

Status of Violence against Women in Jordan

National Council for Family Affairs

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»» Violence against women is a global concern, not restricted to certain peoples, but may differ in the form or size of the phenomenon. All religions emphasize respect for human rights, irrespective of sex, color and race. This is also re-iterated in international human rights conventions, which all reaffirm rejection of all forms of discrimination against women, most importantly the physical, verbal, sexual or economic violence women are subjected to, regardless of its source or location, within or outside the family, in the society or in public life. International human rights instruments reaffirm the urgency of working toward changing the beliefs, practices and stereotypes that seek to add legitimacy to violence against women. These conventions also call for developing services with a view to making these services accessible to all and guaranteeing protection and rehabilitation for the victims.

This elaboration and reaffirmation of violence against women in these international conventions is unmistakably the leading evidence that the issue of violence against women is a phenomenon that undermines society's security and stability. Hence, these instruments call for restoring societal balance by ensuring that women play their natural role in community development, through the provision of societal justice between men and women.

National Jordanian documents stress the principle of equality and the need for safeguarding and providing a secure livelihood for the family as a wholesome entity. Article 6(i) of the Jordanian constitution stipulates

that "Jordanians shall be equal before the law." The 1990 National Charter also stresses that the "state must provide for the formation, cohesion and well-being of the family." The "Jordan First" Document stresses the need for "reviewing legislation related to human rights ... especially the rights of women and children," with a view to harmonizing Jordanian laws with the international conventions signed by Jordan.

Also, there is a Jordanian commitment at the highest levels to provide equal rights to all citizens in general, and to women and children in particular. This commitment is depicted in speeches made by his Majesty King Abdullah II Ibn Al-Hussein, as well as the attention and care accorded by Her Majesty Queen Rania Al-Abdullah to issues related to the family in general, and to women and children in particular, in addition to Her Majesty's constant follow-up of institutions working in this area.

The National Council for Family Affairs, in cooperation with all its partners, who constitute the National Team for Family Protection Against Violence, has sought to give this issue national prominence by studying the status of violence against women and the role played by national institutions involved in this area. The Council's quest is to identify the size of the problem and come out with national concepts and practical recommendations that contribute to enhancing coordination among the institutions involved in protecting the family against violence and mobilizing support to develop national protection and prevention programs.

Finally, we would like to thank all those who have contributed to the achievement of this study. We hope that this report will, in turn, help in shaping a comprehensive national conception of this problem and the ways and means of curbing it.

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Introduction:

➤➤The human development of Arab women at the political, legal and cognitive levels is weak and reflects the bleak image that development efforts are both scattered and not geared towards effectively empowering women, according to the Arab Human Development Report 2005, published by the Arab States Regional Office of UNIFEM (United Nations Fund for Women). The report, published under the slogan "Towards the Rise of Women in the Arab World", states that, "the spring of Arab reform has not blossomed yet." It claims that recent elections in the Arab region "are tarnished with flaws ... and are not sufficient to empower enjoyment of freedom and good governance, while the reforms introduced are cosmetic and hide the continued suppression of freedom through continued violations of human rights."

On the issue of equality and discrimination, the report shows that "women in the Arab World are still denied equal opportunities in a discriminatory manner that may be considered an obstacle to the progress and prosperity of the Arab societies as a whole. Furthermore, women are denied opportunities to develop their capacities on equal footing with men. In public life, women also face cultural, legal, social, economic and political factors that hinder their equal access to education, health, job opportunities, as well as citizenship and representation rights."

On the issue of discrimination and gender equality, the report states that, "Arab countries have achieved remarkable progress towards gender equality in the context of the laws," indicating that "Arab public opinion strongly

supports equal rights for women, but much of the national legislation in Arab countries still includes discrimination."

The violence against women phenomenon is the outcome of inequality in rights and duties. It is one of the most dangerous social images and phenomena. It is also an issue that has gained enormous attention in many societies. Although violence against women is an old phenomenon, deeply rooted in many cultures, its prevalence and widening effects make combating it an inevitable necessity. It is a dangerous indicator of the deteriorating human, religious, and moral values in society, due to the consequent detrimental impacts at both society and family levels. At the social level, this phenomenon creates a state of social instability and reduces women's engagement in work and political, economic, and social life. At the family level, disintegration is the gravest outcome as a result of increased cases of divorce, which potentially entail the delinquency of children and the creation of a wide social gap that produces malicious children who are enemies of the society. This phenomenon has a significant social and economic cost, borne equally by the State, the society, and the family.

Women in Jordan: General Overview

➤➤Jordan is a small State with limited natural resources, whose relative advantage is in its citizens. Hence, Jordan has invested much in its human resources because the Jordanian human being is seen as a source of development and advancement at all levels. A



scrutiny of the patterns and levels of women's advancement in Jordan reveals exceptionally distinguished accomplishments in education and health. However, the patterns and levels of women's advancement in the economic and social areas do not match the prevalent patterns in the lower middle-income states or the political roles played by women in those states.

Indicators of education in Jordan reveal that there is gender equality in rates of enrolment in basic education and that Jordan is on target as far as achieving the education Millennium Development Goals (MDGs) by 2005. The greatest challenge, however, remains in the low rate of girls, who complete university education, which now stands at 31% (the number of girls enrolled in universities, who belong to the age group that officially corresponds to university education, divided by the total population of the same age group). This rate is the lowest in the Middle East and North Africa (MENA) region, where 53% of girls in university age (the percentage of girls in Jordan who are in , who enrolling in Jordan who fall within the age group of university education enrollment) compared with males. This percentage is considered the lowest in the Middle East and North African region, where the rate stands at 53%.

Health indicators, on the other hand, reveal that the total fertility rate in Jordan stands at 3.4 children per woman in her child-bearing years, which is higher than the rates in some MENA States. In spite of the low fertility rate and its relationship to women's educational levels, this area still faces challenges with regard to increased family sizes, which can hinder the

economic and political empowerment of women.

At the economic level, Jordan ranks directly at the bottom of the other lower middle-income States, despite expectations that the Kingdom will occupy a higher ranking in comparison with the rates of improvement in the status of women in the areas of education and health. Economic progress indicators show that female contribution to the labor market ranges between 12% and 28%. These estimates are considered low and place Jordan in a ranking lower than that occupied by states with similar income.

Women's Participation in Development and its Relation to Empowerment

➤➤ Women in Jordan are less involved in economic development than their counterparts in other countries, which deprives the Kingdom of the ability to materialize its vision of advancing human capacities and hinders the country's concerted efforts to empower women at all levels, which, otherwise, will bring about positive results impacting the quality of life for women, as well as their families, in addition to protecting them from exploitation and all forms of violence.

A World Bank report, *The Economic Advancement of Women in Jordan: A Country Gender Assessment* (World Bank, 2005), reveals that health, social, political and cultural barriers stand in the way of women's involvement in economic participation. Such

barriers include: high fertility rates, gender-based discrimination in wages, high rates of unemployment and disguised unemployment among women, the unexploited capacities of women to participate in the private sector, vocational exclusion, and the weakness of educational policies, which still encourage gender roles, in addition to the prevailing social and legal attitudes that determine the traditional roles in the family and the society (the girls' enrollment rate in higher education stands at 33.8%, while only 11% of girls benefited from study grants in 2003) (Ministry of Education, 2005).

The relationship between economic empowerment and the women's ability to contribute to decision-making is both positive and solid. Women in Jordan suffer from under-representation in decision-making positions, especially in the political arena. Had it not been for His Majesty King Abdullah's political will and support of promoting women's participation in public life by creating the quota system for parliamentary seats and appointments to senior administrative positions, the few women, who have entered the arena of political action, would not have been able to make it. A little more than 14% of all Senators and around 5.5% of all members of the 2007 House of Deputies are women. The current 28-member Council of Ministers (as of May 2008) includes four women (14.28%).

Available information indicate that the social and economic roles played by women in managing family affairs are diversifying. In 2002, women headed one out of every 8 households — down from one out of every 11 in 1979.

This document includes the findings of a situation analysis survey of violence against women in Jordan, as well as the governmental and non-governmental organizations involved in preventing violence. The purpose of the survey is not to evaluate the performance of these institutions, but rather to highlight their objectives and main programs and accomplishments. The document also outlines the challenges facing action in this area in terms of coordination and cooperation for the benefit of women, the family and the Jordanian society at large. Furthermore, the document cites some international experiences that can be used in the planning, implementation, and evaluation phases of action in the areas of protecting and empowering Jordanian women.

Chapter 2: *Situation Analysis of Violence against Women in Jordan: Methodology*

Goals:

This analytical study of the status of violence against women in Jordan aims:

- To identify the size of the problem of violence against women in Jordan, in terms of its types and forms, as well as the different sources of related factors .
- To identify the characteristics of the institutions involved in violence prevention and protection, in terms of their goals, the nature of services they deliver, and the gaps in violence prevention and protection services;

- To explore the opinions of decision makers and key informants (including providers of legal, security and social services) regarding the status of violence against women in Jordan.
- To propose a definition for violence against women that harmonizes with the analysis results and observes the values of the society and a culture of rejecting violence;
- To introduce certain global experiences in the prevention of, and protection against violence and propose mechanisms for mobilizing support for enhancing response to the problem of violence;
- To draft a fact sheet and a policy statement based on the findings of the analysis, to be used as a reference for decision makers when identifying the future vision for planning and taking decisions that should empower women and protect them against violence.

Methodology

➤➤ In order to achieve the goals of this analysis, the following activities have been undertaken:

- Examining NCFA official documents, taking into consideration harmonizing and standardizing concepts, upon which the philosophy of violence protection and prevention is based, e.g., National Framework, the Strategic Plan and other documents that support the analytical approach;

- Reviewing Jordanian literature and studies with a view to identifying the definitions used therein, as well as the size of the violence problem as identified in these studies;

- Reviewing international and regional studies and experiences in the area of combating violence against women;

- Developing a strategy, based on qualitative and quantitative scientific research tools, to analyze the situation. The methodology includes the following:
-Developing multi-faceted situation analysis questionnaire to include:

- A form for evaluating the governmental and private institutions concerned with violence against women.

- A form for academic institutions and scientific research centers.

- A form for interviewing key informants, including specialists and decision makers in:
 - 1.The health sector.
 - 2.The judiciary.
 - 3.Universities and research centers.
 - 4.Public Security Directorate – Family Protection Department.
 5. Other institutions as required.

- Cooperating with the NCFA to compile a list of institutions concerned with violence against women. The procedural definition of institutions concerned with violence against women includes:

- Institutions concerned with providing direct services, such as health, social, psychological and legal services;

- Institutions concerned with planning, follow-up and evaluation.

- Institutions concerned with legislation and legal issues.

- Research and academic institutions.

Information Gathering Methods

➤➤ Qualitative and quantitative information were gathered by the Consultant with the assistance of a researcher holding a Master's degree. The information were analyzed to surmise the status of violence against women in Jordan by:

- Describing the situation and reviewing statistics and figures;
- Identifying the areas, where the relevant

institutions are active, as well as any gaps and challenges facing these institutions;

- Finding a relationship between all sources of information, whether from the institutions, individuals or from documented sources, and proposing recommendations, strategies and solutions.

The table below summarizes the methodology used to analyze the status of violence against women in Jordan. Attached are the forms developed for this purpose.

*Table No. 1
Summary of the Methodology Used for
Analyzing the Status of Violence against
Women in Jordan*

Source of Information	Information Gathering Method	Studied Subjects
Governmental and non-governmental organizations concerned with violence in Jordan	Semi-structured form	1. Experiences of institutions 2. Services provided
Official documents	Reviewing and analyzing documents	1. Philosophy and goals 2. Policies and documentation 3. Education and training 4. Awareness and education
Legal specialists and health, social and psychological care providers.	Semi-structured form	1. Currently followed practices 2. Protocols and policies 3. Obstacles to development and protection

Towards Defining Violence against Women

Violence against Women: Definition, Risk Factors, Types and Effects

➤➤ Violence against women and girls is a human rights, as well as a social and health problem. Any comprehensive analysis of violence must begin by defining violence and its forms to facilitate practical measurement of violence. Definitions of violence against women vary and the multiplicity and variation of definitions come as a result of the various forms of violence and the parties that come up with the definition to serve their own purposes.

1. Defining Violence against Women

➤➤ The most outstanding definition of violence against women is that of the 1993 Universal Declaration on the Elimination of Violence Against Women, which states that, violence against women “means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”

This definition implies physical, sexual and psychological violence that takes place within the family and society and at the level of the State. It includes:

- Rape.

- Practices that are harmful to girls, e.g., female genital mutilation.
- Violence perpetrated by someone other than the husband.
- Forced displacement.
- Sexual harassment and threats in the work place and educational institutions.

Interpretations of this definition stress that negligence and denial are forms of violence against women.

A review of literature in the context of defining violence against women shows that the majority of international institutions, including the World Health Organization, have adopted this definition. Additionally, the WHO report of 2002 defines violence as “the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, that either results in, or has a high likelihood of resulting in injury, death, psychological harm, mal-development or deprivation” (WHO, World Report on Violence and Health, 2002). Thus, violence is an assault against another person that causes or may cause physical or psychological harm or pain. It also includes threats of assault, pressure or arbitrary deprivation of freedoms and rights. The report also classifies violence patterns into three categories according to the perpetrator: violence against oneself, violence against other persons, and violence against groups or communities. Each of these categories is further divided into sub-categories highlighting more qualitative patterns of violence.

Definition of violence according to the National Framework for family protection from Violence

➤➤ Here, violence is defined as “the intentional use of force, threatened or actual, against oneself, another person, or against a group, that results in injury, death, mal-development or deprivation.” Hence, violence is any attack against others that causes, or may cause physical or psychological harm or pain. Violence also includes threats of attack, coercion or arbitrary deprivation of freedoms and rights.

The National Framework for the Protection of the Jordanian Family against Violence identifies the following types of violence:

- Physical Violence: The deliberate use of physical force, or the threat of its use, against the individual himself or against any member in the family, that results in physical harm, including punching with the fist, biting, burning and any other acts harmful to individuals.
- Emotional Violence: Perpetrating, or refraining from any act that may result in weakening a person’s ability to deal with his/her surrounding social environment; it includes rejection, insults, neglect, scorn, intimidation and impossible demands.
- Psychological Violence: Perpetrating or refraining from any act that may cause physical or emotional suffering; it includes humiliation, calling by names, insults, harassment and isolation from family and friends.

• Sexual Violence: Any sexual act or any attempt to perpetrate a sexual act against the will of the other party; it includes rape, sexual harassment and any unaccepted sexual remarks. It also includes sexual abuse of children, i.e. coercing or seducing a child into participating in sexual acts, regardless of whether the child realizes that or not. These activities include any physical contact for the purpose of sexual harassment, and any other acts such as encouraging the child to watch, or participate in the production of pornographic material or persuade his/her to act in an inappropriate sexual manner.

• Economic-social Violence: The forms of economic-social violence include depriving women of education or work under the pretext of moral considerations, or of their earnings from their work or their share of their inheritance as stipulated by the Shari’ah. Its forms also include depriving children of their right to education and family care, and pushing them to work outside the home.

It is thus clear that the NCFA definition covers all members of the family, including women, and does not mention any relationship between violence and age groups.

