



Online Safety and Access to Protection Services

Public Perception Survey | 2021

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Abbreviations

CBO	Community-based organisation
FPD	Family Protection Department
JPD	Juvenile Police Department
PSD	Public Security Directorate
SGBV	Sexual and gender-based violence

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Executive summary

In support of the project '*Expanding the Protection Space: Community Safety Services for Displacement-Impacted Communities*' (funded by the Regional Development and Protection Programme, RDPP II) Siren conducted a public perception survey in January 2021 to better understand perceptions of safety and current levels of access to information and protection actors. The survey was conducted in six districts targeted through the project: al Ramtha and Eidoun districts (Irbid Governorate), Khaldieh and al Mafraq districts (Mafraq Governorate) and Hashmi al Shmali and Hay Nazzal districts (Amman Governorate). It provides both baseline data to measure the project Impact, and contextual information for the design of activities.

The survey found that the people in the target districts felt significantly less safe online than when driving by car at night in a different neighbourhood. Yet, the majority were relatively confident in their ability to deal with interpersonal cybercrime issues by themselves. When in need of help, the survey respondents indicated that people will generally go to their immediate families and report to the police as needed.

But what about when the person is a victim of online sexual harassment? This might include instances where the cyber-aggressor blackmails the victim by threatening to circulate personal images of them without their consent. What about those who fear the reaction of their family or community when disclosing such situations? Half of the survey respondents believed that cybercrime victims could subsequently face forms of victim blaming, including verbal or psychological violence if they reported the incident. Half of the men surveyed were concerned about socio-economic violence and reputational violence. Domestic violence, other physical violence, or sexual harassment were also concerns for a third of survey respondents.

For those who cannot go to their immediate family, generally fearing "honour" related concerns, reporting online incidents and seeking help often becomes problematic. There were high levels of reported distrust toward neighbours and the wider community when dealing with sensitive issues, as both were seen by respondents as judgemental, especially toward women. The confidentiality of formal and informal reporting mechanisms was of utmost importance for 98% of respondents. Community leaders and tribal leaders were a no-go, likely as respondents feared that their information could be disclosed more widely if they sought help from people in these positions. While 40% of people said they might turn to a community-based organisation (CBO) if they were a victim of cybercrime, very few were aware of the available services. Boys and men said that they might go to the police on their own, equipped with their relatively high

understanding about police services and procedures. Very few female respondents said they would consider going by themselves to the police.

Girls and women were especially concerned about their own online safety, and the safety of female members of their family, particularly when sharing videos or photos of themselves, or meeting new people online. Yet, if they were victims of online blackmail or sexual harassment, they reported that they would be unlikely to go to their family members for help, and would find it near impossible to go to the police on their own. Fear of community judgement if word got out was significantly higher among girls and women than among boys and men. Yet, even if they did not fear judgement, half of those surveyed said they did not know about the relevant police actors or formal procedures for reporting online incidents. Siren's previous research has also shown that while many national and local organisations offer strong protection services, they are new to understanding online forms of sexual and gender-based violence (SGBV), and how families and communities deal with this emerging phenomenon.¹

While Syrian refugee respondents feared the judgement of their communities less than Jordanian respondents, their knowledge of police services was lower. Syrians living in the target districts were 24% less likely to know about the Public Security Directorate's (PSD) Cybercrime Unit or the Family Protection Department. One in ten Syrians felt that costs are a barrier to lodging a complaint with the Cybercrime Unit, despite it being free to open a file with the police. This is one example of a misunderstanding standing in their way to seeking help.

Respondents from younger age groups had a higher sense of security and felt the most capable of keeping themselves safe online. Yet, at the same time, they reported the highest number of cybercrimes.

People living in **tribal areas** (e.g. al Mafrqa and al Ramtha) had a lower perception of online safety - for themselves and their families - and the highest perceptions of safety across a range of online activities. Concerns of secondary victimisation (repercussions that cybercrime can lead to, such as socio-economic violence or domestic violence) were significant.²

¹ Research conducted by Siren Associates into community safety in Jordan can be found at

www.sirenassociates.com

² According to the Council of Europe definition "Secondary victimisation occurs when the victim suffers further harm not as a direct result of the criminal act but due to the manner in which institutions and other individuals deal with the victim" ([European Institute for Gender Equality](#)). In the case of the current research being conducted by Siren into the experiences of victims of online SGBV and other interpersonal cybercrimes, secondary victimisation could be caused by victim-blaming language of family, community or services providers. It can, in some cases, even constitute secondary SGBV issues or even crimes, and include domestic violence, social isolation, reputational defamation, etc.

Introduction

1.0 Interpersonal cybercrime, online SGBV

The availability and use of information and communications technology (ICT) in Jordan has increased over the past decade. Ninety percent of families have a smart phone; 89% have access to the internet at home; and 65% of children aged five years and older use the internet.³

The internet, digital technologies, and online platforms are providing increasing opportunities to stay in touch with friends and family abroad, access local and national news, receive online education, access government services, or participate in civic and social activities.

However, as noted by the United Nations Office on Drugs and Crime, the same technology *"can be misused by others to sexually exploit and abuse children and adults, perpetrate anti-social and aggressive acts, and incite violence and other forms of aggression at individuals, groups and/or targeted populations to cause harm to others"*.⁴

Siren's qualitative research in 2020 found multiple accounts of child sexual exploitation, cyber-stalking and harassment, cyber-bullying and blackmail, and other forms of gendered cybercrimes.⁵

While over one third of Jordanians and Syrians report being concerned with cybercrime,⁶ according to the Jordanian police - the Public Security Directorate (PSD) - approximately 80% of e-crime victims are girls or women, and the most common theme is blackmail. Yet, the majority of those reporting these crimes are men.⁷ This echoes similar reporting statistics for other crimes perceived to bring shame on the victims or their families.⁸

³ Telecommunications Regulatory Commission (no year), *ICT Facts and Opportunities in Jordan*, [accessible online](#) [last stats from 2019]

⁴ UNODC (2019), *Cybercrime Teaching Guide*, Vienna, [accessible online](#)

⁵ This research took place from September - November 2020 and consisted of desk review, KII with 21 professionals, and 12 FGD with men and women in target governorates.

⁶ 1) Siren Associates, *Public Perception Survey of Community Safety in Amman*, May 2020; 2) During previous Siren programming on youth engagement with the police (2018-2019) funded by UNDP, cybercrime came up repeatedly as a priority area the young people wished to discuss with the police.

