosque	8%	4
The school	22%	11
The health center	10%	5
Other	22%	11
TOTAL		50

#	OTHER (PLEASE SPECIFY)	DATE
1	home	11/13/2017 11:54 PM
2	home	11/13/2017 11:48 PM
3	home	11/13/2017 11:44 PM
4	home	11/13/2017 11:36 PM
5	home	11/13/2017 10:52 PM
6	Do not go out.	11/13/2017 9:04 PM
7	Do not go out.	11/13/2017 8:56 PM
8	Work place	11/13/2017 8:18 PM
9	I do not go out.	11/13/2017 7:57 PM
10	The Youth Training Center	11/13/2017 7:46 PM
11	School and playground	11/13/2017 1:59 PM

Q18 Where do you prefer the location of the market/commercial area?

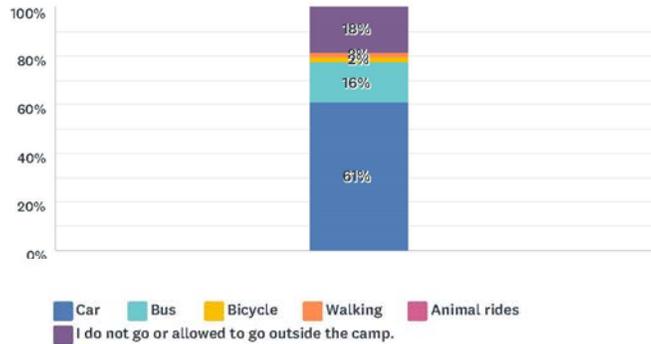
Answered: 49 Skipped: 1



ANSWER CHOICES	RESPONSES	
At the center of the camp	100%	49
At the camp edges/parameters	0%	0
TOTAL		49

Q19 How do you commute from the camp to the surrounding cities or towns?

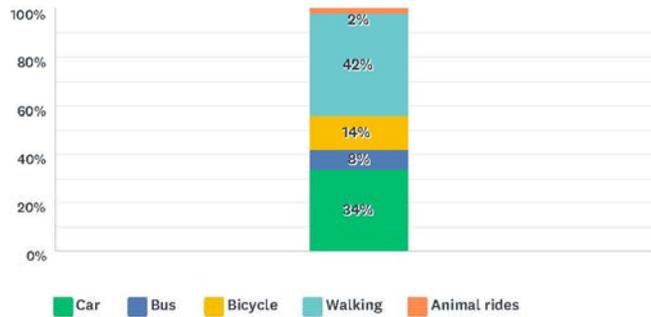
Answered: 49 Skipped: 1



ANSWER CHOICES	RESPONSES	
Car	61%	30
Bus	16%	8
Bicycle	2%	1
Walking	2%	1
Animal rides	0%	0
I do not go or allowed to go outside the camp.	18%	9
TOTAL		49

Q20 How do you move inside the camp?

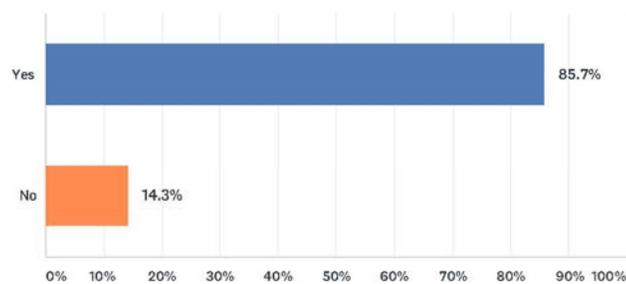
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Car	34%	17
Bus	8%	4
Bicycle	14%	7
Walking	42%	21
Animal rides	2%	1
TOTAL		50

Q21 Do you think that you have a proper link and road network between the camp and its surroundings?

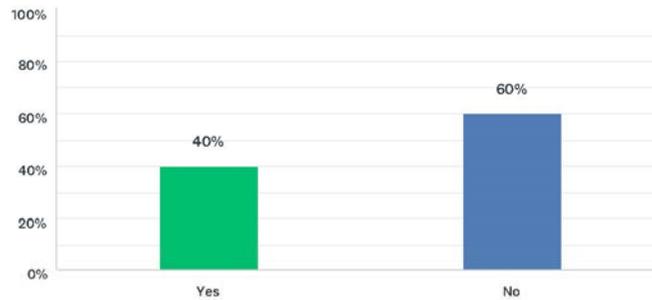
Answered: 49 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	85.7%	42
No	14.3%	7
TOTAL		49

Q22 Are you happy with the services provided within the camp?