Definition of Violence against Women in Research and Studies

➤➤ Social, psychological and health studies define violence against women as the use of force by a man in order to control and marginalize a woman. Research on violence against women in Jordan has taken on many forms and dimensions, which have created

differences and discrepancies in the definition. Thus, it has become necessary to arrive at a general consensus on what exactly is violence against women and to base the resulting definition on Arab cultural values and Islamic legislation that advance the status of women. Scholars familiar with research on violence against women in Jordan will deduce three types of studies:

The first type of studies is nothing more than surveys that show the numbers of abused women, forms of violence to which they are subjected, and characteristics of the perpetrators (An-Nasser, et al, 1998; Awawdeh, 1998; Family Guidance and Awareness Center, 2000; Darwish, 2001; Ratrout and Al Itir, 2000; Queen Zein Al-Sharaf Institute for Development, 2002; Shakhathreh, et al, 2003 and 2005; Clark, 2005; Hourani, Oweiss and Gharaibeh, 2007). Most of these surveys rely on a procedural definition of violence, depicted in the direct question: "Have you ever been subjected to physical, verbal, or other forms of violence; how frequently, and who is the offender?"

The second type of studies focuses on the opinions and attitudes of society members vis-à-vis violence in order to find out whether members of the Jordanian society have a culture of violence and, consequently, to plan prevention and protection programs targeting groups that embrace concepts and beliefs that enhance the culture of violence. Most notable of these studies is Family Violence In Jordan: Knowledge, Attitudes And Status (NCFA, 2005), which covers various social groups of different ages. The procedural definition

of this research is based on questions that reflect the respondents' opinions vis-à-vis such behavioral patterns as whether they approve beating a wife or sister, the reasons for violence as they see it, and their ability to differentiate good parenting and beating as a method for disciplining.

The third type of studies analyze violence cases reported by the National Center for Forensic Medicine (-Hadidi and Jahshan, 2001; Family Protection Department, 2005). These studies show the number of cases that reach the phase in which violence is defined as a crime and as a human rights issue, where women are referred to the judiciary. These cases include rape and crimes of honor. In a recent study, violence is defined from a procedural viewpoint as the abuse of authority in an unjust way and the use of force that results in harm, injury or suffering, measured by the points that an abused individual receives on the "measure of violence" used for the purposes of this study.

There is only one study, that examines the definition of violence from the viewpoint of the Jordanian women themselves (Gharaibeh and Maaytah, 2002). This study aims to deduce a definition for violence that reflects the prevailing culture in the Jordanian society to enable decision and policy makers to rely on it planning for such issues. During the administration of the study, women were asked to define violence as they see it. The findings show that violence against women takes on many forms, namely, physical, verbal, and sexual violence. The respondents reported such forms of violence as desertion in bed; economic deprivation, depicted in

deprivation of properties; and social violence that threatens a woman's social status, especially before her children and relatives.

The respondents go beyond this to report that violence grows gradually from simple actions to really-violent actions and that a little violence can be accepted to preserve a woman's married life. This definition reveals the women's insufficient knowledge of their rights and the ways and means of resolving marital problems.

The following are examples of the definition of violence in Jordanian studies:

- Abuse of authority in an unjust way and the use of force that results in harm, injury or suffering. This definition reveals wide levels of behavior depicting a transitional state that ends with inflicting harm or damage on both individuals and things. Hence, violence includes physical or verbal harm, destruction of property, and even murder" (Abdul Mu'ti, 2004).
- A vast array of behaviors through which the perpetrator uses force against, and control of the other party and may include physical and psychological violence. Additionally, the offender's behavioral patterns include threatening, physical harm, isolation, control, rebuke and intimidation (Abdul Jawad and Tarawneh, 2004).
- A behavior prompted by anger. It includes the use of physical force against the other party (Banat, 2004).

In light of the above arguments, violence may be viewed as aggressive behavior through which the offender intends to cause

psychological or physical harm or damage to others.

Definitions reported by a significant number of Jordanians reveal that most of the respondents confuse violence and disciplinary methods. According to this group of respondents, violence is "the deliberate recurrent act that leaves an obvious physical and psychological effect. Married male respondents go so far as to consider violence a natural act. Young female university students describe simple battery and depriving children as educational and disciplinary methods (NCFA, 2005).

2. Risk Factors

➤➤ There are different types of violence against women in the world. A comparison between forms of violence around the world and forms of violence in Jordan will reveal confusion between what we call "reasons" and "forms" of violence. International reports agree on the existence of the following forms of violence: physical violence, sexual violence and psychological violence, as well as other forms related to each of these types. Economic and social violence are additions resulting from differences in defining and measuring violence.

Confusion has been also observed between the "causes" of violence and its "risk factors", which tend to increase the possibility of violence. Studies indicate that there is no conclusive evidence that drugs and alcohol are direct causes for violence; yet, they are considered risk factors for violence. Abusers blame alcohol and drugs, as well as psychological pressure for their violent behavior and consider resorting to violence to resolve "problems" as an individual choice that

does not apply to everyone. The majority of abusers of members of their families control their abusive behavior with their friends and colleagues at work, where the abusers do not feel that they have to be authoritative and domineering.

Btoush (2007), Jahni (2005), and Dari (2002) agree that several causes stand behind the occurrence of violence, mainly:

1. Economic reasons: The deterioration of the family's economic situation leads fathers to resort to violence and harsh treatment of their children and wives (Btoush, 2007) as a result of the father's pain, suffering, depression, void, boredom and despair. This reflects negatively on the wife and children. In some cases, the same situation arises as a result of the wife's bad economic circumstances and the consequent financial pressures lead to aggressive behavior that may target the children or the husband.

2. Illiteracy and ignorance: Academic, cultural, social and behavioral ignorance leads to adopting harshness and violence as a method of dealing with the wife and children, due to the parents' ignorance of the democratic approach to dealing with, and raising their children (Btoush, 2007).

3. Family problems: These problems include, for example, the situation where the mother dies and the father marries another woman, who deals with her step-children harshly and violently. Problems within the family also reflect on the way the wife and children are treated, which is invariably violent. Violence may sometimes be

perpetrated by the step-father against his wife's children from a previous marriage.

4. Environmental motives: An oppressive and harsh environment, as well as difficult and deteriorating social relations lead to adopting violence as an approach to a way of living, or a the best way for dealing with such an environment.

5. The effect of the media: The media now play a major role in all aspects of life and lead individuals to acquire a variety of behavioral patterns. Watching violent movies increases the likelihood of violent acts. The effect of the media, however, varies from one person to another. A person, who harbors a tendency for violence, is more likely to resort to violence without restrictions after watching violent scenes. He/she will also learn, and subsequently apply new methods of violence in real life.

6. Weakness of personality and lack of self-confidence: People suffering from a weak personality try to prove themselves by attacking others in an attempt to hide this weakness. They resort to violent behavior against others, especially women, irrespective of whether the targeted woman is the offender's spouse or daughter or a woman from outside the family.

3. Theories explaining violence:

➤➤ Violence is a form of aggressive behavior with significant detrimental effects on the individual's personality and the way he/she adapt psychologically and socially. No wonder, then, that this behavior has been the subject of many theories in an attempt to understand

the causes, symptoms and effects of violence. Some of these theories are reviewed as follows:

The main argument in dealing with abusers is that the abuser is responsible for his/her actions and he/she alone must stop the violence. There are many theories that explain the behavior of abusers involved in Familyviolence, mainly:

- Violence as a learned behavior: This explains that violence is a symptom that an individual learns while growing up in an environment, where violence is perpetrated in order to resolve problems and offenders understand violence as an ordinary behavior. This theory highlights the role of the family in the cycle of violence throughout the ages.
- Violence as a manifestation of machismo: This theory considers violence a response to inherited beliefs that men have rights that are different from those of other people. This belief encourages and enhances violence.
- Violence as a response to racism: This theory considers such issues, like oppression and loss of identity and culture as factors that promote feelings of weakness and loss of control.
- Violence as a result of lack of self-esteem and inability to identify needs: Abusers have a profound feeling of instability in their marital relations. This creates a desire to control the spouse. The majority of abusers do not feel that they have a problem at all, but rather that their partner deserves this violent treatment.

- Violence and sub-cultures: This theory maintains that Familyviolence differs from the sub-culture prevalent in the society and that violence is more acceptable in societies with lower social and economic levels, where violence is a behavior pattern used to resolve differences and conflicts. This theory also maintains that violence against women exists in certain sub-cultures. According to this theory, Familyviolence takes place more in the lower social classes than the middle social classes because it is acceptable as a method to resolve Familyconflicts and differences (Al Jazi, 2005).

- The feminist theory: This theory maintains that Familyviolence is inflicted against women as a result of traditional gender-specific expectations in the prevalent social system within the society. Such social systems are based on gender inequality and the imposition of the mannish role, which allows males to use different forms of violence against women in an attempt to deprive them of their independence and undermine their existence and strength. This theory considers that the social structure supports the husband's dominance by supporting the social system. It seeks to explain Familyviolence through gender-based role expectations related to the historic imbalance in power between males and females in the patriarchal society (Al Jazi, 2005).

Within this pattern, studies on violence against women in Jordan indicate that the rates and forms of violence against women are linked to such factors as the deeply-entrenched social concepts of marital relations, the size of the

family, as well as its income and educational levels.

The majority of studies in Jordan indicate the following:

- In most, if not all cases, men are the perpetrators of violence against women.
§ Violence is inflicted against women by male relatives, e.g., husband, father, brother (NCFA Study, 2005; UNIFEM, 2007).
- Most of the violence offences within the family target women. Family Protection Department statistics for 1998–2000 indicate that most of the reported 1,112 cases of Family violence, mainly indecent assault and attempted murder, target women (Family Protection Department, 2002).
- Physical violence does not occur in isolation of mental and verbal violence.
§ Violence against women is not restricted to a single social stratum, but extends to all categories in most of the societies (Abdul Jawad and Tarawneh, 2004).
- Violence against a wife is a result of psychological disorders suffered by either spouse, because of his/her inability to tolerate frustration, and psychological stress, his/her weak sense of responsibility, selfishness, jealousy and lack of emotional satisfaction. In this regard, studies indicate that most of the perpetrators of violence have shaky personalities or suffer from psychological tension problems (Abdul Jawad and Tarawneh, 2004).
- The level of violence against wives is inversely proportionate to the family's

economic standard (Btoush, 2007; UNIFEM, 2007).

- There is a relation between the husband's employment and violence against his wife (Btoush, 2007; Badarneh, 2001). Unemployment means a lower economic standard, as well as the husband's inability to meet the family's daily requirements. It creates psychological stresses caused by frustration because of failure to find a job opportunity and a feeling of emptiness, which leads to a state of psychological tension that reflects negatively on marital relations.

4. Effects of Violence

»» The 2002 WHO's World Report on Violence and Health summarizes the most prominent effects of violence against women as follows:

- Health Effects: There are many studies whose results showed that the health of women who remain in violent relationships is negatively affected. Violence against women also has direct effects on the general health of women, such as injuries and fractures. Violence is considered a health risk factor. The health effects and injuries include contagious sexual diseases, unsafe miscarriage, misuse of drugs and alcohol, depression, smoking, unsafe sexual conduct, murder and suicide. It is noted that women who are victims of violence during childhood are more susceptible to depression, attempted suicide and physical injuries.
- Physical effects: Violence may lead to physical injuries or handicaps. The World Health Organization (2002) indicates that

40%–70% of women subjected to physical violence are left with physical injuries (Abu Hijleh, 2004).

- Psychological effects: Abused women and children suffer from depression, anxiety, and various problems. However, the effects of emotional and psychological abuse are multiple, e.g., difficulty in forming relationships with others, weak personality, seclusion, feelings of inferiority and feeling unloved by the parents. The effects also include sucking the finger, unsocial behavior, such as aggression, and undermined mental and emotional growth levels (Btoush, 2007; Abu Hijleh, 2004).
- Economic effects: In addition to the moral cost of violence against women and children, there is a financial cost, which is the loss of work, treatment costs and legal fees.
- Effects on children: Watching violence and being subjected to it occasionally have destructive effects on the future life of children, their psychological and mental health, and their growth rates in all its forms (WHO, 2002). Btoush (2007) and Darwish (2001) indicate that violence against women may cause them problems, negative reactions and low self-confidence, in addition to hindering the achievement of their self and their success. It also affects the way they raise their children and the method of raising them, and their effectiveness as housewives, because they always feel anxious, nervous and frustrated. This prompts them to use violence against their children, which reflects on all members of the family in terms of conflict and problems.

5. Abused women: General Characteristics

»» A survey conducted by the Family Guidance and Awareness Center (2001) on 1,164 families in Zarqa governorate shows that Family violence is mostly against wives. The survey also shows that more than two thirds of the cases of violence against females take place in poor families.

A study by Al-Karaki (2005) to examine the prevalence of Family violence in Jordan, reveals that the majority of individuals in the sample of 46 families have been subjected to, or have witnessed violence sometime during their early years. The study shows that the most prevalent form of violence is psychological violence. It also reveals that males are more likely to be victims of physical, psychological and sexual violence, while females are more likely to be subjected to emotional and economic violence.

Tarawneh's study (2003) seeks to examine the personal characteristics of physically and psychologically abused women in Jordan. It reveals that the personality of abused women is positive in only five characteristics: moral values, psychological condition, romanticism, realism and vital energy. By contrast, the personality of abused women is negative, in varying degrees, in all the other personality characteristics. The results of the study also show a lack of statistically significant differences in seven personal characteristics among abused women: the social, mental, leadership, courage, realism, psychological state and vital energy characteristics. The results also reveal statistically significant variations among abused women according

to their age in terms of two characteristics: the mental characteristic, in which the variations are in favor of women in age group (30–39 years), and the independence characteristic, in which the variations are in favor of women who are younger than 29 years of age. The study shows that:

- 70% of abused female respondents are aged between 20 and 39 years.
- 75% of abused women are below average in their primary education.
- 37% of abused women are divorced or widowed.
- 52% of abused women are housewives.
- 74% of abused women have not filed complaints with the authorities.

6. National Definition of Violence Against Women:

➤➤ In order to adopt a national definition, agreed by all national bodies concerned with violence against women, a national workshop was convened on 25/5/2008 to set out a national definition of violence against women. The workshop came out with the following set of agreed definitions for procedural, but not legal purposes:

Violence against women: Violence against women is defined as “any act perpetrated against a woman and resulting in physical, sexual or mental harm, or in any form of suffering, such as coercion, compulsion or denial of human rights, irrespective of whether such act takes place in the framework of family relations, social relations, or occupational relations.”