⁷ The Arab Weekly, *Jordan Sounds the Alarm Over Rising Online Crimes*, Amman, [accessible online](#)

⁸ For example, see Al Araby article on *Abused children suffer twice with Jordan's culture of shame (2015)* [accessible online](#); Warrick C., (2005), *The vanishing victim: criminal law and gender in Jordan*, *Law & Society Review*; Neshiwat F., (2004), *Honor crimes in Jordan: Their treatment under Islamic and Jordanian Criminal Laws*, *Penn State International Law Review*

Siren's 2020 survey of public perceptions of community safety in Amman noted that while over 90% of people said they would report a theft or physical assault, only 26% said they would advise a female member of their family to report gender-based violence in the home to the police; 40% of survey respondents said they would advise a woman to not report it to anyone.

2.0 Siren's research and programming

With support from the Regional Development and Protection Programme (RDPP), Siren is implementing the project, '*Expanding the Protection Space: Community Safety Service for Displacement Affected Communities*,' between July 2020 and August 2022. The objective of the project is to increase security against cyber-related SGBV threats in the target districts of al Ramtha and Eidoun (Irbid Governorate), Khaldieh and al Mafraq (Mafraq Governorate) and Hashmi al Shmali and Hay Nazzal (Amman Governorate).

Prior qualitative research conducted by Siren in November 2020 had started to reveal the extent and nature of these protection issues, as well as a series of barriers to accessing support and protection services. The purpose of this current public perception survey is therefore to:

1. Test Siren's findings and assumptions from prior research
2. Further provide an evidence base for activity design and
3. Set a quantitative baseline for perceptions of: 1) safety; 2) the availability/ accessibility of protection services; and 3) the performance of local authorities and civil society actors.

3.0 Survey methodology

NABD for Research and Public Opinion Polling was contracted to conduct data collection for this survey in January 2021.⁹ A survey was launched in all six districts targeted by the project. The representative sample of 1,106 respondents was calculated based on population projections for each of the districts provided by the Jordanian Government's Department of Statistics. The survey has a margin of error of 3% and a confidence level of 95%. The sampling process took into consideration representations of gender (male,

⁹ NABD is a Jordanian Centre established by a group of consultants who have more than 25 years of professional experience in public opinion polling, management consulting services and financial consulting services.

female), and nationalities (Jordanians and Syrians), in addition to age groups (14+ years of age).

The survey tool was designed jointly by NABD and Siren's Research, Monitoring, Evaluation and Learning (RMEL) team. The survey was conducted through face-to-face, computer-aided personal interviews (CAPI). Household selection was based on random selection for Jordanians households and used snowballing to acquire Syrian representation within each district. For respondents aged 14 to 17, the enumerators first requested consent from the primary guardian of the child, as well as consent from the child. The guardian was present throughout the interview.

Data collection was conducted by enumerators using electronic tablets. Each team consisted of one supervisor and four enumerators. At the beginning of each working day, the field master provided the daily work plan specifying the area to cover within the neighbourhood, in addition to the cases required in terms of gender and nationality for the day. Skipping patterns were implemented between Jordanian households to ensure normal distribution of outputs and, in turn, proper scientific representation of the total population of the locality. Within each team, the supervisor monitored data collection and ensured the implementation of quality assurance measures. At the end of the workday, the completed interviews were uploaded to the KoboToolbox servers.

After receiving the completed questionnaires, a data cleaning team went over each survey to ensure its completion. The team made sure to review open-ended answers and edit them accordingly. There were two functions specifically assigned to the data analysis team. They simultaneously handled the statistical analysis of the close-ended questions, in addition to the coding and analysis of the open-ended answers through statistical analysis software, such as SPSS and MS Excel.

Findings

1.0 How safe do people feel?

1.1 Interpersonal cybercrime statistics

Ten percent of people reported that they, or a family member, had been a victim of a cybercrime. Youth aged 14 to 17 reported the highest rate (13%) and the 61+ age group the lowest (6%).

One in ten respondents reporting that they or a family member had been a victim of cybercrime is not insignificant in itself. However, it could still be an under-reporting, particularly among girls and women and Syrians. Among those who shared being a victim, there was an almost 2:1 ratio of boys and men to girls and women (13% to 7%). Female survey respondents who did share that they or a family member had been a victim of cybercrime overwhelmingly said that they went to the PSD. However, PSD statistics from 2019¹⁰ show that men report significantly more than women. Furthermore, qualitative research conducted by Siren in November 2020 points to the highly sensitive nature of being a victim of cybercrime, with victim-blaming and community stigma meaning that girls and women are less likely to disclose it than boys and men. This suggests that the female survey respondents who *did* share with us that they had been a victim of cybercrime felt that the crime was not likely to bring them or their family stigma or shame. A woman who has reported a crime to the PSD is probably much more likely to share with us that they have been a victim, than a victim who decided not to go to the PSD. This both compounds the under-reporting phenomenon with SGBV and underlines the difficulty of accessing the most vulnerable individuals.

Almost double the number of Jordanians reported being a victim of cybercrime than Syrians (11% to 6%). However, concern about personal and family safety online is very similar for both nationalities.

1.2 Secondary victimisation and SGBV threats

Research conducted by Siren in November 2020 revealed the threat of secondary protection concerns for victims of cybercrimes, specifically those considered to bring

¹⁰ Shared with Siren Associates as part of ongoing projects.

shame or stigma on the victim and their family.¹¹ The threat could come from the wider community (damage to reputation, which can impact marriage or livelihood prospects) or from immediate family or wider family members (social isolation, physical violence, and - in the most extreme cases - honour killing). Those cited through initial research were measured in this survey.