Answered: 50 Skipped: 0

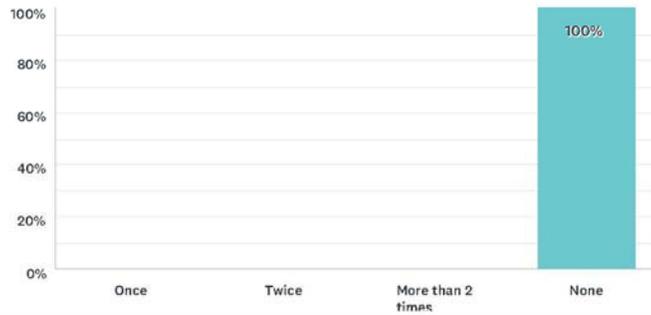


ANSWER CHOICES	RESPONSES	
Yes	40%	20
No	60%	30
TOTAL		50

#	PLEASE COMMENT	DATE
1	Bad roads and housing.	11/13/2017 11:54 PM
2	In the middle of desert.	11/13/2017 11:48 PM
3	Poor health care	11/13/2017 11:44 PM
4	Lack of job opportunities.	11/13/2017 11:27 PM
5	Poor life conditions	11/13/2017 11:18 PM
6	Poor life conditions	11/13/2017 11:16 PM
7	Power continuous disconnection and infrastructure excavations.	11/13/2017 11:06 PM
8	Power continuous disconnection and infrastructure excavations.	11/13/2017 10:59 PM
9	Power continuous disconnection and infrastructure excavations.	11/13/2017 10:57 PM
10	Power continuous disconnection	11/13/2017 10:54 PM
11	Power continuous disconnection	11/13/2017 10:52 PM
12	Power continuous disconnection & bad infrastructure	11/13/2017 10:49 PM
13	I want a proper house instead of prefabricated cabin.	11/13/2017 9:10 PM
14	Except for power disconnection.	11/13/2017 9:08 PM
15	Power continuous disconnection	11/13/2017 8:59 PM
16	Poor health care	11/13/2017 8:56 PM
17	We prefer cash help so we can buy what we need.	11/13/2017 8:53 PM
18	Poor housing	11/13/2017 8:18 PM
19	Houses and roads need improvement.	11/13/2017 8:10 PM
20	The standard of living is very poor ;)	11/13/2017 7:57 PM
21	Deprivation of liberty and rights	11/13/2017 7:53 PM
22	I did not imagine that I will end up living in a camp.	11/13/2017 2:06 PM
23	Infrastructure problems	11/13/2017 2:02 PM

Q23 How many times you were moved from your place within the same camp by UN or Government?

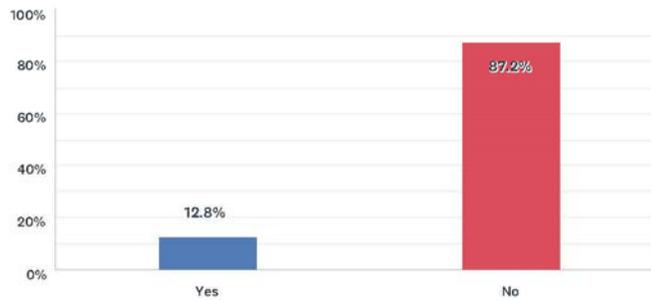
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Once	0%	0
Twice	0%	0
More than 2 times	0%	0
None	100%	50
TOTAL		50

Q24 Have you extended the limits of your house more than the original size provided by UN/Government?