This definition implies:

- Violence against women and young girls within or outside the family framework;
- Violence is not limited to physical, mental and sexual violence, but includes other forms, such as social, economic and political violence.
- Physical Violence: The use of physical force, which leaves evident effects and causes physical injuries. Physical violence is the most visible and common form of violence. It includes such acts as beating, pulling, biting, kicking, and inflicting bone fractures and burns. This form also includes denial of basic needs, such as food, water, sleep, and shelter, the lack of which causes physical harm.
- Sexual Violence: Coercion into sexual contact; encouragement of, or intimidation into prostitution; or coercion into viewing sexual acts. It includes rape, sexual harassment, unaccepted sexual remarks, and resort to sexual practices that contravene religious and ethical rules of sexual contact.
- Psychological/Emotional Violence: Any act that may result in direct or indirect harm threatening a woman’s emotions, feeling of self-esteem and ability to control her life. It includes threats, insults, scorn, calling by ill names, deprivation, reproach, and throwing doubts on her capacities, which may lead to various degrees of feelings of lowliness, despair and depression.
- Economic Violence: Depriving a woman of the right to dispose of her economic resources or take part in making financial decisions that

concern her, impact her future and make her totally dependent on others. Economic violence includes denial of disposition of properties and spending on her basic needs, disinheritance, denial of owning properties, and exposure to economic exploitation.

- Social Violence: Any act or behavior that deprives a woman of her social rights, such as interference in her social relations, isolating her from the society, and severing her lawful social contacts.

Chapter 4:

Status of Violence against Women in Jordan:

Analysis Results

➤➤ Before starting on the current status of violence against women in Jordan, it is noteworthy that Jordan has signed CEDAW on December 2, 1980 and ratified it on July 1, 1992. Jordan has also, as part of its commitments in the Convention, submitted periodic reports to the concerned committee. The first and second were in 1993 and the third and fourth were in 2005. These reports include Jordan’s extent of progress and the steps taken to implement the Convention. This report reviews the most prominent accomplishments and failures.

It must be noted that there is difficulty in separating issues in the studies on violence against women and violence against the family while collecting and analyzing information. The merging of issues in terms of violence against the woman and Family violence is because most of the reports and studies show

that women are usually the abused within the family (NCFA, 2005).

The results of analyzing the status of violence against women will be reviewed according to the goals of the study and the methodology used. The following will be reviewed:

1. Size of the problem of violence against women in Jordan.
2. Violence against women in academic studies and research.
3. Specialists’ opinions on violence.
4. Policy and legislative protection of women against violence.
5. Academic problems with regard to violence and women.
6. Services of care and prevention of violence against women.

1. Size of the problem of violence against women in Jordan:

Figures and Statistics

➤➤ Due to the absence of a definition agreed upon by all governmental and private institutions on violence against women in Jordan, knowing the size of the problem becomes complicated, as the numbers and factors relating to it vary. The research studies conducted to determine the size of the problem did not use similar or close procedural definitions to facilitate knowing the size of the problem and the credibility of the results. The size of the problem will be reviewed according to the manner it is presented by institutions concerned with violence. (the numbers included here are valid for the period of data collection for purposes of this study).

Cases of violence against women in Jordan according to institutions working with violence:

- Family Protection Department: The following table shows the number of cases recorded at the Family Protection Department

Year	Number of Cases*	Nature of Violence
2004	1,423 cases	Including 396 cases of attacks against females
2005	1,796 cases	Including 439 cases of attacks against females
2006	1,764 cases	Including 430 cases of attacks against females

Table No. 2- * As reported by the Family Protection Department.

- In 2006, the Ministry of Social Development dealt with 1,200 cases of violence against women. As of the 31st of December 2007, the Family Reconciliation House, operating under Ministry's umbrella, dealt with, and provided emergency or temporary shelter to 290 women and 54 children.
- According to Ministry of Education statistics, 48 cases of violence, involving both male and female students, were reported in 2006.
- In 2006, the Sisterhood is Global Institute (SIGI) dealt with 3,146 women, including a sizeable number of abused women. The statistics below show the number of women who have visited the Institute since 2006.

classified according to the nature of the violence. These numbers reflect the size of the problem of violence by the Family Protection Department, which records the cases where it recognizes violence and offers protection.

- Ministry of Health: Cases arriving at emergency rooms and healthcare centers on suspicion of violence are not registered under "violence", but rather under other categories of fractures and accidents. Cases that admit to direct violence are referred to the Family Protection Clinic or the Forensic Medicine Center.
- National Forensic Medicine Center: The center deals with an average of 700 cases of sexual assault against women annually. The number of murdered women recorded was 120 in 2006, including 18 cases classified officially as crimes of honor.
- Family Guidance and Awareness Center: 2,122 cases were dealt with in 2007.
- National Center for Human Rights: It deals

with approximately 200 complaints annually on violence against women.

- Mizan (Law Group for Human Rights): The table below shows the cases that visited the Mizan in 2006 (next Page)
- Association of victims of Family Violence: No statistics are currently available.
- Jordanian Women's Union: During the period 1999–2006, the Jordanian Women's Union received 775 abused women, who were transferred to the Union's home together with 190 accompanying children. During the same period, the Union's hot-line received more than 14,000 calls and the Children's Guesthouse dealt with 3,500 families.
- Ministry of Justice: The Ministry compiles statistics on Family violence cases. A database

has been established to store data transcribed from responses to a questionnaire especially designed for family violence cases. The questionnaire was distributed among courts in the Kingdom and covered family violence cases during 2006 and 2007. These statistics reveal that, until now, the total number of violence-related cases stands at 132 reported by 11 courts (two courts of First Instance, and nine Conciliation courts. There were 109 offences of cases of injury and disablement for less than 10 days — i.e. 82.6% of the total number of Family violence offences included in the questionnaire, e.g., slander, libel, scorn, and indecent liberties. The process of receiving questionnaires from the courts is still going on (Attached is a table of Ministry of Justice statistics for the years 2006 and 2007.)

Contacts		New Cases	Year
By phone	In person		
About 1,800	619	285	2000
About 2,450	735	154	2001
About 2,500	720	199	2002
1356	817	331	2003
972	900	348	2004
1177	687	309	2005
1270	672	307	2006
2791	492	225	2007
Total 22,116		2158	Total

Table No. 3- Visitors and Callers to SIGI 2000

Number of Cases	Type of Service
71	Number of cases judicially processed
1326	Number of legal consultations
86	Number of cases resolved with the family
672	Number of income cases on a daily basis throughout the year
307	Number of social consultations
152	Number of cases suffering from marital problems
133	Number of cases suffering physical violence
164	Number of cases suffering psychological violence
101	Number of cases suffering sexual violence
134	Number of cases suffering economic violence

Table No. 4 - the cases that visited the Mizan in 2006

Results derived from responses to the Juvenile Cases Form show the following:

- There are three juvenile courts in the Kingdom, two of which (67%) have responded so far.
- A total of 1,581 cases of children in conflict with the law have been reported.
- Other results with regard to juveniles in conflict with the law include the following:
 - The average time required for settling cases stands at the relatively-high 51 days, although juvenile cases are usually urgent according to Article 5 of the Juvenile Law. Around 41% of all cases of juveniles in conflict with the law are cases of damage.
 - The majority of offenders (75%) are males in the age group (15–18 years), followed by male offenders in the age group (12–15 years).
 - The majority of the crimes (80%) are misdemeanors, most of which are subjective or tried in the presence of the contenders.
 - Statistics related to juvenile cases (children requiring protection or care) are summarized as follows:
 - The number of juvenile cases in the courts that responded was 541 cases.
 - According to sex, the juveniles are distributed as follows: 316 (i.e., 58%) are males, while 174 (32%) are females.
 - Most of the protection and care cases (a total of 224) fall in the Sixth Category (begging, homelessness, quitting the home), followed by 93 cases falling in the Fifth Category (physical abuse by family members and relatives).
 - A total of 155 of the protection and care

cases are cases of begging, followed by physical abuse and harm (a total of 49 cases).

Figures obtained from the institutions working with violence against women reveal the following:

- There is no national monitoring system through which the size of the problem can be identified as each institution keeps its own figures.
- Figures reported by some institutions that exchange referrals indicate the possibility of overlapping in their numbers.
- Some institutions do not document the cases they deal with. The result is lack of figures and statistics.
- It is not possible to compute ratios, averages and rates for comparison purposes from available figures. Thus, future planning and monitoring becomes difficult.

2. Violence against Women in Scientific Studies and Research

➤➤ A review of literature on violence against women in Jordan indicates that the size of the violence problem ranges from 7.7% to approximately 78%, regardless of types and forms. Studies indicate that psychological and verbal violence are the most prevalent types of violence, in spite of the difficulty in detecting them. Clark's 2005 study with 517 Jordanian women indicates that 78.7% of women suffer from husband control and are not allowed to express their opinion. Moreover, 54% of husbands feel jealous and resorts to confining the wife's movement, while 50% ban the wife from visiting the doctor.

Prevalent beliefs and culture on violence are considered main reasons for these percentages. The Jordanian Women's State Report for 2004 showed that high percentage of Jordanian society members still believe women are inferior to men (49.3% of fathers, 46.9% of males between 10 and 24, 41.2% of mothers and 26.3% of females between 10 and 24. 50% of women believe men have the right to discipline women if they fail to fulfill their responsibilities towards their husbands and children (Gharaibeh and Ma'aytah, 2003). The UNIFEM study (2007) takes another aspect, the judicial aspect and applies the methodology of qualitative and quantitative research within the following themes:

1. Crimes against women in Jordan in the years 2000 – 2003.
2. Identify the problem of violence against women by resorting to the available statistics.
3. Addressing the cultural, social and legal dimensions with regard to violence against women in Jordan.

The results showed that the total cases of murder and attempted murder was 745 in the years 2000 – 2003, including 97 against women, a percentage of 12.9% of the total cases of murder and attempted murder, the majority of which took place in 2001. The usual reason for murder or attempted murder was suspicion with regard to the women's behavior and family conflicts. The brother was usually the perpetrator in the murder, followed by the husband. The study showed that the greater percentage was among girls / women between the ages of 18 and 32.

A study, conducted with support from Freedom House in 2007, aims to uncover the

social-cultural dynamic connected to the phenomenon of violence against women in Jordan in terms of knowledge, trends and status, through determining the availability of legal and social services available to abused women by the relevant institutions, and determining the willingness to intervene in cases of violence against women. The study covers 1,500 Jordanian women aged 15 and above. The results show that approximately 61% of the respondents have been personally victims of violent behavior. Yelling, cursing and belittlement came first, followed by pushing, hitting with the hand, leg and stick in second place, and some cases of sexual violence such as sexual harassment and coercive sexual relations. Around 42.2% of the respondents have seen or heard of cases of violence against women, the majority of which are within the immediate or extended family environment. The respondents report that the main reasons for hiding the violence within the family from others is primarily due to three main factors: fear of family fragmentation, difficulty of having to abandon children in case of divorce, and fear for the family's reputation. This shows the importance of the family in the Jordanian society.

As the analysis of studies on violence is not the goal of this presentation, the characteristics of the studies and research can be summarized as follows:

- The majority of violence studies in Jordan are recent and restricted to the time period 1998–2007.
- Family violence —not violence against women — is the main focus of these studies, which showed that violence within the family targets women and girls.

- The majority of studies are survey ones to determine the size of the problem and the types of violence.
- There is an overlap in the types of violence, its forms and its causes (such as the overlap in what are considered social problems and practices and social violence, which make determining the percentage of violence difficult for anyone planning and formulating policies and implementing programs.
- Some of the studies look into the reasons for the violence or the risk factors.
- A percentage of these studies look at the general opinion of the participants in these studies, which reflect the opinions and beliefs of Jordanians on violence against women (such as the Family Council and Zein Al Sharaf Institute). Some of them describe the women's experience with violence through a qualitative approach (Oweiss and Gharaibeh, 2007).

3. Specialists' Opinions on Violence

➤➤ A semi-structured form was drafted to determine the opinion of five specialists whose work is related to violence: Academic specialist/researcher, legal specialist, healthcare specialist, forensic medicine research and social and psychological care specialist, to determine their opinions on the status of violence and the currently applied practices in their areas of specialty, along with the existing protocols and policies to facilitate their work and the obstacles to development and protection. Their opinions were as follows:

- Violence is a problem that exists in Jordan and its size is not known due to lack of documentation.
- Specialists consider violence against women a fundamental issue for which a solution must be found, namely intensifying efforts and cooperation among all governmental and non-governmental sectors.
- Specialists agree that no clear and unified protocols and procedures are used within their institutions to deal with cases of violence (although some of these institutions know that such protocols and procedures have been developed, have not reached them).
- There is no clear system on how to report, refer and deal with cases that require care in other institutions.
- There is a need to unify national efforts to deal with and resolve the problem, such as change the community culture on the concepts of rights, and support for women economically.
- Support procedures of early discovery of risk factors.
- The need to include concepts of protection against violence and train medical and nursing students on the necessary skills.
- Continuing training for care providers in all areas related to violence.
- Draft legislation to protection workers and reporters in all sectors, especially the health sector.

- The need to establish centers for discrimination and violence research centers within academic institutions to benefit from their findings in creating a positive change in the lives of the people.
- There is a need to create specializations concerned with the care of the abused, victims of violence and their families.

4. Policies and Legislation to Protect Women against violence

➤➤ A review of the official documents on protection and prevention of Family violence and violence against women has shown that Jordan has witnessed and is witnessing continuing efforts by the governmental, semi-governmental and private institutions, represented by the Jordanian National Committee for Women's Affairs and the National Council for Family Affairs, in order to amend the laws and regulations and abolish the practices that constitute discrimination against women. The Civil Status Law was amended to allow women to practice their rights, and provisions of the penal code that constitute discrimination against women were abolished. In order to achieve gender justice, CEDAW was published in the official gazette on 1/8/2007. This is the Jordanian state's recognition that this document is a reference for Jordanian legislation. As for the drafting of new regulations, Jordan achieved the following with regard to national legislation and laws:

- Family Offices in the Shari'ah Courts Draft Regulations of 2005: Regulations governing Family Offices in the Shari'ah courts have been drafted in cooperation

with the Chief Justice Department, the Ministry of Justice and the Judicial Council. These offices are officially designated to resolve conflicts, curb the rising numbers of divorce cases and attempt to resolve conflicts between married couples before their differences reach the courts, as well as alleviate the suffering of women in particular and avoid having children coming to the courts. The regulations on the Family Offices in Shari'ah Courts are still awaiting certification by the Council of Ministers, taking into consideration the proposed amendment to Article 11 of the Shari'ah Trials Procedural Law and its amendments 31 of 1959, according to which the Family Offices Regulations were issued. The National Council for Family Affairs contacted the Chief Justice Department because the latter is the party concerned with submitting the draft regulations to the Council of Ministers.

- Legal Marriage Guide 2006: In order to maintain the family and its stability, and contribute to reducing the rates of divorce resulting from a lack of awareness of marital rights and duties in the law, the National Council for Family Affairs – in cooperation with the Chief Justice Department and an advisory committee with governmental and non-governmental institutions working in the area of the family – drafting the legal marriage guide, which consists of articles divided according to the marital rights in the personal status law No. 61 of 1976 and its amendments. They were collected according to the sharpie topics listed underneath them, and include rights on the marriage contract, dowry, alimony, rights related to divorce, separation and

the period following divorce or death, in addition to issues that must be taken into consideration before entering into the marriage contract.