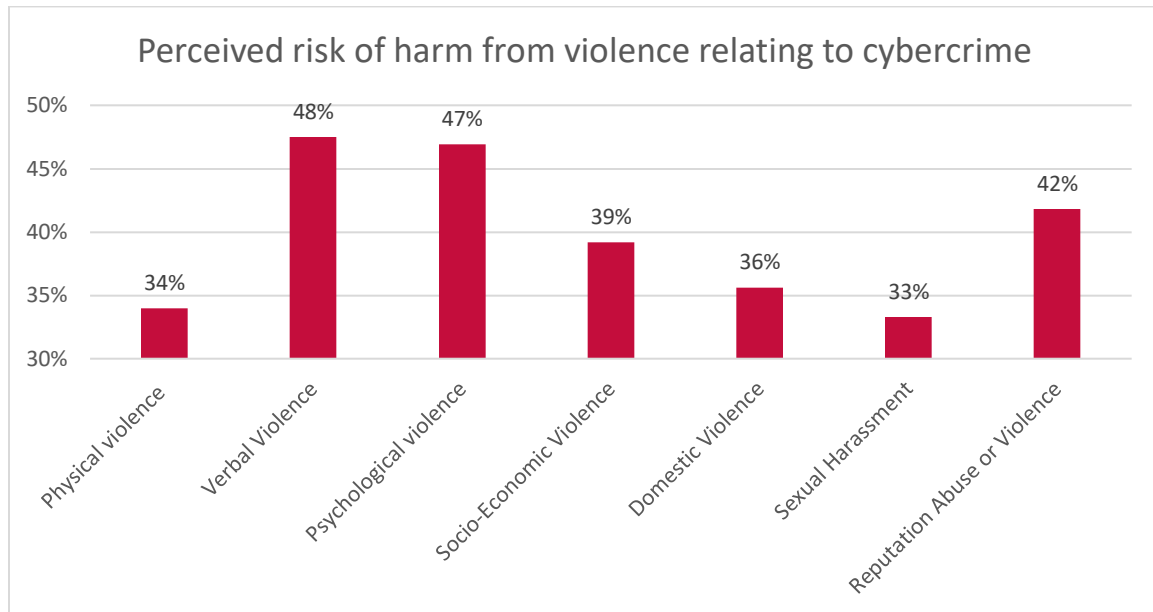


Figure 1. Percentage of respondents who answered "yes" to the question: "Do you think being a victim of cybercrime could cause (to you or your family members) any of the following?"

Almost half the respondents believed that a victim of cybercrime or their family members could face - as a consequence of being a victim - verbal violence (48%), and psychological violence (47%). Over a third of respondents believed they could face reputational damage (42%), socio-economic violence (39%), domestic violence (36%), physical violence (34%) or sexual harassment (33%) (Fig.1).

These figures were relatively similar between male (41%) and female (39%) respondents, although men cited socio-economic violence more than women (42% to 36%) which likely reflects traditional family roles, and the disparity in the number of men in the workforce compared to women.¹²

Jordanians generally feared these consequences slightly more than Syrians (41% compared to 37%). This difference was marked when it came to verbal violence, which

¹¹ Siren Associates (due to be released March 2021), *Interpersonal cybercrime and online SGBV concerns*, and will be available on www.sirenassociates.com

¹² According to the International Labour Organization, the female labour force participation rate in 2019 was 14.59% of the population aged 15+, compared to 74% for male participation, Data retrieved on January 29, 2021.

was a concern for 50% of Jordanians, compared to 41% of Syrians. The findings of this research buttress Siren's previous research, in which participants highlighted how violent exchanges online had the ability to spill over into physical violence between individuals, and possibly escalate into communal conflict.

Approximately one third (35%) of 14 to 17 year olds were concerned about secondary protection concerns. This rose by 10% across age groups, with those aged 41 to 50 the most concerned (45%). Concern stood at 20% among the 61+ age group. This downward curve mirrored other perceptions of online security (both personal and family members').

Concern about secondary protection issues was particularly pronounced in al Mafraq (52% average) and al Ramtha (50% average), and was lowest in Hai Nazzal (34% average), Eidoun (35% average), and Hashmi al Shmali (36% average).

1.3 General perceptions of safety online

Sixty two percent of people in the targeted displacement-affected communities felt that they, and their families, were safe online.¹³ This statistic is similar to Siren's research in April 2020, where 33% of residents in Amman reported being concerned or very concerned about cybercrime.¹⁴

Youth tended to have a higher perception of safety than other age groups (70% reported feeling safe online).¹⁵ Boys and men perceived safety to be higher than girls and women, with 66% of the former reporting feeling safe online, compared to 58% of the latter. Jordanians had a slightly lower perception of safety than Syrians (61% of the former felt safe online, compared to 64% of the latter).

Respondents from al Mafraq District had the lowest perception of safety (58% felt safe online). This was followed by al Ramtha (59%), Hai Nazzal (62%), Eidoun (64%), Hashmi al Shmali (64%) and al Khaldieh (66%).

¹³ This figure combines responses for "very high" and "high" in response to the following three questions: 1) Do you think you are personally safe online? 2) Do you think your family members (of the same gender) are safe online? 3) Do you think your family members (or the opposite gender) are safe online?

¹⁴ Siren Associates (April 2020), *Public Perceptions of Community Safety in Amman*, can be accessed online at www.sirenassociates.com

¹⁵ In this research, 'youth' are classified as 14-30. This is in line with the Jordanian National Youth Strategy (2019). However, interesting, differences emerge when we break down this large age group further into 14-17 (children) and 18-30 year olds. This is likely due to significant socio-economic changes which place in their lives during this period, and also linked to different media usage and levels of digital literacy.

While 62% of respondents had a positive perception of online safety, this figure represents both their *own* safety online and that of their family members. Looking more closely, **people were more concerned about the safety of their family members than their own personal safety: while 68% of respondents believed they were safe online, 59% felt the same about their family members.**

Perception of own safety online

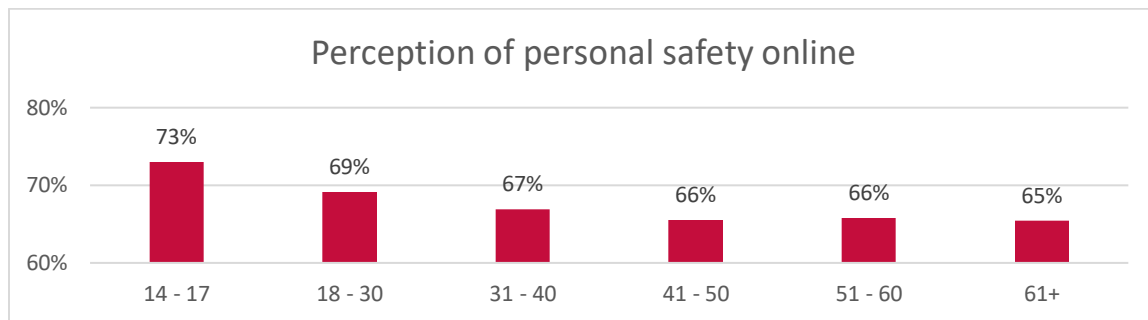


Figure 2. Percentage of respondents, by age group, who responded with "safe" or "very safe" to the question "Do you think you are personally safe online?"