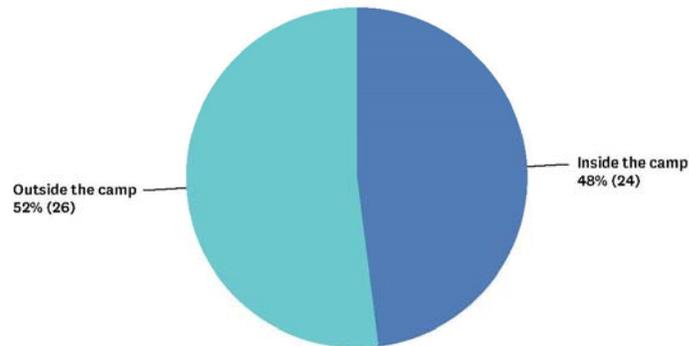
Answered: 47 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	12.8%	6
No	87.2%	41
TOTAL		47

Q25 Where do you prefer to live?

Answered: 50 Skipped: 0



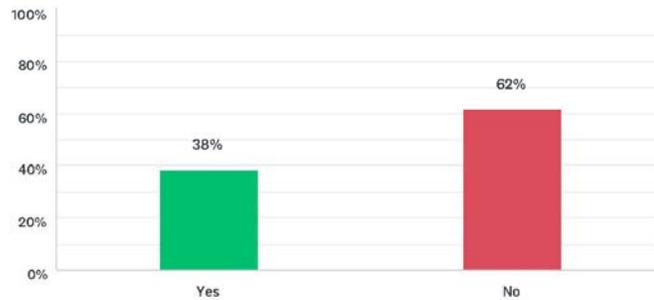
ANSWER CHOICES	RESPONSES	
Inside the camp	48%	24
Outside the camp	52%	26
TOTAL		50

#	WHY?	DATE
1	Better life conditions.	11/13/2017 11:54 PM
2	Financial security	11/13/2017 11:50 PM
3	Free to move	11/13/2017 11:48 PM
4	I don't know anyone outside the camp.	11/13/2017 11:44 PM
5	Services availability	11/13/2017 11:42 PM
6	Work and services availability.	11/13/2017 11:39 PM
7	Financial and social security	11/13/2017 11:36 PM
8	Back to Syria.	11/13/2017 11:34 PM
9	work freely	11/13/2017 11:31 PM
10	work freely	11/13/2017 11:29 PM
11	Better future for my kids.	11/13/2017 11:27 PM
12	Work and accommodation availability.	11/13/2017 11:23 PM
13	More freedom	11/13/2017 11:21 PM
14	I don't like the life within the camp.	11/13/2017 11:18 PM
15	Don't know anyone outside.	11/13/2017 11:16 PM
16	I don't feel that I'm a stranger within the camp.	11/13/2017 11:11 PM
17	Work opportunities	11/13/2017 11:08 PM
18	Better future for my kids.	11/13/2017 11:06 PM

19	Stay with my people - Syrians.	11/13/2017 11:04 PM
20	More secure with family and friends.	11/13/2017 11:01 PM
21	Better life conditions.	11/13/2017 10:59 PM
22	Financial security	11/13/2017 10:57 PM
23	Better services	11/13/2017 10:54 PM
24	Old woman needs to stay with family. More secure.	11/13/2017 10:52 PM
25	Old man needs to stay with family. More secure.	11/13/2017 10:49 PM
26	With family	11/13/2017 9:10 PM
27	More secure with family and friends.	11/13/2017 9:08 PM
28	More secure with Syrian people like me.	11/13/2017 9:04 PM
29	The camp is linked with bad memories that I want to forget.	11/13/2017 8:59 PM
30	Better health care	11/13/2017 8:56 PM
31	Better health care	11/13/2017 8:53 PM
32	More freedom	11/13/2017 8:39 PM
33	More secure	11/13/2017 8:37 PM
34	To get more help for his sick wife.	11/13/2017 8:34 PM
35	With family	11/13/2017 8:30 PM
36	Financial security	11/13/2017 8:24 PM
37	Work and move freely.	11/13/2017 8:18 PM
38	To work freely and expand.	11/13/2017 8:10 PM
39	More freedom	11/13/2017 7:57 PM
40	To live our life normally as before.	11/13/2017 7:53 PM
41	I don't know anyone outside the camp.	11/13/2017 7:49 PM
42	Training workshops helped me in developing myself	11/13/2017 7:46 PM
43	To work freely	11/13/2017 7:43 PM
44	To see better world	11/13/2017 7:41 PM
45	Financial and social security	11/13/2017 7:38 PM
46	Better life	11/13/2017 2:06 PM
47	More freedom	11/13/2017 2:02 PM
48	To be like the rest of the people.	11/13/2017 1:59 PM
49	Work opportunities	11/13/2017 1:55 PM
50	Because we are all Syrian	11/13/2017 1:50 PM

Q26 Is your house connected with Municipality power/water?