- Reference Document for Legal System / Amending Legislation Relevant to Reproductive Health 2006: Under the umbrella of the National Council for Family Affairs, a reference document was drafted for a legal system or amending the legislation relevant to reproductive health. The reasons for a legal system or amending legislation relevant to reproductive health include supporting the efforts aimed at reducing the mortality and illness rates among mothers, newborns and infants and coming to a common understanding and wider cooperation among public and private sector institutions with regard to the national goals and aspirations in the area of reproductive health, especially family planning. This document is part of a national action plan for reproductive health, which is part of the national housing strategy.

As for implementing the created and amended legislation in reality, the available studies indicate that in spite of the amendments, there remains a gap between legislation and implementation due to social obstacles. The Jordanian Youth Study indicated that a third of Jordan's youth believe if there is a conflict between legislation and tradition, tradition should prevail, rather than the law (UNICEF, 2003). This reflects the importance of amending the social concepts in a manner that is in harmony with drafting legislation, because amending concepts requires a very long time.

- Family Violence Protection Law: The Family Violence Protection Law, is among the most important Jordanian accomplishments in the area of legislation. The law includes provisions on reporting cases of Family violence and referral to Family Reconciliation Committees. These include Articles 6, 7, 8, 9 and 10, as follows:

Article 6 of this law stipulates that:

- A(1). Committees called Family Reconciliation Committee shall be established by a minister's decision, in coordination with the Family Protection Department. The decision shall specify the members of each committee and name one of them as chairperson.

- The Family Reconciliation Committee shall exert its reconciliation efforts to establish accord among family members and may seek the assistance of experts and specialists from any relevant body and the local community to achieve this purpose.

- B. The Minister may delegate the authority stipulated in Paragraph A(1) of this Article to the Secretary General of the Ministry or any director of the directorates at the ministry or governorate and district centers. This delegation of authority must be made in writing and specific.

- Article 7 of the law stipulates: "Preference shall be given to referral to the Family Reconciliation Committees before taking any of the protection measures stipulated in this law, provided the interest of the family is taken into consideration."

- Article 8 stipulates the following: "(A) Medical, social or education service

providers from the public or private sectors shall notify the relevant authorities as soon as they become aware of, or witness effects of violence and are being informed that they result from Family violence.

- (B) The commissioned employees shall adopt the necessary measures to guarantee the safety of the affected family members as soon as they are informed of cases of Family violence."

- Article 9 stipulates that, "Judicial Police officers of the Public Security Directorate shall move to the claimed Family violence scenes in any of the following cases:

A) When there is a report that a Family violence case is in progress or is about to take place.

B) When there is a report of a violation of a current protection order according to the provisions of this law".

- Article 10 stipulates that, "Commissioned employees, under legal responsibility, shall guarantee the protection of the informant of the incident by keeping his/her name and identity confidential."

- Draft Regulations to Form Family Reconciliation and Harmony Offices: These draft regulations aim at forming family reconciliation and harmony offices according to Article 11 of the Shari'ah Procedural Law No. 31 of 1959, as amended by Law No. 50 of 2007 which amended Article 11 as follows: "The initiatory pleading shall be filed before the judge after referral from the court clerk for registration. The judge shall refer lawsuits, wherein he sees a possibility for resolving the Family conflict through Family Reconciliation and Harmony offices; the judge shall also refer divorce

applications to offices to be established by the Shari'ah courts, where all details pertaining thereto shall be specified in accordance with regulations issued for this purpose". Article 1 of the draft regulations stipulate: "These regulations shall be named the Family Reconciliation and Harmony Office Formation Regulations and shall come into effect sixty days after the date of publication in the Official Gazette." Article 3 of these regulations stipulate: "A directorate, called the Family Reconciliation and Harmony Directorate, shall be formed at the Department of the Supreme Justice and shall be charged with supervising Family Reconciliation and Harmony Offices and coordinating among them at the level of departments and Shari'ah courts, along with defining their duties and their job descriptions."

5. Academic Programs on Violence and Women

➤➤ Jordanian universities offer various programs and specializations not related to violence against women directly, but rather that address such issues within their different courses. The majority of proposed programs are focused in faculties on social sciences and the arts, and in some specialized centers such as women's studies specialization in the University of Jordan. From the offered programs in these universities the information can be summarized as follows:

- The University of Jordan offers BA and MA degrees in sociology within the human and social sciences college, and an MA in women's studies, which adopts the multidisciplinary approach in teaching.

This program accepts students with BA degrees in the areas of health, political and social sciences, law and sociology. The program includes courses on gender and women's theories, women's health, political participation, women and development and human rights, women and the media, women in literature and social theories.

- Yarmouk University offers BA and MA degrees in sociology that aim at preparing social researchers, counselors and social specialists through providing students with theoretical and practical knowledge, which is required by various social institutions. The name was amended "Sociology and Social Service" in the academic year 2006/07 in response to the community's needs in terms of graduates capable of dealing with society-related problems and issues.
- Al Hashimiyah University focuses on programs that prepare graduates in dealing with women's issues, such as an MA program in family counseling and BA in childhood education.
- Mutah University grants BA and MA degrees in sociology and MA in criminology. The specialization women's studies has not begun yet due to the lack of teaching staff.
- Al Balqa University is the only university to offer social service as a specialization at the level of a professional diploma and a BA degree.

The remaining Jordanian universities offer other programs related to women, but are focused on women's health issues, such as the University of Science and Technology. Its plans include topics on protection and

prevention of violence in its programs, but in small percentages.

There is clear activity in violence against women research in those programs, at the level of research by faculty members specialized in this area and in the form of MA theses by students of those specialties. In 2004, the idea came about to establish a specialized center aimed at conducting research and studies on violence against women in Jordan, in addition to offering services to abused women and training programs for staff dealing with those women. However, the center was not established in reality for financial reasons.

Examining the nature of the programs and the characteristics of the graduates, the following can be concluded:

- There are no specializations that prepare and train specialists in dealing with violence in its various concepts or violence against women, at the level of a higher diploma, BA or MA degrees.
- In spite of the close relationship between the offered specializations and their importance in protection and preventing violence, they focus on theory in the most part and are not specialized in practical application.
- The role of the universities in the area of violence against women is mainly conducting research at the level of MA theses and faculty research. The graduating specialized staff is not taught to deal with violence to work in governmental and private institutions which lack specialists in terms of individuals with academic degrees and professional training.

6. Violence against Women Care and Prevention Services

➤➤ Although the evaluation of services and institutions working with violence is not among the goals of this survey study, a form was developed in order to determine the services offered and their work mechanism. Nineteen institutions, whose work is related to providing women with care and protection against violence and exploitation, were surveyed, including governmental, non-governmental and private institutions. The findings reveal that 47.7% (9 institutions) surveyed are governmental, including the ministries of Social Development, Health, Justice and Education, while 21.1% (4 institutions) are semi-governmental and 31.5% (4 institutions) are private sector entities. In addition to their original duties, all these institutions work in the area of violence.

Although the evaluation of these institutions is not among the goals of this document, however the operation framework of these institutions can be summarized as follows:

1. Planning and policy-making.
2. Issuing and amending legislation
3. Prevention, including awareness and training.
4. Referring, caring, and preventing violence.
5. Academic studies and research.
6. Follow-up and evaluation.

Table No. 5- Areas of Work of Institutions and Areas of Overlapping:

Work Area Institution	Planning and Policy Making	Amending and Passing Legislation	Prevention (Awareness and training)	Direct Care Services*	Research and Studies	Follow-up and Evaluation
National Council for Family Affairs	X	X			X	X
Family Protection Department			X	X	X	X
Ministry of Justice		X				
Ministry of Social Development	X		X	X1 X2 X3 X6	X	X
Ministry of Health	X		X	X1 X3	X	X
Ministry of Education	X	X			X	X
Ministry of Planning and International Cooperation	X				X	X
Ministry of Justice		X	X			
Ministry of Awqaf, Islamic Affairs and Holy Places			X Religious awareness			
Jordan National Commission for Women	X	X			X	
National Center for Human Rights			X Legal awareness	X5	X	
Family Guidance and Awareness Center			X	X1 X2 X5	X	
Universities (Jordan, Yarmouk, and Mutah)	X				X	
Sisterhood Is Global Institute	X		X	X1 X2 X3 X4		
Jordanian Women's Union				X1 X2 X3 X4 X5 X6		
MIZAN – Law Group for Human Rights			X	X5 X3		
Association of FamilyViolence Victims	X		X training and awareness	X2 X3	X	
Judicial Council	X		X			
Queen Zein Al-Sharaf Institute for Development			X training and awareness		X	X
Institute for Family Health / Noor Al Hussein Foundation			X training and awareness	X1 X2 X3 X5		

Jordan River Foundation

Women's services are offered as part of child and family care programs

The characteristics of institutions, as well as the gaps and challenges facing violence-against-women services, may be summarized as follows:

- Most of the institutions are governmental, contrary to the situation in other states, where the non-governmental sector plays the larger role in this area.
- The majority of the institutions involved in violence against women work within a clearly-defined philosophy, while others work haphazardly, without relying on any clear philosophy or policy.
- A substantial percentage of these institutions provide a wide spectrum of direct care and protection services — e.g., health, psychological, legal and social services — without the existence of the necessary infrastructures or the specialized personnel.
- Some institutions keep records of cases of women, who visit these institutions, irrespective of whether these visits are made for awareness-raising purposes or for seeking the provision of direct care for abused women. Other institutions do not keep any such records or any figures. This reflects negatively on efforts to identify the actual size of the violence problem and endeavors to follow-up on the cases.
- There is a marked similarity and confusion in the provided services, coupled with a discernible lack of institutional cooperation.

- The majority of the activities are linked to funding, which raises the issue of sustainability of services.
- The number of institutions specialized in caring for, and providing protection to abused women is very limited.
- Despite the development of national policies for protection against violence, these policies still lack implementation on the ground.

Chapter 5:

Institutions Involved in Violence Prevention: Characteristics, Goals, Programs and Services

➤➤ This chapter reviews the most important government, semi-government and private institutions working with violence, with a focus on the nature and characteristics of the programs and initiative for the care and protection of women against violence. These results were obtained through personal interviews and the analysis of documents given to the researcher.

1. National Council for Family Affairs

➤➤ The National Council for Family Affairs was established by Royal Decree in 2001 with Her Majesty Queen Rania Al-Abdullah as president. The Council is an umbrella organization that supports, coordinates

and facilitates the work of its partners, including national governmental and non-governmental organizations, international agencies and the private sector. The Council contributes to policies and strategies related to advancing and protecting the family and provides support to public and private organizations involved in family issues. The Council's message aims to enhance the status of the Jordanian family and maximize its role in the society with a view to empowering families to contribute toward safeguarding the Nation's civilization and its legacy of values and to keep abreast with economic, social and cultural changes in the Kingdom.

The Council's strategic roles are:

- A national policy think-tank
- A coordinating and monitoring body
- An advocacy body for family issues.

The Council's accomplishments in the area of care and protection against violence include the following:

- National Strategy for the Jordanian Family (2005)

Eight strategic themes, each of which dealing with an aspect of the Jordanian family's life, have been identified. These objectives include: Enhancing the formation and cohesion of the family; empowering the family to perform its functions effectively; enhancing the cultural role of the family as its ability to preserve the national identity and values; meeting the family's right to education, work and curative and preventive health; Alleviating the families' suffering from environmental threats, chronic diseases and consequences of wars and

disasters that threaten the family. Expatriate family and its link to home.

To achieve these themes, the executive plan of the National Jordanian Family Strategy (2006–2010) was developed under direct NCFA supervision and in cooperation with the relevant governmental and non-governmental organizations involved in family affairs in all the Kingdom's regions.

- The National Framework for Family Protection from Violence (2006):

This framework is an academic and practical national document that outlines the roles, responsibilities, authorities, as well as the participatory relationships among the partners. It was drafted in cooperation with members of the National Family Protection Team. The framework aims to draft a flexible working guide that empowers organizations working in the area of protecting families against violence to respond immediately to the needs of the victims, develop diverse social programs to protect the family against violence and create foundations for coordination among all the partners to provide comprehensive services.

- The National Strategic Plan for Family Protection against Family Violence (2005 – 2009):

The Strategic Plan is based on the National Framework for the Protection of the Family Document. It aims to enhance the partnership and coordination among the government and non-government institutions concerned with family affairs and bridging the gaps in the existing programs. It follows a multi-disciplinary methodology based on protection

and prevention, and targets the abused, the abusers and the society, through awareness and education. It seeks to influence the patterns of family relations based oppression and violence through family counseling programs.

- Development of Procedures for Handling Family Violence Victims (2006):

This project comes in implementation of the provisions of the National Framework for Family Protection from violence Document and the National Strategic Plan for Protection against Family Violence. It is based on the general criteria for caring for family affairs that specify the accepted level of performance in terms of the duties of each entity concerned with family affairs and guarantee quality in services offered to cases of violence, and in harmony with the participatory approach that stressed the importance of participation among all bodies concerned with protecting the family by offering care and services to cases of Familyviolence. The National Council for Family Affairs institutionalized the internal working procedures of: Judicial Council, Ministry of Justice, Ministry of Social Development, Ministry of Health and Ministry of Education, in terms of dealing with cases of Familyviolence within procedures and protocols that identify the roles and responsibilities of all staff dealing with cases of violence at all levels, including discovery, reporting and offering services, in order to offer comprehensive care to victims of violence.

- Family Violence Study in Jordan" Knowledge, Attitudes and Status (2005):

This study was a first national attempt to

identify the cultural and value dimensions and the practices in terms of Familyviolence in the Jordanian society. In its methodology, it adopted social surveys and focus group discussions. The national survey included 1500 men and women distributed equally in half according to gender, aged 18 and above.

The study seeks to identify the concept of Familyviolence among members of the Jordanian society and the extent of their awareness of it, in addition to identify the levels of Familyviolence in its various forms and types. The most important recommendation of the study is launching a national awareness campaign using popular mass media – especially the television, in addition to newspapers, internet and mobile phones – for the short term, and provide information on Familyviolence in general with a focus on dimensions and types of Familyviolence, the reasons behind Familyviolence, and the negative health, psychological and social effects of Familyviolence at the level of the family and individuals, in addition to providing information on the various types available of support services and programs.

- Health and Violence Report in Jordan (2005):

This report on violence in Jordan is a response to the call of the WHO launched in its World Report on Health and Violence, published in 2002 to evaluate the problem of violence at the international, regional and national levels, identify the status of violence in them, and draft the appropriate strategies to combat violence and prevent its health and social effects. This report is a serious attempt to form an academic reference alongside the existing studies and research to identify better the

violence, its forms, reasons and effects in Jordan. This report was drafted in cooperation between the National Council for Family Affairs and the WHO.

- Study of the Economic and Social Conditions of Families Headed by Women (2006):

The study aims to identify the number of families headed by women in the Jordanian society, determine the demographic and social characteristics (size of the family, state of the marriage, residence, level of education, governorate, age), economic characteristics (work, family's income and sources), health characteristics (state of health insurance, state of disability, chronic illnesses) of the families headed by women compared with the families headed by men. The results of the study revealed that 14% of the families in Jordan are families headed by women, compared with 86% headed by men.

- Accomplishments in the area of legislation:

Legislation comes under the title "Policies and Legislation to Protect Women against violence", page 29. It can be summarized with the existence of initiatives to develop and reconsider the policies, laws and regulations that prevent the empowerment of women and preserve their rights, such as the draft regulations on Family Offices in Shari'ah Courts, the Legal Guide to Marriage, the reference document on a legal system or the amendment of legislation related to reproductive health, in addition to amending the Rape Law to increase the punishment.