Sixty eight percent of respondents believed that they were personally safe online. There was little difference between genders, with 67% of girls and women, and 69% of boys and men reporting feeling personally safe online (greater differences existed when asked about their perceptions of family members' safety; see section 1.4 below). There was a three-percentage point difference between nationalities (70% of Syrians felt personally safe online, compared to 67% of Jordanians).

There was a greater difference in responses when disaggregated by age, with older respondents feeling less safe than younger ones: 73% of 14 to 17 year olds felt safe online, compared to 65% of those aged 61 and above (Fig.2).

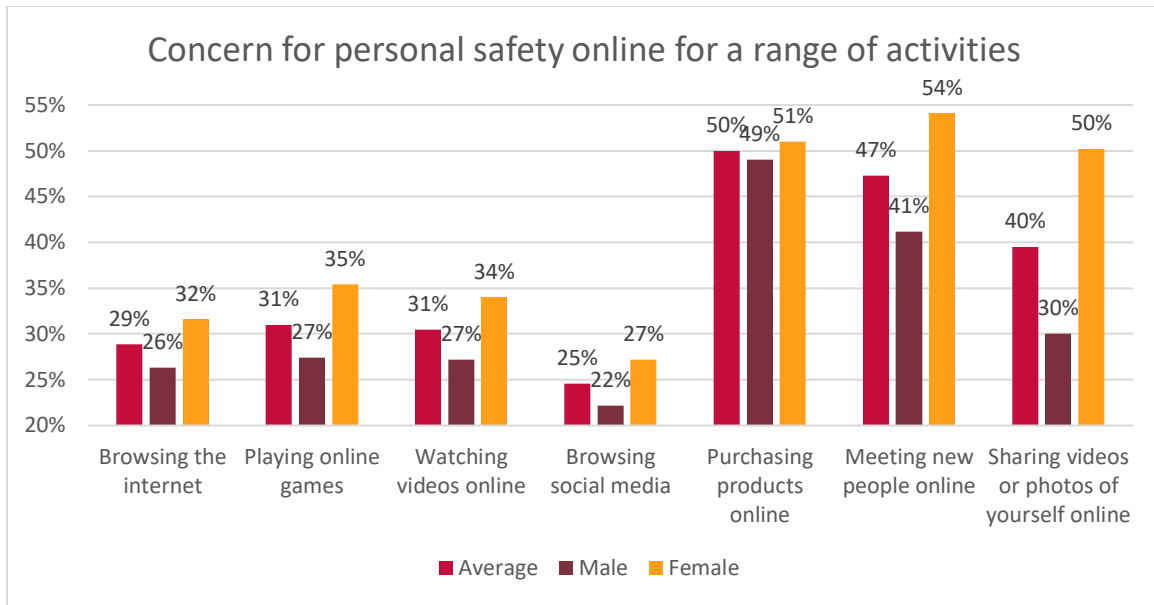


Figure 3. Percentage of respondents, by gender, who responded with "very concerned" or "somewhat concerned" to the following question: "Digital Safety: what level of concern do you feel in the following:" Non-users were not included in calculations.

However, more nuance emerged in the perceptions when concerns about safety were disaggregated by a range of online activities (Fig.3). While these differences among age groups generally mirrored the curve cited above, the level of concern varied considerably when disaggregated by the gender of the respondent: **female respondents stated higher levels of concern, compared to male respondents on all sub-components (an average of 41% of women reported being concerned about their online safety, compared to 32% of men).**

Perceptions of online safety much lower than physical safety

People's perception of online safety can be usefully compared to perceptions of physical safety, with the former considerably lower than the latter: 92% of respondents have a positive perception of their own physical safety, compared to 68% for their personal safety online. The perception of 90% of people is that their family is physically safe, compared to only 59% perceiving their family members to be safe online.

The objective of Siren's project '*Expanding the Protection Space: Community Safety Service for Displacement Affected Communities*' is to increase this perception of safety online, particularly amongst groups most impacted by sexual and gender based violence (SGBV) both online and during a potential secondary victimisation process by family or community members. This is primarily through access to information about formal and informal services offered by the police and civil society actors in Jordan.

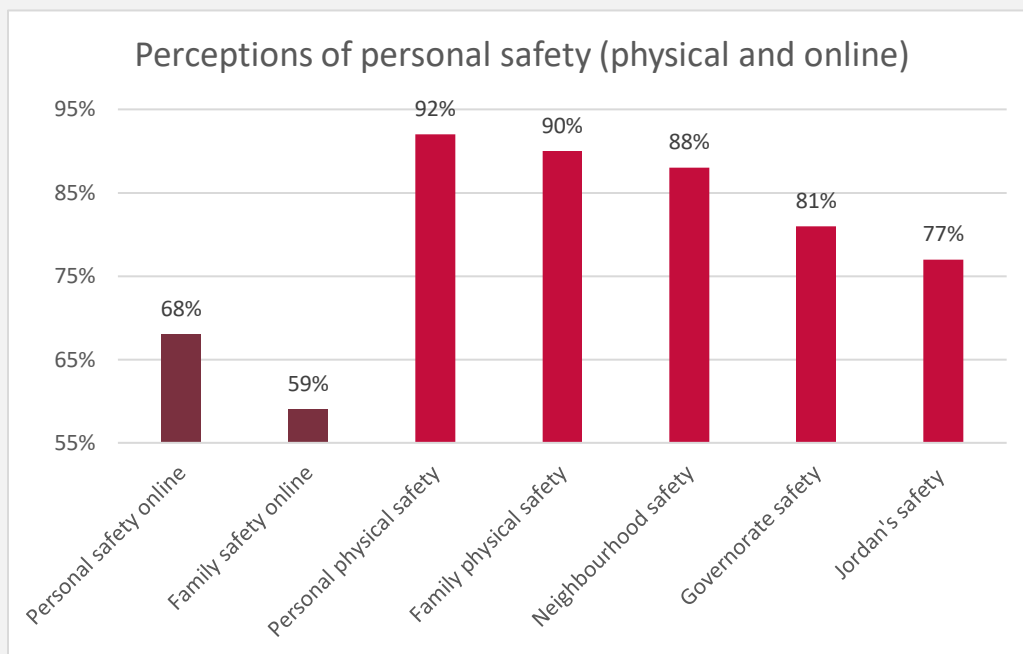


Figure 4. Percentage of respondents who report a perception of safety ("safe" or "very safe") personally (online, physically), in their neighbourhoods, governorate or country

Gender differences in perceptions of online safety

Compared to the two percentage point difference between male and female respondents regarding general perceptions of online safety, the percentage point difference between genders for the following online activities is particularly stark (Fig.3):

- Sharing videos or photos of themselves online: 20 percentage point difference; or girls and women are 67% more concerned than boys and men.
- Meeting new people online: 13 percentage point different; or girls and women are 31% more concerned than boys and men. This is despite the vast majority of respondents reporting using the internet to meet new people.