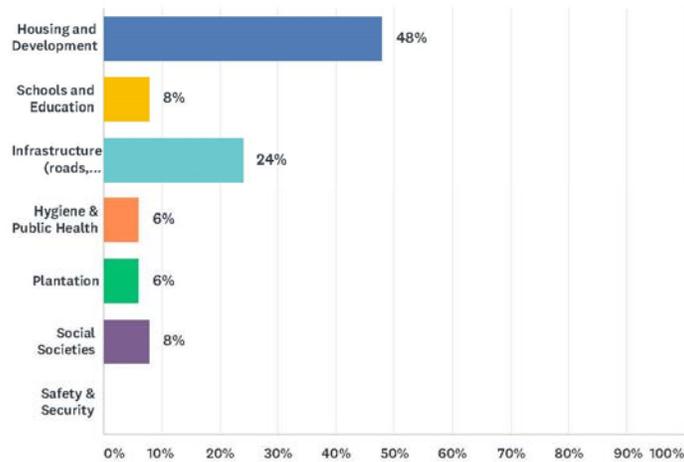
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	38%	19
No	62%	31
TOTAL		50

Q27 What do you think is the most important issue to be developed in your camp to be better to live in?

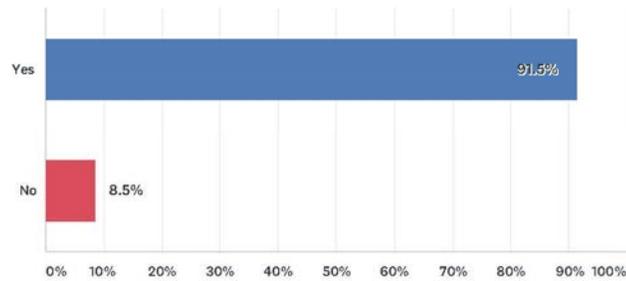
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Housing and Development	48%	24
Schools and Education	8%	4
Infrastructure (roads, drainage, power, etc.)	24%	12
Hygiene & Public Health	6%	3
Plantation	6%	3
Social Societies	8%	4
Safety & Security	0%	0
TOTAL		50

Q28 Do you feel safe in your camp?

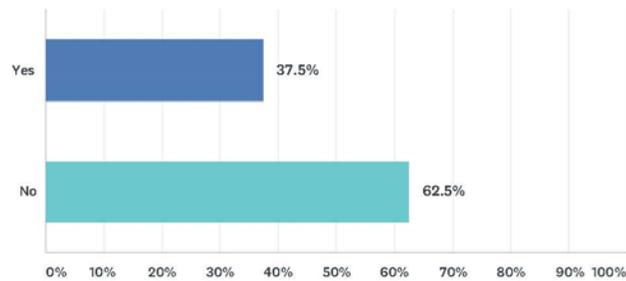
Answered: 47 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	91.5%	43
No	8.5%	4
TOTAL		47

Q29 Are you getting UN/Government support when needed?

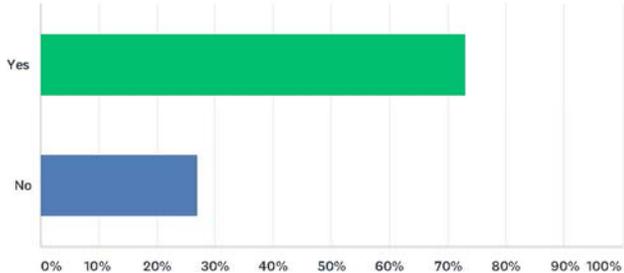
Answered: 48 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	37.5%	18
No	62.5%	30
TOTAL		48

Q30 Do you think that you are going back home in Palestine or Syria soon?

Answered: 48 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	72.92%	35
No	27.08%	13
TOTAL		48