2. Family Protection Department / Public Security Directorate

➤➤ General Mandate: To offer direct services to victims of Family violence, including women, children and perpetrators. The Department aims to ensure a safe society that is free of crime, as much as possible, through offering diverse services related to the protection of the family against violence.

Services Offered by the Department: The Department offers a host of basic services:

1. Investigation services for all types of abuse
2. Forensic medicine examination services by a forensic medicine specialist.
3. Psychological treatment and follow-up services by a psychiatrist.
4. Social follow-up services by social researchers and behavior monitors.
5. Financial support services.
6. Awareness and counseling services through lectures and seminars.
7. Offering counseling and guidance to visitors of related institutions.
8. Referral services to centers, including: Al Hussein Social Institute, Anas Bin Malik Center, Martyr Wasfi Al-Tall Center (males), Dar Al Wefaq, Al Hanan Home, Al Khansa Center, Women's Union (females) and Dar Al Aman, in coordination with the Ministry of Social Development. The Department also refers to health and psychological services and the police.

The Department maintains files for all the cases that call upon its officials and publishes periodic reports.

3. Jordanian National Commission for Women

➤➤ General mandate: Advocate before all official and civil sectors concerned with women's issues to draw general policies on women's affairs. The Commission has clear and documented policies and goals.

Specialization in the area of violence against women: Plan and organize public policies related to women's affairs, in addition to proposing laws and legislation for women in all areas. The Jordanian National Commission for Women was formed by a Council of Minister's decision in 1992. It is a widespread national initiative that includes governmental and non-governmental Jordanian institutions, experts and individuals. The Commission's responsibilities expanded in 1996 by a decision of the Council of Ministers, which entrusted it with the mission of determining the policies and legislation related to women, and identifying the priorities, plans and programs in the public and private sectors to implement them effectively.

The mission of the Jordanian National Commission for Women lies in enhancing the perspective of gender equality in all areas and bridging the gap between the official recognition of women's rights as stipulated in the legislation and the actual attitude of the society on women, through: improving the status of women and enhancing their role in development, increasing and encouraging women's participation in economic and political activities and decision making positions, enhancing the legal status of women through proposing new policies and

legislation that support the cause of women and study the current policies and legislation to ensure there is no discrimination against women, and finally close cooperation with public institutions and NGOs to create strategies to enhance, develop and evaluate the success of women in all areas.

The most notable accomplishments of the Commission are those achieved in the area legislation through the National Strategy for Jordanian Women, adopted by the government in 1993:

- Representing Jordan officially at the Fourth Academic Women's Conference in Beijing. A large delegation, headed by HE the President of the Jordanian National Commission for Women, participated in the official conference and the NGO forum.
- The Jordanian National Commission for Women is considered the reference for all official bodies with regard to women's activities and affairs. All official bodies must seek the opinion of the National Commission before making any decision or procedure in that regard.
- The Jordanian National Commission for Women, in cooperation with government organizations and NGOs, created the National Action Plan to Elevate Jordanian Women within the framework of the implementation of the action plan and recommendations of the Fourth International Conference on Women in Beijing in 1995. The first to the fourth reports on the implementation of CEDAW were submitted to the relevant committee at the UN.

- Review and propose the necessary legislation to empower Jordanian women economically, socially and politically. The low awareness of Jordanian women in terms of their rights guaranteed by religions, laws and legislation, and the continued appearance of social trends that consider violence against women acceptable, increase the perpetuation of violence and the diversity of its forms. Therefore, the Jordanian National Commission for Women launched the National Women's Strategy 2006 – 2010, which included a theme on violence that aims to:

- Eliminating the phenomenon of violence against women.
- Developing a multi-institutional specialized methodology based on human rights and in agreement with the Arab and Islamic values.
- Changing the social trends that enhance the phenomenon of violence.

4. Ministry of Social Development

➤➤ The organizational structure at the Ministry of Social Development includes the "Family and Protection Directorate", concerned with the affairs of the family, women and children. Its main duties include:

1. Contributing to the protection of the Jordanian family, its preservation, and enabling it to carry out its functions.
2. Contributing to the awareness and education of the Jordanian society on the challenges and risks facing the family, their effects and methods of prevention.

3. Offering all subsequent care services to the beneficiaries of protection and care institutions and integrating them, in coordination and cooperation with the relevant bodies.
4. Contributing to enabling women economically, socially and psychologically, and helping in their reintegration in their families.

The philosophy of the Ministry of Social Development is based on the concept of social development and the ability of humans to face difficulties, through a positive outlook towards strength, effectiveness, pride and dignity. The social protection division handles comprehensive shelter services. The department supervises all public protection and care homes in Jordan, which include Al Khansa Center, Dar Al Wefaq, Al Hanan Home, Martyr Wasfi Al Tall Martyr Center, Al Hussein Social Institute and 25 institutions run by the volunteer civil sector.

The services offered by the protection division include:

- Supervising the protection and care homes and social service offices at the Family Protection Department and its various sections.
- Granting licenses to the protection and care homes and monitor their performance.
- Monitor the centers and their procedures.
- Improve the capacity of their staff through specialized training courses.

- Enroll children and women in need of protection and care in these institutions.
- Complete procedures for handing over children to their families after verifying the improved circumstances within the family.
- Provide comprehensive psychological, health, education and recreation shelter services.

The Directorate does not maintain files on abused women and transfers the incoming cases to the centers close to the benefiting women so that the centers can conduct field visits to verify the status of the women and children requiring shelter and then start registration procedures.

The Directorate has an interest in programs of violence against women. These programs include prevention and protection services. The centers concerned with protection and prevention programs include Dar Al Wefaq Al Osari, which has new programs currently being implemented. The Dar Al Wefaq was formed in 2004, and special regulations on family protection homes No. 48 of 2004 were passed in accordance with Article 4 of the Ministry of Social Development Law. The Home was inaugurated on 4/1/2007 with the goal of:

1. Providing protection to women facing a form of Family abuse.
2. Achieving family harmony between women and the members of their family to entrench understanding and coexistence within the family to maintain its strength and elevate it.
3. Contributing to drawing up development policies and plans related

to family security through providing the necessary information and data for this purpose.

4. Supporting and empowering women subjected to Family violence and reintegrating them into the society.
5. Amending the negative concepts and trends against women and children victims of Family violence.
6. Raising the society's awareness to eliminate Family violence in general.
7. Enhancing values of dialogue among family members and provide them with the skills of interaction within the framework of family life.

Programs and services offered by the Dar Al Wefaq Al Osari: The House provides a host of services and programs that include:

- Shelter services: The Home provides residence to women facing Family violence, along with their children under the age of five. The Home fits approximately 50 women and 35 children. The residency in the Home includes providing the basic needs of women and children, including food, clothing, health care, counseling and rehabilitative services, in cooperation and coordination with other bodies. The abused women are not hosted for a period exceeding three months, as the Home is not considered a replacement for the family. It is an interim phase where women are placed to empower them and help them resolve their differences in a manner that is based on an academic methodology and the interest of the family, within the following programs:
- Health care for benefiting women and the accompanying children.

- Training and rehabilitation for abused women.
- Psychological, social and legal counseling for the beneficiary and her family.
- Subsequent care for the beneficiary and her family.

The Home offers the following programs:

1. Social and psychological rehabilitation, as well as counseling and family communication.
2. Family counseling.
3. Economic empowerment for the beneficiaries.
4. Legal counseling and services.
5. Religious counseling.
6. Media awareness on the risks of Familyviolence and the alternatives to violence in resolving family conflicts.
7. Scientific research.

The Home has received since its opening 290 cases and 54 children as of 31/12/2007 for purposes of temporary shelter and for whom comprehensive care was provided. At the time the data were collected for the purpose of this analysis, two women and their five children were present at the Home. The Home maintains all records and documents and sends copies of them to the Family, and the Women and Child Directorate at the Ministry of Social Development.

5. Ministry of Health

➤➤ The results of the analysis on the status of health institutions in responding to violence, conducted by the National Council for Family

Affairs, showed there are no health specialists in violence at the Ministry of Health, except for the forensic medicine specialists who deal with the cases because of their specialization. They focus on diagnosing the case through the evidence and through following the legal procedures. The Ministry of Health also lacks social specialists in the health institutions, who are an important element of comprehensive care, not only for cases of violence, but also for illnesses with social implications.

Therefore it can be said there are no specialists in the area of prevention and protection against violence at the Ministry of Health. The analysis showed that 150 physicians and 6 nurses were trained through 15 workshops. That analysis was followed by:

- Amending the structure of the Ministry of Health to become in harmony with a health system that responds to the concepts of protection and enhances the principles of prevention in health care institutions and at the level of primary, secondary and third health care levels. Attached is the approved structure.
- Developing a protocol and procedures document that identifies the roles and responsibilities of care providers in health institutions, including methods of discovery, medical testing, reporting, referral and documenting.
- Developing a training program for healthcare providers; 20 healthcare providers were trained to test the program.

- Recommending to decision-makers and specialists the drafting of a "informants protection" law that includes workers in the health sector in line with the Penal Code No. 207, which stipulates that health workers must report cases of violence, including Familyviolence.

6. Ministry of Education

➤➤ The Ministry has a division called Protection from Abuse Division. The Protection from Abuse Division was formed on 14/1/2007 in response to the recommendations of the analysis of the status of violence practices at the Ministry of Education, conducted by the National Council for Family Affairs (2005). The Division will officially start its duties at the Ministry on 1/9/2007; therefore, the division does not have specific policies and goals, but rather follows the Ministry's policies in general.

The Ministry of Education has many projects and programs in the area of protecting children from abuse, as well as revealing it and activating the role of protection in a legal manner in cooperation with a number of institutions in the field, including the Family Protection Department and the Jordan River Foundation, in addition to the National Council for Family Affairs.

The Ministry works in cooperation with these institutions to implement the strategies and plans created through it and implement the programs and projects concerned with protecting children from abuse. These programs include a prevention program through raising the awareness of children on abuse that targets them through including

concepts on protecting children from abuse in primary grade curricula.

Protection programs, through the implementation of the abuse reporting program applied to children 8 to 12 years of age, and another program that will be implemented for the age group 12 to 18 years of age on 1/9/2007. The education counselors in schools will report cases of violence discovered (Familyor school abuse by the teacher or students) to the Family Protection Unit directly, and official reports will be sent to the protection from abuse department at the Ministry of Education to keep it informed.

The Family Protection Division will conduct the necessary procedures for the child after investigating the problem, and the perpetrator will be referred to punishment according to the crime. If the perpetrator is a teacher, he will be referred to punishment according to the civil service law, and if it is a student he will be punished according to the student discipline instructions of the Ministry, updated in 2007. It also regularly organizes workshops, seminars and training courses for education counselors in the schools with a view to raising their awareness on violence and abuse against children and methods of discovering it.

Finally, the Division monitors procedures and steps, and evaluates the performance of counselors in uncovering abuse. It also ensures that they conduct their duties to the best of their abilities. The Protection from Abuse Division keeps records of all reported cases to follow-up the case. It reports any case they receive through complaints or through the school to the Family Protection Department directly, without ignoring any complaint.

As for the training programs, they are currently offered by the Education Counseling Division, and aim to give students the personal and social skills to protect them and prevent their subjection to problems, including abuse, exploitation and violence, as well as providing training guides. The most important accomplishments include:

1. Guide to protecting student against violence and abuse;
2. Educational school counselors guide on protecting 8–12-year-old children against violence;
3. Guide on protecting 12–18-year-old students against violence;
4. Student on protecting students from early dropping out of school to the labor market;
5. The Arts Fund for protecting children from abuse;
6. Incorporating concepts of child protection against abuse in the curricula of the first three grades;
7. Training 30 education counselors on procedures of dealing with Family violence;
8. Hotline.

7. Ministry of Justice

➤➤The Ministry of Justice is the executor of laws and legislation. The Ministry has a philosophy, goals and policies based on establishing justice among the people and maintaining human rights. The role of the Ministry is clear in the efforts exerted to protect the society and the family in general, the most important of these efforts and the latest is the Protection from Family Violence

Law. The Ministry offers support to the family through the Human Rights and Family Affairs Directors, created at the Ministry because of its vision to entrench a modern vision of the concept of legislation and conventions related to human rights, and to support the Ministry's role in protecting human rights and defending them, in addition to contributing to a legal environment supportive of the family and enhancing the civil society's participation within this framework. The Ministry offers a group of projects supporting women in general and abused women in particular, including:

- Rape Law amendment project, so that the punishment is increased for perpetrators.
- Expanding the umbrella of legal assistance and legal counseling project.
- Giving special focus to cases of Family violence, so that Family conflicts are assigned a special section of the court under the name Family cases.
- Implementing the decision on videotaping abused children during the interview, by expanding this feature in all branches of courts in the Kingdom.
- New training program for judges and administrative staff dealing with cases of violence in coordination with the Judicial Institute of Jordan JIJ (148 participants in 2006).
- Drafting a procedural guide to deal with Family violence in cooperation with the National Council for Family Affairs.

- Training program on how to deal with juveniles (123 participants in 2006).
- Program to guarantee a fair trial in the area of Family violence, so that investigating murder crimes in general and crimes of honor in particular is expanded, by informing all public prosecutors at the criminal courts of the need to initiate investigations instead of the judicial police to guarantee the application of the terms in Article 98, which necessitates reducing the sentence for the perpetrator due to "rage". Thus, justice is ensured and it is verified that the perpetrator did not commit premeditated murder but rather committed murder in a rage.
- Introducing a penal code in the area of family protection to the curricula of students at the JIJ.

8. Ministry of Planning and International Cooperation

➤➤The Ministry of Planning and International Cooperation is specialized in strategic planning and cooperation with other countries in implementing programs. The Ministry drafts the strategic plan according to the national agenda of the Kingdom, including areas related to women, their health, rights and prosperity. Women's issues are included within the Policies Directorate at the Ministry.

The Ministry is considered the main coordinator of grants offered to Jordan's governmental and non-governmental institutions in all areas, namely institutions concerned with women's affairs. It enters into agreements with these supportive institutions that offer

these financial grants. A Gender Division was also established within the Policies and Studies Directorate at the Ministry, which aims to institutionalize gender in national development plans, programs and projects in Jordan. The duties of the Gender Division include conducting studies on gender issues.

9. Ministry of Awqaf, Religious Affairs and Holy Places

➤➤The Ministry has a Women's Affairs Directorate established to focus on family affairs. The goals of the Directorate include protecting the family to allow it to perform its role in the society. A continuing program will be offered based on religious awareness, and religious, social and psychological counseling to women in general and abused women in particular, through seminars, lectures and workshops to raise awareness on women's rights and the rights of the husband and wife. Religious sermons and counseling will be offered to the family as a whole and women in particular through:

- Offering direct services:
- Social, psychological and religious services primarily.
- Referral to health service, if necessary and according to the location.
- Training staff on dealing with cases of violence and marital problems in general.
- Awareness and empowerment services for people and abused women.
- Reconciliation services through religious counseling.