From prior qualitative research we know that online blackmail - particularly through personal photos - is the most prominent type of cybercrime in Jordan. This gendered concern surrounding internet usage, coupled with barriers talking to their families or reporting to the police when it concerns crimes impacting honour, or bringing stigma or shame, is the crux of Siren's programming and research focus.

Purchasing products online was a concern for all respondents. However, this should be understood within a context where a very small percentage of people in Jordan use the internet for e-commerce. Indeed, only 6.4% of the adult population in Jordan use debit cards for payments, and only 25% have a bank account.¹⁶

Respondents in Al Mafraq, Eidoun and al Ramtha had the highest concerns across a range of online activities (47%, 46% and 43% of respondents, respectively, reported being concerned about their online safety). These three districts share strong tribal roots in common, compared to Hai Nazzal and Hashmi al Shmali, which are composed of more diverse communities, and where 29% and 32% of respondents, respectively, had concerns about their online safety.

¹⁶ GIZ, GCAP, DMA global (2017), *Paving the way for digital financial services in Jordan*, [accessible online](#)

1.4 Perception of family's safety online



Figure 5. Percentage of respondents, by gender, to report feeling "very safe" or "safe" in response to the following questions: 1) Do you think you are personally safety online? 2) Do you think your family members (of the same gender) are safe online? Do you think your family members (of the opposite gender) are safe online?

While perceptions of personal safety did not differ considerably between genders, **girls and women were more concerned about the safety of other girls and women in their family: only half (51%) considered them to be safe online.** Based on the findings of focus group discussions conducted in November 2020, we expected women to have greater safety concerns than men. These findings prove this. However, it is interesting to note the extent of the difference: women were 27% more concerned than men about the safety of their female family members online. This could be linked to two factors: the same focus group discussions highlighted how women are more likely to initially talk to female members of their family about their concerns. Traditional gender roles inside the immediately family could also influence this, with women traditionally taking the lead in raising children and supervising their online activity.

There were also considerable differences between perceptions of family members' online safety across age groups: **concern for family members' safety grew (compared to own safety) from age 18 onwards, and was particularly significant among the 31 to 40 age group.** This is likely due to the age at which people get married and start their own families, and the increasing sense of responsibility that comes with age. In addition, the age groups 31 to 40 and below are those considered "tech savvy" compared to older age groups: they were teenagers when the internet first became available to the Jordanian public in 1996.¹⁷

¹⁷ Human Rights Watch (1999), *The Internet in the Mideast and North Africa*, last [accessed online](#) 8 March 2021.

People from al Mafrq and al Ramtha had the lowest perception of family members' online safety, echoing the low perception of their own online safety. However, Hashmi al Shmali had the largest distinction between perceptions of one's own safety and the safety of family members of the same gender, with a 14 percentage point difference, followed by Hai Nazzal with a 12 percentage point difference, and Khaldieh and al Ramtha with 10 percentage point difference each.

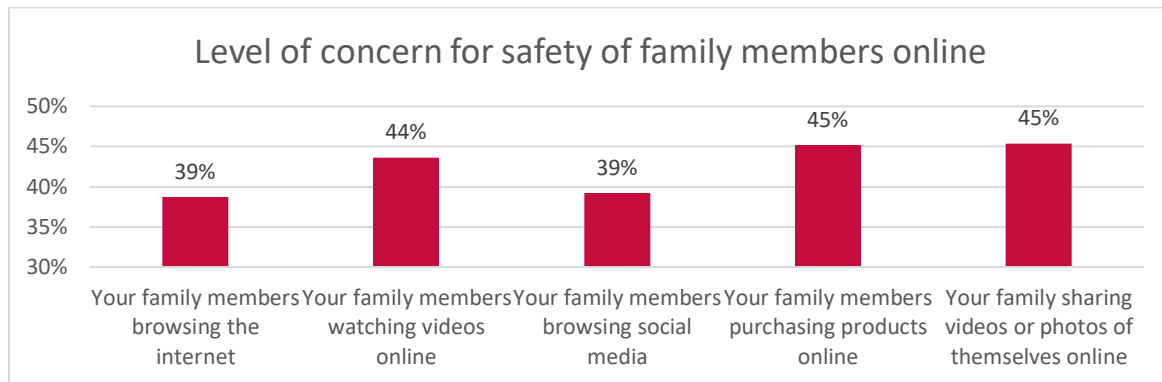


Figure 6. Percentage of respondents who responded with "very concerned" or "somewhat concerned" to the following question: "Digital Safety: what level of concern do you feel in the following:"

As with personal safety, people were most concerned about family members' safety while sharing videos and photos online (45% expressed concern about this). There was not the level of distinction between this and browsing the internet (39% expressed concern about the latter) that might have been expected from qualitative research. Indeed, this could potentially be explained by peoples' perceived capacity to keep family members safe online. While there was significant confidence among respondents (particularly among the youngest age groups) in their ability to keep themselves safe online, this dropped considerably when asked about their ability to keep family members safe. This could perhaps be due to a perception that each person is responsible for their own safety, or alternatively that there is a lack of knowledge of what other family members are doing online.

Respondents from al Ramtha and al Mafrq had the highest level of concern across all sub-components, with an average of 53% of respondents reporting being concerned about family members' online safety. Al Khaldieh and Hai Nazzal registered the lowest levels of concern across all sub-components, with an overall average of 34% and 35%, respectively, reporting being concerned for their family members.