10. Sisterhood Is Global Institute

➤➤ A civil institution specialized in offering direct services to the family in general and women in particular with regard to human rights and preserving them. Its philosophy is to focus on recognizing women's rights as a necessity for development, peace and advancement at the level of the family, society and humanity. Its goals also include raising women's awareness on their basic rights and enabling them through training programs planned for and implemented by the Institute. It offers its services in the area of violence against women through direct services to women and their families. These services include:

- Health services, which include referral of health cases to public centers and hospitals.
- Social services, which include social consultations offered to women on their rights and duties in the family and society, in addition to consultations on their marital rights.
- Psychological services: to abused women by referring them to psychological medical centers.
- Legal services: by offering legal counseling to women who need to know their rights in the family and society.
- Economic services: by offering financial support to women requiring legal solutions but cannot access them due to financial issues.

- Planning and organization: for multiple programs in the institute.
- Referral: according to cases of abuse to health or psychological services.
- Training staff: for staff at the Institute, either locally or at the Arab level.
- Community awareness and empowerment services: through spreading awareness on human rights in general and women and children in particular. These services are offered through continuing lectures, seminars and workshops at the Institute.

The Institute maintains files for all incoming cases, and report according to the case, such as extreme violence and the woman's desire.

The Institute offers many programs on the family, including:

- Reconciliation program: to reconcile families (ongoing program).
- Training programs on human rights focusing on raising the awareness of women in legislation and laws with regard to human rights and women's rights, through ongoing lectures and seminars (ongoing program).
- Communications skills program: Includes training women on some practical skills, such as using the computer and sewing to empower them economically.
- The Arab Center Aman for Sources and Information on Violence against Women: This Center was established as an Institute program to provide resources on violence against women.

- Iffat Al Hindi Center: A center offering legal and social counseling services to women.

- Other services:

The Institute offers other services to researchers in the area of human rights to the women coming in, through the Emily Bisharat Library at the Institute. The library offers many books, periodicals, research, and audio-visual material to spread awareness among women.

11. National Center for Human Rights

➤➤ An independent national institution mandated with the protection of human rights, spreading its culture, monitoring its status, offering legal counseling and assistance to those who need it, taking the necessary administrative and legal procedures to address the complaints, violations and transgressions against human rights, eliminate them and remove their effects, draft studies and research, provide information, and convene training seminars and courses, manage campaigns, declare stands, issue statements and materials and prepare the necessary reports.

The Center's goals focus on protecting, enhancing and promoting the principles of human rights in the Kingdom, enhancing the democratic path in the Kingdom, follow-up the developments with regard to the national legislation related to human rights, and seeking to ensure Jordan's accession to international human rights conventions and agreements.

The services offered by the Center can be summarized as follows:

- Receiving complaints, tips, pleadings, opinion statements, and denouncements related to any human rights and women's rights violations, and offering legal counseling and assistance to those who need it, as well as take the necessary administrative and legal procedures to address complaints and violations.
- Visit Reform and Rehabilitation centers and temporary detention centers to monitor and evaluate those locations.
- Follow-up and analyze the national legislation relevant to human rights and women's rights.
- Raise general awareness on issues of human rights and women's rights through seminars, lectures and various media outlets.
- Document information, conduct research and draft reports on the national and international status of human rights and women's rights.
- Collect and classify national and international documents on human rights, including the news and articles published in the newspapers.
- Establish a special database for the journalistic monitor of women's affairs with all news and articles in all the local newspapers.
- Conduct special studies on human and women's rights, such as studies on the opinions of university youth on the issue of violence against women.

- Follow-up the developments regarding local legislation and working to amend them or establish special laws for human, women and child rights.
- Monitor transgressions and violations on human, women and child rights in the Kingdom.

12. Mizan: Law Group for Human Rights Group

➤➤A civil institution specialized in human rights “enhancing human rights”. Its philosophy is based on the need to transfer principles and provisions of human rights from a topic discussed among the circles of the elite to tools that can contribute to improving the lives of the people, through direct field and practical work with them and for them in their various locations. It aims to promote the principles of human rights and their guarantees in the national law, and preserving them through promoting them and enhancing the role of laws in this respect. Its main policy also focuses on adopting issues in order to enhance and protect human rights, review legislation and encourage dialogue.

It offers direct services to women (primarily legal), in addition to planning for various programs offered by the institute. The number of cases dealt with by the institution: The institution is visited by a great number of beneficiaries in this area. Mizan offers legal counseling and assistance services since 1998. The number of cases as of 2007 in general within the protection program included 1865

adults, 142 children, 1533 juveniles and 2027 refugees. Mizan has a documentation unit that processes statistics on these numbers on paper and electronically. The number of abused women in 2004 totaled 33 cases, 79 cases in 2005 and 297 in 2006; in 2007 the figure was 285. Like the rest of other institutions, Mizan maintains files on visitors, who have been offered legal counseling. As for reporting, Mizan is a legal institution, thus all cases offered counseling were reported, and women sometimes request this in their capacity as visitors of a legal unit.

Mizan plans programs in addition to offering legal services and legal consultations to all its visitors, including abused women, through the mobile legal unit in Amman, Ajloun, and Tafleh, and the hotline working around the clock. The legal assistance includes free legal consultations, representation before courts, and follow-up before official departments and administrations. Mizan offers several legal programs, including:

- Family Reconciliation and Harmony Program.
- Human Protection and Human Rights Program.
- Human Rights Training Program
- Criminal Justice for Juveniles Program.

The Institute is implementing a new start project (protecting women and those administratively detained from danger): The project aims to ensure justice for women in danger, especially detained women, through providing long term solutions and alternative solutions to placing women in correction

and rehabilitation centers, and offering legal, psychological and social counseling to them and enabling them to access safety from violence and ensuring justice.

13. Family Guidance and Awareness Center

A civil institution of the Housewives Association in Zarqa. It specializes in offering family counseling to all community groups visiting the center. The Center's goals include:

- Help families in all educational, psychological, social, legal and health areas to achieve a better life.

- Raise awareness and education community members in Zarqa on social and economic changes and methods of addressing them.

- Help deal with the psychological pressures.

- Coordinate and cooperate with governmental and non-governmental institutions to address psychological and social problems.

- Cooperate with academic research institutions and conduct studies and research.

- Offer expertise and training.

The center offers direct aid services to abused women, including health, psychological and social services and awareness and empowerment services to society, in addition to planning programs offered in this area. The Center also offers many services for the Jordanian family covering all aspects. These services include:

1. Counseling services: the center offers counseling to all visitors by the counseling specialist at the Center. The counseling services include legal, health and psychological counseling services, in

addition to family counseling (on family and marital life problems, sexual counseling to the married and engaged couples and those seeking counseling in general).

2. Field studies: on violence against women and children.

3. Hotline services offered by the Center.

4. Finding job opportunities for the Center's visitors and abused women resorting to the Center.

Files are maintained for cases visiting the center to follow-up, especially for abuse cases. As for reporting, the Center reports cases of violence against children. With regard to women, the Center does not report cases except when women request separation from the husband. In this case the Center offers legal counseling to women.

The Center is distinguished because of its diverse programs on family affairs in general and women and children in particular. The programs implemented, which were widely acclaimed by the target group, include:

- Reproductive and family planning program.
- Eliminating Family violence program.
- Human rights and social justice program.
- Peace and democracy in the family and society program.
- Training of trainers program in the area of human rights and eliminating Family violence.

- Women's rights and human rights.
- Legal assistance program to impoverished women.
- Developing latent energies program for children and youth.

The Center's publications on violence against women include:

- Family Violence and Child Labor Book.
- Guide on Dealing with Cases of Family Violence Book.
- Women and Children in Jordanian Laws and International Agreements Book.

Studies conducted by the Center:

1. Study on Family violence in the Zarqa Governorate.
2. Study on Family violence in the city of Zarqa.
3. Social study on child labor.
4. Survey study on the problem of female children.

14. Jordan River Foundation

➤➤ A national civil institution headed by Her Majesty Queen Rania Al-Abdullah. It is specialized in enabling the Jordanian society, especially women and children, by improving the quality of life through implementing its own child and community programs. Its vision is to empower the Jordanian society as a whole, especially women and children. It aims to improve the quality of life with the aim of guaranteeing a better future for all Jordanians. Its main goal is to establish social and economic projects for Jordanian women,

in order to provide work opportunities that enhance the family's sources of income.

The institution offers many family oriented programs in general and child oriented programs in particular.

- Jordan River Children Program: Launched in 1997, the program's message is to support families to empower them to raise their children by providing an umbrella encompassing programs protecting children from abuse and development and training programs for families and children. The two programs seek to strengthen positive family interaction among family members in cooperation with the ministries of Social Development, Health and Education, the Family Protection Department and the National Council for Family Affairs.

■ Child Protection Program: It includes intervening to help victims meet their legal, medical, health, psychological, educational and social needs. Dar Al Aman, opened in 2003 (Child Protection from Abuse Center), of the institute and supervised by the Family and Childhood Directorate of the Ministry of Social Development, provides all the needs of benefiting children. This intervention has two forms, either with the child remaining with his family or intervening by moving the child from his family to Dar Al Aman. The program also includes prevention, through addressing the reasons leading to this violence. The activities of the institute to resolve this problem include working with children and the youth in schools to raise their awareness on their rights.

■ Family and Child Development and Training Program: This program aims to

raise awareness on the proper practices of raising children to reduce cases of child abuse.

■ Capacity Building Program: in cooperation with the Ministry of Education. This program aims to increase the awareness of children on their safety and security, through building their capacities in terms of education and recognition.

- Community Empowerment Program: The program aims to empower local communities, including the individuals most at risk, and thus improving the quality of life. This program includes rural community development programs, productive projects, and legal assistance to impoverished women programs.

The institute reports the cases that come to it to the Family Protection Department, and if the ruling is to keep the child at Dar Al Aman, the child is hosted there. The institute maintains files for all cases.

15. Jordanian Women's Union

➤➤ A national civil institution. It offers comprehensive services to abused women through creating and implementing programs for abused women and their children. These services include:

- Counseling services: these include family, judicial, psychological, treatment, social and health counseling services.
- Offering consultations: primarily legal, as well as psychological and social.
- Preventive services: through awareness and counseling for particular families,

school students and family, through cooperating with the Ministry of Social Development and Ministry of Education.

- Enabling women: through 4 centers concerned with training women in the areas of computer, beauty, sewing and embroidery, productive kitchen and illiteracy.

- Training courses: for specialists and staff dealing with abused women and children at the Union, in addition to training delegates from Arab countries on dealing with abused women, including Egypt and Syria.

- Subsequent care services.
- Finding work opportunities for abused women.

- Receiving families at the Child Hospitality and Family Counseling Home, to allow fathers and children to see their children in divorce cases pending a judicial ruling.

- Hotline services: to offer counseling to all women, including abused women.

- Temporary and emergency shelter services to abused women, with a capacity of 10 – 15 women at the Union's Hospitality Home.

- Providing housing to abused women after resolving their problems.

The Union maintains files for all cases that are dealt with. As for reporting, the Union reports cases of child abuse directly to the Family Protection Department without consulting the parents. The Union however consults the

women to ensure they would like the Family Protection Department to be informed.

16. Jordanian Society for Protection from Family Violence

➤➤ A civil association dealing with all cases of Family violence. Its philosophy is to resolve the problems of the abused family as a whole, because all its members are affected by abuse, and not just women. Its goals include raising awareness of human, women and child rights, as well as maintaining the psychological and social balance of the family.

The Association offers services to victims of Family violence in general, and abused women in particular:

- Direct health, social (social counseling) and psychological (psychological counseling) services.
- Program planning and organization.
- Referral to the Women's Union or the Sisterhood Is Global Institute.
- Training staff.
- Awareness society services.

All files dealt with are maintained and reported according to the desire of the abused women.

The Association also has many programs to protect women against violence, including:

- Programs supporting victims of violence for the family (Family violence, rape): ongoing programs.
- Programs offering psychological and social support services in coordination

with the concerned institutions at juvenile correction centers (such as Al Khansa Center).

- Program to improve the environment of correction centers.
- Training programs for staff dealing with juveniles.
- Program raising awareness on violence against children in schools.
- Studies on murder crimes.

17. Institute for Family Health / Noor Al Hussein Foundation

➤➤ A foundation of the Noor Al Hussein Foundation specialized in offering assistance in developing and supporting society in all its classes. It seeks to positively influence the awareness of target groups and changing the health, social and environmental situation to the best and support the proper health practices and rejects the bad habits, through training health catalysts in the local community, in addition to the early discovery of handicaps. The philosophy of the Institute is to encourage comprehensive social and economic development that takes into consideration the traditional values of the Jordanian people and responds to their needs, talents and aspirations. It seeks to improve the quality of the family through long-term comprehensive development programs.

It aims to develop new and appropriate methods and technologies of preventive health care for women and children in the pre-school period, introduce concepts of dealing with the family comprehensive in offering mother and child services, the early discovery of handicaps and offering assessment and

follow-up services for children with special needs.

The Institute offers services in the area of violence against women by discovering cases of violence against women, whether through the women's visits to the Institute or home fields conducted by the social team to follow-up the cases in the field. The cases of Family violence at the Institute are dealt with by a social specialist who studies the case and the family history. The case is then referred to the gynecologist for examination and a first report is issued on the case of abuse, physical or sexual. Then the case is referred to the psychiatrist, followed by the legal consultant, when a detailed report is written on the case with the name, address and type of abuse, after which approval is sought to refer the case to the Family Protection Department with the signature of the abused. The report is handed over to the Family Protection Department, and they in turn conduct the remaining legal procedures necessary for the perpetrator and the victim.

18. The Queen Zein Al-Sharaf Institute for Development

➤➤ An institute of the Jordanian Hashemite Fund that enhances development efforts in Jordan and influences its social policies. The Institute offers diverse programs aimed at supporting the efforts of several organizations and individuals in the area of development, through training, updating information, offering consultations, implementing development projects and providing staff in the developing field with the latest technology and knowledge they need to support the development process. Serving the goals of

human development is among the priorities of the Institute. It focuses on finding strong links between theory and practice. It seeks to transfer the challenges faced by the local community from reality to comprehensive dialogue on development to address these challenges with the decision makers, and thus the Institute contributes to making the field experience a part of the process of development.

The Institute has implemented a number of projects in the area of violence against women, including:

- Violence against Women project – NGOs capacity building in collaboration of the Private Sector Project for Women's Health" PSP" supported by (USAID). This project will achieve its goals through working with six local community associations in Jordan's three districts, north, center and south. The project addresses the issues of violence and its effect on all previously mentioned areas, and aims to combat violence against women in all its forms, through raising the community's awareness on this issue, provide counseling services (psychological and legal) for abused women, and creating a referral system to be implemented in the participating association to refer cases of violence to the bodies offering the service.
- Makana – Holland": A project to combat Family Violence with the support of the Embassy of Holland. The project, implemented in Jarash and Kafraïn, aims to raise the awareness of the local community, specially women, on cases of Family violence, provide women with the necessary skills and knowledge to access their rights and dues with regard

to Family Violence cases, build bridges of cooperation between the local community and decision makers to get better response and offer quality services with regard to combating Family Violence, and follow-up the implementation of the methodology based on human rights at the local level through assembling information with multiple resources related to Family Violence.

- The Institute has published guides on “women’s health”, “environment” and “training of trainers”. It is now working on developing other guides addressing “life values”, “family counseling”, “behavior modification” and “problem solving”. The Institute also prepared a training guide on “gender” for UNIFEM.

- The Institute conducted several studies on violence against women in all areas, including:

- Initiative and change: enhance gender equality through administrative development in the Area and Lands Department – 2004.

- Jordanian Women between Past and Present 1999. A study on the status of Jordanian women that sheds light on the most important problems and challenges facing women through collecting data in the various areas from various resources, with a focus on two areas: basic indicators related to the population as a whole and the status of women in particular.

- Inheritance rights – study on the status of Jordan. This study aims to review the available literature on inheritance rights with a focus on the community areas related to the development of the Jordanian community’s

civilization to identify the obstacles and challenges in this area.

- Nationality Report – Study on Jordan’s Case – 2003. This study was conducted by following the qualitative methodology through organized interviews with groups of Jordanian women married to non-Jordanians. The literature on the issue of nationality in its Jordanian context was also researched, and some institutions working in this area were also visited.

Chapter 6

International, Regional and Arab Experience in Combating Violence Best Practices

➤➤ A review of the international best practices in the area of violence in general and women in particular showed that most are characterized by cooperative and coordinative work among governmental, non-governmental and international institutions. They are also characterized by the development of various programs to be stated later, in addition to the importance of men’s participation in planning and implementing these programs, training and providing various types of support, employment and media to ensure the success of these programs. They focused for the most part on:

- Reviewing the available or applied policies and legislation in the countries.
- Focusing on the importance of follow-up and assessment of these programs.
- Comprehensiveness of the projects

and programs and their compliance with the realistic needs and priorities that are focused on the response of the society as a whole to violence.

The majority of these practices were based on frameworks to develop the programs and initiatives, which all included the following:

1. Established criteria
2. Scientific research and development
3. Policies and advocacy
4. Treatment and preventive services
5. Increasing awareness, training and counseling

This document reviews patterns of initiatives by international institutions such as the WHO, and institutions in the Arab World.

1. Methods of Operation to Combat Violence within the WHO Framework

➤➤ The WHO considered violence against women as a multi-faceted problem with biological, psychological, social and environmental roots. There is no simple or single solution to the problem, therefore violence against women must be confronted on various levels and in various sectors simultaneously. The prevention programs and policies target individuals and groups, and the true partnership between the various sectors in the academic and legal institutions and in work places. Prevention is more successful if it is more comprehensive and based on scientific foundations, and early sustainable interventions that depend on prevention are considered more effective than short term programs.

The WHO report on health and violence reviewed the methods on which the violence prevention and protection programs must be based, such as individual methods, methods of relationships among the individuals and the methods based on the community.

The individual methods are based on the achievement of two goals: the first is to encourage proper and healthy behaviors early in life, including cultural and educational programs, social development programs and treatment programs, including offering counseling to violence victims or those who are at risk of hurting themselves, support groups and behavioral treatment of depression and other psychological problems that accompany suicide.

The second is the methods of relationships, which are focused on influencing patterns of relationships formed by victims and perpetrators with the people who most interact with them. It targets the problems of raising the awareness of families, such as spousal problems and the loss of emotional ties between parents and children. These methods target the relationships. Examples of these methods are parenthood training programs in order to improve the emotional relations between parents and children, helping parents implement modern upbringing methods, helping parents control themselves when dealing with their children and monitoring programs. These programs are appropriate for the youth, especially those at risk of developing antisocial behavior. This is in addition to family treatment programs and home field visits which aim to improve internal communication among family members, teaching problem solving skills to

help parents and children, and training on relationship skills.

The efforts based on the community focus on improving society's awareness with regard to social work and addressing the financial and social reasons that lead to violence. They include community education campaigns, amendments to the financial environment and training of staff in the various fields, such as the policy, health, education and culture.

As for the social interventions and programs, they focus on the cultural, social and economic factors, and how they can give a specific form for the various positions and entire communities. They include legislative and judicial programs, international conventions and political programs to reduce poverty and alleviate injustice, as well as improving the support of families and changing the cultural and social concepts.

The prevention of violence aims to enhance the healthy behavior, remove social and cultural risk factors and the early discovery of violence to identify it and take the necessary measures to prevent it. The most effective programs are based on the family and adopt methodologies of community coordination and partnership, as well as the exchange of information. Prevention programs in general aim to introduce violence and its risks, as well as introduce the services and activities offered by the institutions at the level of the community. There are three levels of prevention:

- Primary prevention: Related to public opinion awareness on the dimensions of Family violence and its risks with regard to the family.

- Secondary prevention: related to the provision of comprehensive services to the victims.
- Third level of prevention: related to rehabilitating perpetrators and their families, such as family counseling programs.

The difference in these levels of protection depends on the target group and the nature of the group, while primary prevention programs depend on community awareness, while the next two levels target specific groups vulnerable to violence against women through special programs, such as family counseling programs, parenting skills programs and others.

2. Strategy to Combat Violence in the Arab World

»» As for the practices of the Arab countries, they still focus on combating violence against women, and there is a need to expand the study of violence against women through establishing associations or councils that, in cooperation with CSOs, develop different strategies and programs based on the limited women's rhetoric, as there has been no expansion to the scope of public policies and legislation or actual and real activities. There are still obstacles before the implementation of the various programs, such as the lack of a full implementation of the principle of equality, the removal of the various forms of discrimination against women, the embodiment of the women's inferiority, the lack of a full recognition of women's rights and the prevention of their integration in all national policies, plans and programs.

3. International Practices

»» The countries supporting women empowerment programs like the United States and the European Union often adopt projects of public health and reproductive health nature, with very little support for programs supporting the judicial systems and procedures related to women. The other forms of support are for development programs related to women, and the majority are supported by international institutions such as banks. These are programs supporting social services with a focus on including gender in those programs to reduce the quality gap and improve the regulations and laws that allow women's access to wealth and services.

Many UN institutions including UNICEF, UNDP, UNIFEM, WHO, UNFPA and ILO work to improve the status of women, and many of these institutions directly target violence against women programs. These programs focus on prevention of violence by increasing women's access to justice systems, including the state response to violence against women and studies and research.

The international practices are clear in the development of the following programs to address violence against women:

- Shelter, alternative homes and homecare programs.
- Emergency support programs.
- Community response programs.
- Women-friendly environment in health institutions programs.

- Programs identifying the roles of health workers.
- Programs dealing with violence against women in impoverished areas.
- Counseling and special awareness programs for women.
- Adopting programs of community response to violence against women.
- Advocacy programs in impoverished and rural areas.
- Programs targeting study needs.
- Programs targeting people with special needs and seniors.
- Programs of protection and prevention of violence against women.
- Rape victim programs
- Women information center programs
- Continuing support programs for victims of violence
- Child abuse protection programs
- Programs enhancing the response of health institutions to violence against women.

Successful best practices in the prevention of violence:

Programs targeting men: Effective protection programs targeting men have various characteristics, namely a specific topic, one comprehensive issue appropriate to the target group, and a positive message. Programs targeting men: programs targeting men's responsibilities to prevent violence, focusing

on types of prevention from the different kinds of violence, including sexual violence, sexual harassment, and violence within the family. The other programs discuss indirectly topics of prevention of violence and the role of men, such as:

- Parent awareness / parent skills
- Methods of dealing with aggression and anger
- Social integration and interaction
- Cultural concepts and their reflection on society

The philosophy of men's contribution programs is different than the philosophy of programs targeting men. Some are based on developing personal skills, learning to intervene in the behavior of others to change it, social re-integration or the responsibilities and efforts of the media to change the surrounding environment.

The philosophy focuses on:

1. Increasing sympathy with the victims
2. Self-change
3. Interventions to change concepts (specific criteria for everyone), men as friends of women
4. Social concept expertise
5. Marketing social concepts and positive habits which show men as non-violent with non-aggressive performance.

Program Samples

➤➤ Violence programs focusing on changing the behavior of men can be offered in specific occasions, such as training programs and

workshops, or in multi-purpose occasions. These models are closer to traditional models, however, recently the media was used for social marketing in the form of social campaigns through which information is gathered on the correct concepts and beliefs combating violence and the activities included in these campaigns, such as the "White Ribbon Campaign" launched in various parts of the world.

However, there are no studies on these efforts, although the preliminary results of the research indicate that "marketing campaigns of positive customs" can change the trends related to the topic, and in some cases change the behavior in quantity. It is preferred to merge both types of procedures in a harmonious manner to encourage men's contribution in workshops and participation in sponsorship campaigns outside these workshops.

Summary and Lessons Learned

➤➤ Having reviewed the best practices and their programs, the following points can be used when developing violence prevention and protection programs in Jordan:

- Programs are more than training or educational in nature: sustainable promising programs
- Adopting a specific methodology: develop policies and protocols binding in implementation with a specific follow-up and assessment mechanism.
- Create changes in the procedures of dealing with those benefiting from all services so that victims of violence are discovered.

- Recognition of the concepts, trends and beliefs of staff with regard to violence.
- Review the indicators of the program's success: offer support instead of advice
- Create new behavior practice opportunities for care providers: getting used to positive behavior.
- Be smart when starting programs: we start where success is guaranteed
- Realize there are no models or one successful way to deal with cases and problems of violence
- Deal with violence as a general society problem
- Realize the importance of the following:
 - Empower individuals
 - Enhance the contribution of local communities
 - Develop databases
 - Government commitment
 - Work with men
 - Advocate support
 - Activate the role of the media

- Expand the circle of beneficiaries
- Partnerships

● In spite of the academic studies and research to follow-up these programs, most academic research focused on the effectiveness of intervention related to the perpetrators of violence. Few focused on assessing the effectiveness of the programs targeting women subjected to various types of violence. Advocating for effective support for women victims of violence depends on the results of the academic research so that countries can influence the currently applied policies, programs and interventions.

● It is now necessary to conduct academic research focusing on the needs of women subjected to all forms of violence and new and different studies on women most vulnerable to violence, such as women with low education, social and economic levels.

● Building a database of academic research on these topics will ensure the response of social policies and the programs that specify the needs of the weaker groups of women in society along with their children.

Programs	Procedures / Content
1. Supporting victims	<ul style="list-style-type: none"> ■ Advocacy services ■ Services for children subjected to violence or those witnessing violence ■ Victim shelters ■ Identify the abused and the risk factors

Programs	Procedures / Content
2. Developing and updating the judicial system	<ul style="list-style-type: none"> ■ Speed of police response ■ Identify cases of violence ■ Identify risk factors for perpetrators ■ Protect the most vulnerable groups (children) ■ Specialized courts ■ Family courts ■ Perpetrator rehabilitation programs ■ Guide for judicial system services ■ Identify the necessary capacities for staff working with violence
3. Building a sustainable partnership among multi-specialty institutions	<ul style="list-style-type: none"> ■ Regular forums ■ Institution management
4. Managing performance and follow-up	<ul style="list-style-type: none"> ■ Performance of institutions as part of coordinated community efforts ■ Performance follow-up indicators ■ Performance indicators
5. Support research and development	<ul style="list-style-type: none"> ■ Focus on supporting research related to the outcomes of the programs and their effects and effectiveness ■ Identify the priorities of research in the area of violence ■ Supporting the promising programs not studied extensively earlier ■ Using the results in drawing and amending policies ■ Assessing research results

Table No. 6: Summary of the Most Important International Program

Proposals and Recommendations

➤➤ Proposals to support and enhance the role of Jordanian governmental and non-governmental institutions in the follow-up and monitoring of protection and prevention of violence programs

Develop monitoring programs and indicators to follow-up violence and create a plan to monitor the performance of institutions in all sectors. The proposed indicators for follow-up are represented in the following levels:

First: At the governmental level, through commitment of governmental and official institutions to pursue the following:

- Networking, coordination and participatory action in the work of national institutions involved in fighting family violence against women;
- Special budgets allocated to support NGOs to activate their engagement in national programs concerned with alleviating and addressing violence;
- Implementation plans to identify the roles, responsibilities and timeframes for implementation, as well as mechanisms for monitoring; budgets, number of employees, the roles of NGOs, special budgets allocated by the Government within its general budget to face violence against women;
- Monitoring and evaluation mechanisms related to national violence-alleviation systems, policies and programs;
- A financial system to compensate female violence victims.

Second: At the legislative level:

- Special laws addressing the various types of, and defining violence against women;
- The existence of laws and provisions related to detention;
- Laws, provisions and decisions related to protection in terms of the following:
 - The existence of areas where victims may be protected;
 - Penalties for those who are not committed to implementing detention decisions;
 - The existence of a guide to identify punishments for all types of violence;
 - A legal reference point for violence against women (protecting violence victims and witnesses, listening to witnesses through cameras);
 - Free legal assistance, free lawyers, or hiring private sector attorneys.

Third: At the Institutional and Participatory Level, through protocols and cooperation mechanisms for institutions involved in cases of violence against women:

- Activating and covering the shortage in protocols and procedural guides for practicing the different professions related to dealing with victims of violence, with special focus on the institutional role in responding to cases of violence;
- The existence of legal grounds stressing inter-institutional participatory action and clarifying the work mechanisms, roles and responsibilities of each institution, as well as its societal commitment to alleviating violence;

- The existence of clear, specific and applicable national visions for activating the engagement of NGOs in service delivery in accordance with an institutional methodology and guaranteeing their participation in preparing, organizing, implementing and evaluating violence alleviation systems and policies;
- Long and medium term plans to raise the efficiency of workers in the different occupations concerned with violence, as well as the required time and financial mechanisms for implementation, monitoring and evaluation.

Fourth: At the level of Providing Shelter Services for Women:

- Number, geographic distribution, the extent to which a room is available for every woman;
- Free shelter services;
- Legal umbrella for the shelters;
- Hotline service;
- Guidance centers and emergency interventions;
- Treatment programs for perpetrators.

Fifth: At the Training and Education Level Through the Following indicators:

- Creation of academic programs in the area of violence prevention and protection that qualify graduates to work in the health, psychological, social, legal and communications areas;
- Inclusion in educational curricula of concepts of violence against women,

gender and discrimination at the level of primary and secondary care;

- Compulsory training programs for all professionals involved in the area of violence against women (number of trainees, training duration, characteristics of training providers);
- Compulsory training programs for practitioners in the area of violence against women (number of trainees, training duration, training content, frequency of training sessions, and licensing for practicing the profession).

Sixth: At the Information Level:

- The existence of a national communication plan to combat violence against women, enhance their rights and societal roles;
- Practice guides for media personnel on combating the concepts of violence that take into consideration violence against women and support a non- stereotyped image of women;
- Including concepts of violence against women and gender discrimination in the curricula of communication faculties;
- Analyzing the state of violence against women in the media and the stereotyped images reported in the media and devising mechanisms for changing these images.

Seventh: At the level of Awareness-Raising Programs:

- Waging comprehensive national awareness campaigns in accordance with a scientific methodology that focuses on

specific concepts at certain periods of time, allocating the required financial resources for these campaigns, and monitoring and evaluating their effectiveness.