Jordanians were slightly more concerned about the safety of family members online than Syrians (43% across activities, compared to 40%). While less than the average, there was a seven percentage point difference in concern about family members browsing social media: 41% of Jordanians were concerned about this, compared to 34% of Syrians.

Again, respondents aged 61 and above registered the lowest concern across all sub-components. This is likely due to family roles: their children have grown up, and likely have families of their own. Their sense of responsibility - particularly for the online space, for which they have much lower levels of digital literacy - is less than those who are parents of children and youth. Lower perceptions of their own personal online safety could also be linked to lower levels of knowledge of how to use digital tools.

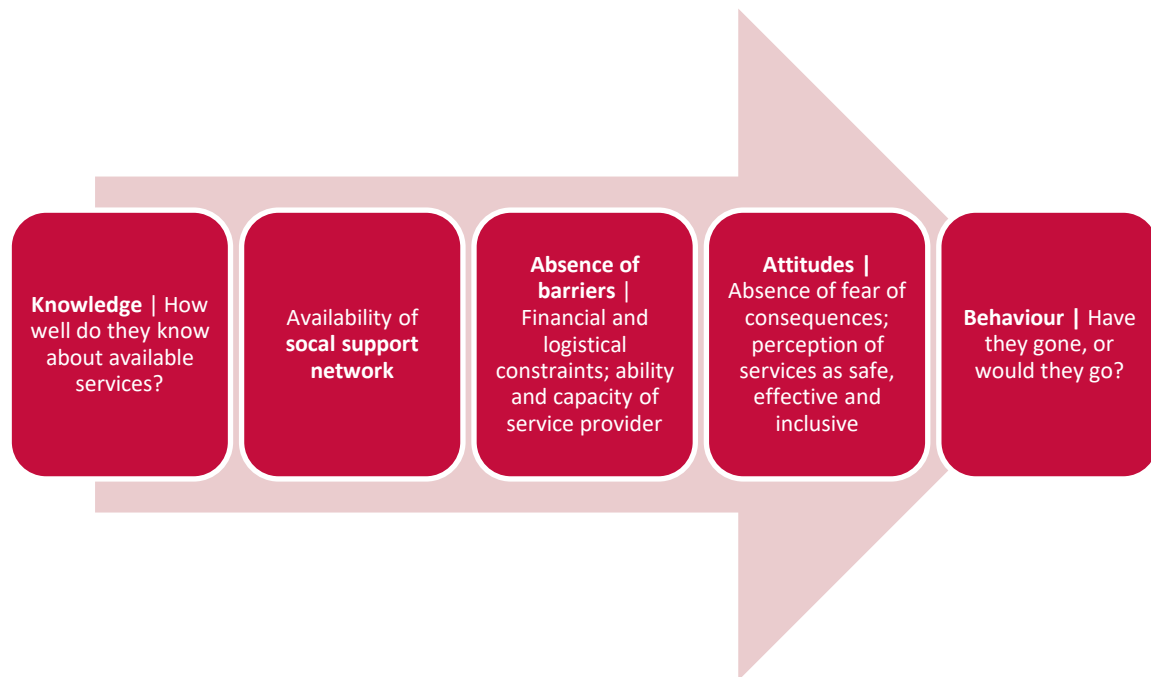
2.0 Access to protection services

A needs assessment conducted by Siren in November 2020 revealed that **key barriers blocking victims of interpersonal cybercrime from accessing services include: a lack of knowledge about the services offered; a lack of trust in and interest to seek out these services; physical proximity and financial capacity to access services; and the presence or absence of social support mechanisms and networks that are free from anticipated or experienced stigma and shame.** This survey sought to quantify the importance of these different factors.

We considered both formal (PSD) and informal options (CBOs) for reporting and/or seeking help. While the Family Protection Department (FPD) and Cybercrime Unit (CCU) are mandated to provide services to victims of interpersonal cybercrime, as well as victims of online-SGBV or secondary SGBV, police units do not have the ability or capacity to cover the entire population.¹⁸ Indeed, a central part of the PSD's strategy is community engagement, for example, through the Community Police Unit, police-community engagement mechanisms (such as local security councils) and the *Friends of the Police* programme. Through these mechanisms, the PSD can spread key community safety messages, better understand safety trends, and work with local CBOs to solve issues before or as they arise.

Yet, the following section shows that, despite there being good knowledge about police units, there is little knowledge of the capacity of CBOs to support victims of cybercrime.

¹⁸ According to the Council of Europe definition "*Secondary victimisation occurs when the victim suffers further harm not as a direct result of the criminal act but due to the manner in which institutions and other individuals deal with the victim*" ([European Institute for Gender Equality](#)). In the case of the current research being conducted by Siren into the experiences of victims of online SGBV and other interpersonal cybercrimes, secondary victimisation could be caused by victim-blaming language of family, community or services providers. It can, in some cases, even constitute secondary SGBV issues or even crimes, and include domestic violence, social isolation, reputational defamation, etc.



2.1 Knowledge | Do people know about available services?

Forty three percent of people in the targeted districts had positive perceptions about the availability/accessibility of informal and formal protection services.¹⁹ The knowledge of different protection services was slightly higher among men than women (46% of men said they were aware of them, compared to 40% of women), and among Jordanians than Syrians (44% to 41%). Forty five percent of youth knew about different protection services.

Respondents from al Ramtha had the most positive perception of the availability/accessibility of protection services (53%), followed by al Mafraq (48%), al Khaldieh (45%), Hay Nazzal (44%) and Hashmi al Shmali (35%).