Eighth: Statistics and Information Gathering:

- Indicators for measuring the extent of violence against women;
- Information on legal, social and health services;
- Sensitive issues related to violence against women in terms of discrimination, the persons concerned and the relations among persons in cases of violence (the relation between offenders and victims);
- Statistics on following up on criminal cases: number of cases, the extent to which the cases are reported; registering cases, numbers and distribution of offenders and victims, and the punishments passed against the perpetrators;
- The extent to which all citizens have access to information on the services;

Ninth: At the Level of Challenges Facing Monitoring and Evaluation:

- Employing international criteria, as a workable guide to gathering information and mobilizing support, and incorporating these criteria on a compulsory level in the indicators of each and every State;
- Devising quantitative and qualitative evaluation indicators and developing indicators to measure developments at the legislative and policies levels.

Evaluating the Jordanian experience in

Combating Violence against Women:

As mentioned before, concern about this problem has been rising lately, adding yet further momentum to the issue. Workers and researchers, especially educational and social workers, have been afforded additional space for increased involvement in the problem and for diagnosing and discussing the right and proper solutions for it. Participants in the first workshop, convened on February 5, 2003 to discuss violence and health, tried to draw a preliminary assessment of the Jordanian experience in the area of eliminating violence by recalling the positive aspects of the experience and drawing attention to its drawbacks. With a view to being informed when creating family protection strategies, the participants also reviewed the difficulties and challenges impeding work and the speed of accomplishment. The assessment was as follows:

First: The positive aspects of the experience of the recent short period of time include recognition at the official level, especially among education and social workers, of the existence of this problem and of the society's rising awareness of its risks. The positive aspects also include the growing focus on child and family rights and the establishment of new governmental bodies and NGOs to work in this area, the launching of community awareness campaigns by some agencies, the joint efforts exerted by several organizations to work as partners, and recognition on the part of actors of the importance of coordination, the need for right and proper legislation, and the urgency of a Jordanian comprehensive strategy to eliminate violence. Furthermore,

many institutions have been established, including the National Project for Family Protection, the Family Protection Department at the Public Security Directorate, the Jordan River Foundation's Child Protection Program, Dar Al-Aman Center for Treatment and Rehabilitation, Al-Nasr Center for Prevention and Intervention, and the Child and Family Training Center for the Rearing and Education of Children. The level of forensic medicine specialization has improved in the areas of detecting and identifying the different forms of violence perpetrated against living and dead victims. The Ministry of Education now has methodological inputs and preventive tools to protect children in the early childhood phase. Training programs have been organized for judges, while officers have been trained on taping testimonies on videotapes for use in courts, especially in cases involving abused children.

Second: Difficulties and challenges.

- **Economic Difficulties:** Economic difficulties include poverty, unemployment, child labor, and shortages in the number of specialists in clinical psychology, the social service sciences and psychological medicine.
- **Social Difficulties:** These difficulties include socialization, e.g., male dominance, and some prevalent cultural and social customs, traditions and norms that accept a culture of violence.
- **Legal and Legislative Difficulties:** These include legal gaps in some laws, bylaws and instructions; lack of giving details in some pieces of legislation, erroneous application of laws, and legislative shortages.

- **Institutional Difficulties:** Institutional difficulties include insufficient, and sometimes complete absence of coordination among institutions, insufficient institutions specialized in this area, inadequate training and qualification of workers in existing institutions involved in working with the target categories, and the lack of clarity as to the reference agency for complaints of violence against women.

- **Practical difficulties:**

- The work ethic currently followed in Jordan is not appropriate to working in the area of Family violence; thus, there is a need for a new work ethic and new laws regulating this work;
- Also, staff working with children are usually ignorant of child protection laws;
- The current court specifications are incompatible with the rights of Family violence victims;
- There is a lack of psychological and physical health services in schools;
- There is a need for declared and accredited ethics for the professions related to child care;
- There are legal difficulties in reporting cases of violence;
- The concerned institutions do not apply the participatory approach when dealing with, and following up cases of violence;
- There is weakness in coordination among national institutions in national legislative, awareness and service programs related to addressing and eliminating violence.
- **Behavioral difficulties,** including wrong behavior among some people which entail

some form of violence, the fear of the victims and their families in dealing with public security and courts, and the culture of shame in addressing the problem.

- **Information difficulties,** such as the fact that the literature is not in Arabic and the rights to write, translate and publish require accuracy and adherence to international criteria.
- **Cultural difficulties,** such as the cultural invasion, the lack of education, lack of specialization on various levels in all sectors and the lack of knowledge in terms of religious ethics.
- **Academic difficulties,** such as the shallowness and inappropriateness of the university specializations dealing with children and families; inappropriateness of the personal, cultural and humanitarian characteristics of educationalists; lack of university courses in clinical social service, child psychiatry, child nursing, child psychology, development, family development and child development and growth; lack of lawyers specialized in cases involving children in all Shari'ah and regular courts, in terms of divorce cases. The fact is that listing these potential difficulties and challenges is an important step in the endeavor to overcome them in the future steps of working to combat all forms of violence against women to guarantee success in devising successful strategies.

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Annexes

Annex 1 Interview Guide Health Practitioner

(Interviewees: Emergency physician, emergency nurse, midwife, health care nurse)
The researcher introduces herself, introduces the goal of the interview, obtains verbal consent and records responses to the following:

- Nature of the practitioner's work (specialization):

.....

- General tasks:

.....

- Ratio of women visitors to total visitors to the institution:

.....

- Do cases of violence against women come to the institution? (if yes, give examples):

.....

.....

- Do you follow specific procedures in your institution or use specific forms when dealing with cases of violence against women?

.....

.....

- Do you conduct specific tests or lab procedures if the woman says she has been abused?

.....

Give examples

.....

.....

- Do you refer violence victims? ☐ yes ☐ no. If yes, to whom?

.....

.....

- What policies do you believe hinder the provision of the necessary care to abused women?

.....

.....

- What policies would you like to change?

.....

.....

- Do you believe violence against women is a problem in our society?

.....

.....

- What in your opinion are the reasons for the problem of violence against women in the Jordanian society?

Annex 2

Interview Guide

Legal Specialist
(Interviewees: Police specialist, judge, female Family Protection Department officer)

The researcher introduces herself, introduces the goal of the interview, obtains verbal consent and records responses to the following:

- Nature of the specialists' work

.....

.....

- What type of services do you and colleagues offer to abused women?

.....

.....

- Do you have specific procedures to report violence?

.....

.....

- Who decides that tests should be made?

.....

.....

What type of tests?

.....

.....

- Are doctors heard in trials related to violence against women?

Yes ☐ No ☐

If yes, who among the health team is/are authorized to submit evidence?

.....

.....

- Do you feel the health team is always ready to testify and offer evidence?

.....

.....

Annex 3

Interview Guide

Academic Specialist

The researcher introduces herself, introduces the goal of the interview, obtains verbal consent and records responses to the following:

- Nature of the specialists' work

.....

.....

- Specialist's experience in the area of working with violence against women:

- Have you, as an academic, had any experience in dealing with violence?

.....

.....

- How did you deal with these incidents and what procedures did you apply?

.....

.....

- How many cases did your university deal with (annually)?

.....

.....

- Do you keep files of these incidents?

.....

.....

- Do you report these cases?

.....

.....

Does your institution have research programs on protection girls against violence?

- yes ☐ no ☐

- If yes please explain

.....

.....

Annex 4

Interview Guide

NGO or Community Services

The researcher introduces herself, introduces the goal of the interview, obtains verbal consent and records responses to the following:

- What is your position in society?

.....

.....

- What is the nature of services offered by your institution to abused women?

.....

.....

- What is your experience with cases of violence and how did you deal with the cases?

.....

.....

- How many cases did your institution deal with cases of violence (annually)?

.....

.....

- Do you keep files of those cases?

.....

.....

- Do you report those cases?

.....

.....

- Does your institution have research interests and programs on protection of girls

against violence? • yes • no
If yes please explain

Annex 5
Focus Group
Women Subjected to Violence

The researcher gets acquainted with the characteristics of the women with whom the dialogue is conducted in terms of the following:

1. Age
2. Marital stats
3. Level of education
4. Children (if any)
5. Job (if applicable)

Did you immediately tell anyone about the violence you are subjected?

• yes • no

If yes, whom did you tell?

If no, why did you not tell?

What prompted you to report what you were subjected to?

Where did you go at the beginning to report the violence?

What services did they offer you?

Do you feel the services were sufficient?
Please, give your opinion

Annex 6
Analysis Form of Status of Institutions
Working with Violence against Women

- Name of Institution
- Description: Governmental • Private sector
- Regional • International
- General mandate of the institution

• Does the institution have a philosophy?
Yes • No •

If yes, on what is it based?

• Does the institution have defined goals?
Yes • No •
If yes, on what are they based?

• Does the institution have defined general policies? Yes • No •

If yeas, on what are they based?

- Specialization in the area of violence against women (you may make more than one choice)
- Providing direct services to abused women
- Health services
- Social services
- Psychological services
- Planning and organization
- Referral
- Logistical support
- Training staff
- Community services / awareness and empowerment
- Services with other institutions

Institution	Ministry of Planning	Sisterhood Is Global Institute	Jordanian National Commission for Women	National Center for Human Rights	Women's Health Care Institute	Ministry of Islamic Affairs	Mizan
Reference	Governmental	Private Sector	Semi-governmental	Independent National Institution	Civil Institution	Governmental	Private Sector
Position	In charge of women's issues at the Policies Directorate	Director of Programs and Activities	In Charge of Legal Programs	Executive Body	Population Programs Coordinator	Women's Affairs Directorate	Executive Director
Mandate	Strategic planning and international cooperation	Offer direct services to the family and abused women	Advocate the sectors to draw policies related to women	Promote human rights in society and monitor the status of human rights	Offering direct services to the family in general and abused women in particular	Religious awareness and offering reconciliation, counseling and advise services	Enhance human rights
Philosophy	Available	Available	Available	Available	Available	Available	Available
Goals	Available	Available	Available	Available	Available	Available	Available
Public Policies	Available	Available	Available	Available	Available	Available	Available
Specialization in the area of violence against women	Planning and organizing for strategic plans	Offering direct services (health, social, legal, psychological), planning programs, referral, training staff, awareness and empowerment	Planning policies Proposing laws	Direct legal and social services, training staff	Direct services to abused women including health, social and psychological services, training abused women and staff, planning programs and laws, referral to concerned entities if necessary	Direct services (reconciliation and counseling) referral of abuse cases to relevant entities, train staff	Direct services (health, legal, social) awareness, empowerment, planning programs and law
Number of cases	-	3146 cases in 2006	-	200 cases annually	Approximately 4000 cases between 2002 and 2008	Not currently available	307 cases
Maintenance of Files	-	Yes	-	Yes	Files are kept for all abused women	Yes	Yes
Reporting Cases	-	Yes	-	Yes	Cases are reporting as needed and based on the woman's desire	Yes but according to the case and the woman's desire	According to the case and the woman's desire

Institution	Ministry of Planning	Sisterhood Is Global Institute	Jordanian National Commission for Women	National Center for Human Rights	Women's Health Care Institute	Ministry of Islamic Affairs	Mizan
Programs	None	Wiam program for reconciliation Training program on human rights Communication skills	Programs to review laws and propose new law	Journalism observatory, community awareness programs, review of national laws and proposal of bills, criminal justice program for juveniles, training	<ul style="list-style-type: none"> - Women's Center for Counseling and Health Care funded by the EU and the Italian Idos Organization - UNFPA Project - Project for a health and safe life free of Familyviolence funded by the EU - Freedom House project - Project supporting the capacities of the private medical sector to uncover the refer cases of violence against women to the supporting social institutions and bodies (PSP) - Primary health care project funded by the World Aid and Development Organization - Project for community services to Iraqis in Jordan funded by UNHCR in cooperation with the World Aid and Development Organization. 	Train preachers in the area of family protection Community awareness programs	Wiam program for reconciliation People protection program Training program on human rights and criminal justice program for juveniles

Institution	Jordan River Foundation	Family Protection Department	Ministry of Education	Family Guidance and Awareness Center	Queen Zein Al Sharaf Development Institute	Ministry of Social Development	Ministry of Health	Jordanian Women's Union
Reference	NGO	Governmental	Governmental	Civil Sector	Not for profit NGO	Governmental	Governmental	Civil
Position	In charge of programs	Officer in the administration	Director of Public Education and Student Affairs	Center president	Director of women empowerment programs	Head of the social protection division	1. General Manager of the National Center for Forensic Medicine 2. President of the Family Violence Division	Violence elimination programs
Mandate	Offering direct services, awareness and community empowerment	Offering direct services to abused women (health, psychological, legal and social)	Protection from Abuse Division	Offer counseling, family advise, support services and empowerment programs	Human development	Focus on women and children, especially those abused	Offer services and information	Empower women legal, socially, psychologically
Philosophy	Available	Available	Available	Available	Available	Available	Available	Available
Goals	Available	Available	Available	Available	Available	Available	Available	Available
Public Policies	Available	Available	Available	Available	Available	Available	Available	Available
Specialization in the area of violence against women	Offer direct services to abused women through Al Aman Home Plan programs Referral Awareness and empowerment	Offer direct services to abused women (health, psychological, legal and social) Train staff Referral	Refer abuse cases, plan for programs, train staff, coordinate with other institutions.	Offer direct services to abused women (health, psychological, legal, social and counseling), train staff, referral to specialized bodies.	Awareness and education, referral to concerned official bodies, build the capacities of the local community institutions, offer psychological, social and legal counseling	Follow-up correction centers and shelters	Offer direct health services, reporting services, referral, establishing a database and national register of family violence, prepare counseling guides and protocols for dealing with the cases, train health staff, follow-up and supervise offering services and conduct studies.	Protect women against violence and empower them economically, psychologically and socially. Direct services (health, social, psychological, training, referral).

Institution	Jordan River Foundation	Family Protection Department	Ministry of Education	Family Guidance and Awareness Center	Queen Zein Al Sharaf Development Institute	Ministry of Social Development	Ministry of Health	Jordanian Women's Union
Number of cases	Not currently available	1796 cases in 2005	In 2006 48 male and female cases	2122 cases in 2007	Not currently available	2442 cases in 2006 1978 cases in 2007	Not available	Women's Hospitality Home 99-2007 950 cases Counseling hotline in 2007 – 2135 Children's Hospitality Home 96-2007 5000 cases
Maintenance of Files	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reporting Cases	According to the case	-	Yes	According to the case and the woman's desire	According to the case	Yes	As needed	Yes
Programs	Jordan River Foundation Children's Program Community Empowerment Program Child Protection Program	None	Protection Program. Awareness for children on Familyviolence	Program to eliminate Familyviolence, women's rights, legal assistance to impoverished women, counseling programs, training	Economic empowerment, women's rights, advocacy, youth participation, information and communication technology, development, early childhood, methods of sustainable living, good governance and local development, health and good life.	Services offered by shelters	Child protection program in cooperation with UNICEF, program of prevention and protection from family violence against women, cooperation with UNFPA.	Training, shelter, housing, health, psychological and social services, referral of cases to concerned bodies.

Table No. 6:
Results of the Form Analyzing the Status of Institutions Working
with Violence Against Women

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