Formal protection services include the FPD and the CCU. Informal protection services refer to the range of legal, psychosocial or technical services offered by civil society organisations. **Across all locations, ages, genders and nationalities, people were, by far, more aware of police-provided protection services than those provided by CBOs (69% to 34%).**

¹⁹ Combination of responses "yes" and "somewhat familiar to the question: "Do you know about or have you heard of the following options to report or seek help for a cybercrime"

Knowledge of police units that deal with interpersonal cybercrime

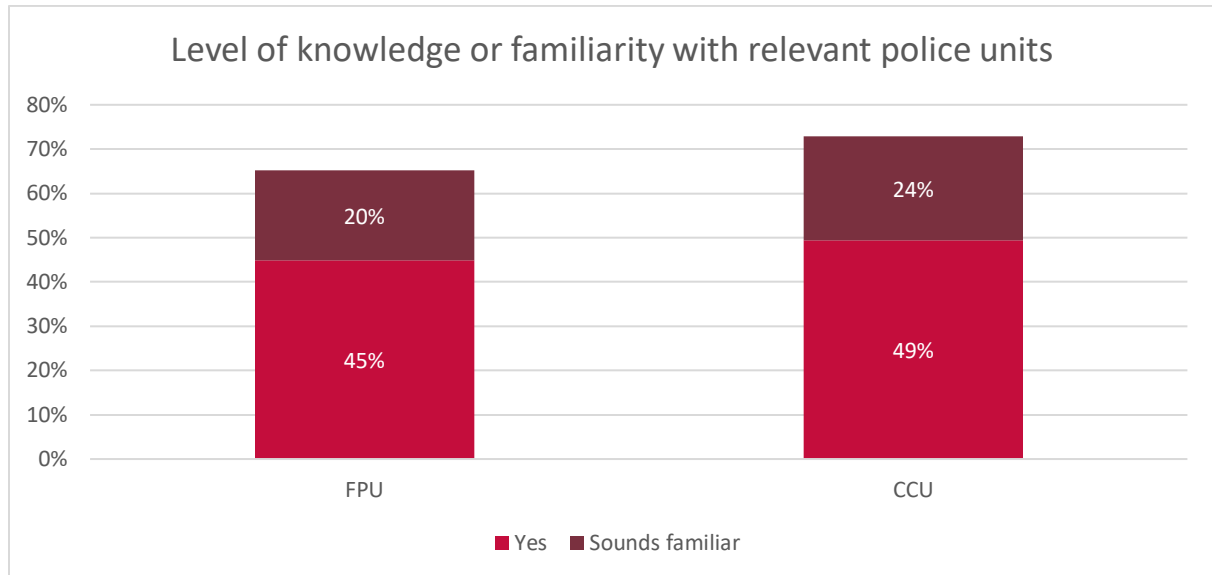


Figure 7. Percentage of respondents who response with "yes" or "sounds familiar" to the following question: "Do you know about or have you heard of the following options to report or seek help for a cybercrime?"

Three-quarters (73%) of people surveyed had knowledge of the PSD's CCU; and 69% had knowledge of the FPD.

Eighty percent of men in target districts had heard about the CCU, compared to 66% of women. In comparison, knowledge about the FPD was very similar between both genders. This is unsurprising, given the FPD's mandate for dealing with SGBV, outreach targeting girls and women, and the above-average ratio of police women to men compared to other policing units.

Seventy three percent of Jordanians were aware of relevant police units compared to 59% of Syrians. This difference in knowledge was particularly pronounced when it came to the CCU, which Jordanians were 41% more likely to know about than Syrians. The increased knowledge about the FPD among Syrians is likely due to the external outreach the FPD has done through UNHCR, NGOs and other organisations toward refugee communities. This suggests that there is strong potential for a similar increase in knowledge - and thus access - if similar information and coordination mechanisms were put in place for cybercrime protection concerns.

Knowledge of support offered by CBOs for interpersonal cybercrime

While two-thirds of respondents were aware of the key police units providing services for victims of interpersonal cybercrime, awareness of the services offered by civil society organisations was significantly lower. Indeed, awareness of CBO protection services that victims of cybercrime could access averaged 34%.

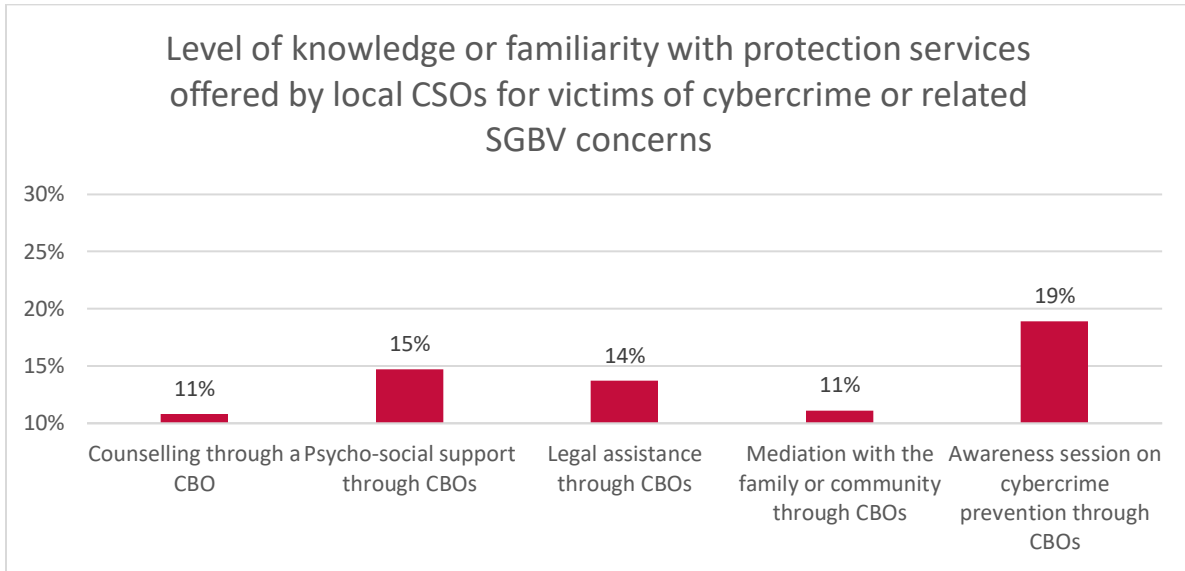


Figure 8 Percentage of respondents who responded with "yes" to the following question: "Do you know or have you heard of the following options to report or seek help for a cybercrime (informal options)"

Boys and men had greater knowledge about CBO services than girls and women (15% compared to 12%). Syrians and Jordanians had similar levels of knowledge about available CBO services.

2.2 Social Support Networks

Discussing cybercrime with family, neighbours and community

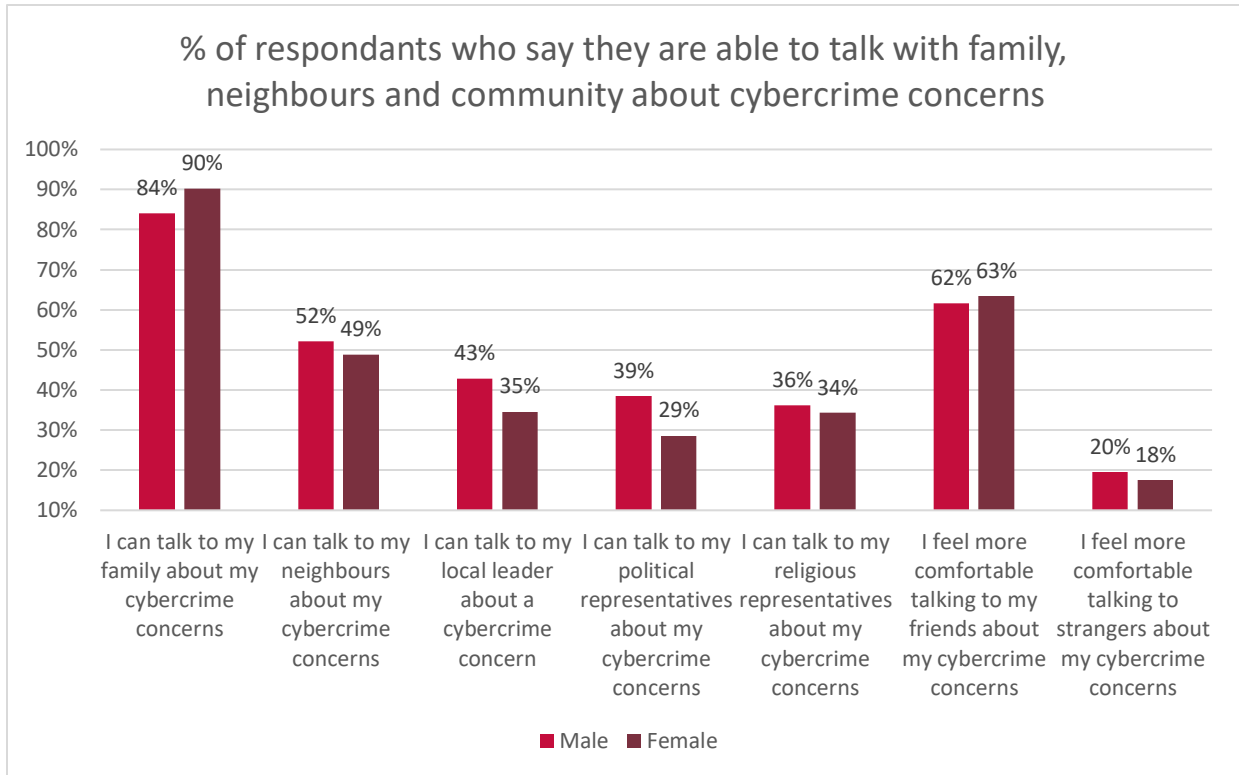


Figure 9. Percentage of respondents who answer "strongly agree" or "agree" to the following question: "To what extent do you agree with the following statement(s):"

Respondents were more likely to feel comfortable discussing cybercrime, or seeking help from others, if they were close to the confidant. Family members and then friends were the preferred confidants, with 87% and 63% of respondents, respectively, saying they would approach them for help.

That said, the respondents were asked if there were any cybercrime-related issues they would feel reluctant to share with their families. The top three issues among those issues were honour-related topics (21%); verbal, physical or sexual harassment (20%); and blackmail (18%). Initial qualitative research found these as the types of crime most likely

to create secondary protection issues, and for which people - particularly women - find it most difficult to go to the police.²⁰

Only one third of respondents felt comfortable talking to local leaders, political and religious representatives about their cybercrime concerns. This comfort level was slightly higher among boys and men than girls and women (39% to 33%, respectively, felt comfortable talking to these individuals), and higher among Jordanians than Syrians. As a comparison, 19% of people felt comfortable talking to strangers.

There was little difference between ages in terms of their comfort talking to their family members about cybercrime. That said, this should be contextualised with the findings above, which revealed a reluctance among respondents to talk to their families about cybercrimes that impact their honour, involve verbal/sexual harassment, or blackmail.

Who would people choose to accompany them when reporting a cybercrime?

Eighty eight percent of women said they would report a cybercrime to the police when accompanied by a family member, compared to 42% of men. Forty percent of men would go alone, compared to only 8% of women. This echoes Siren's prior qualitative research, which found that women would not go to the police on their own and nearly always preferred to be accompanied by a male family member to do so.

²⁰ In a similar vein, respondents were asked about the types of issues, related to cybercrime that they would feel reluctant sharing with their communities. The top three issues were honour-related issues or topics at 26.7%, respondents not willing to share anything with their community at 18.8% and private life or family issues at 18.0%.

2.3 Factors impacting decisions to access police and CBO services

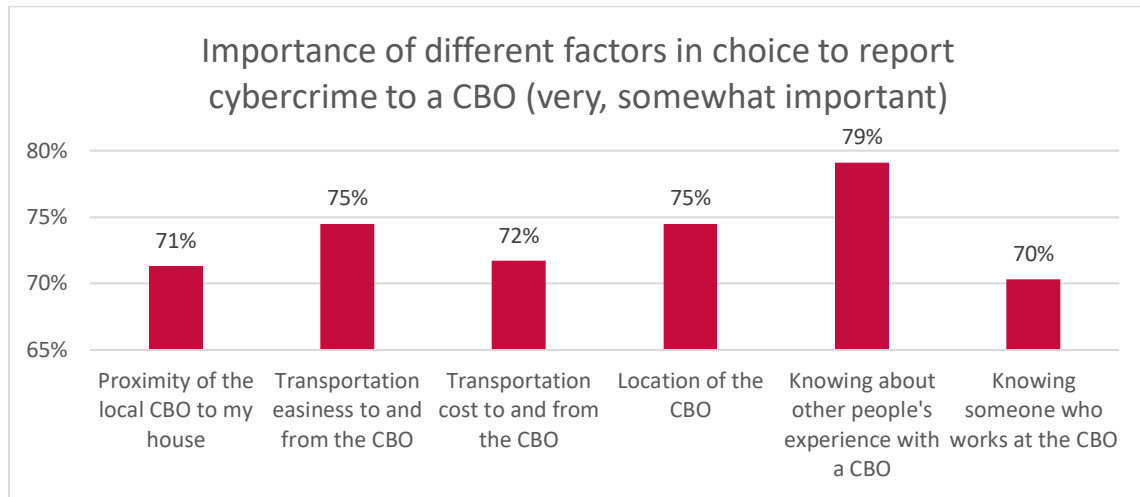
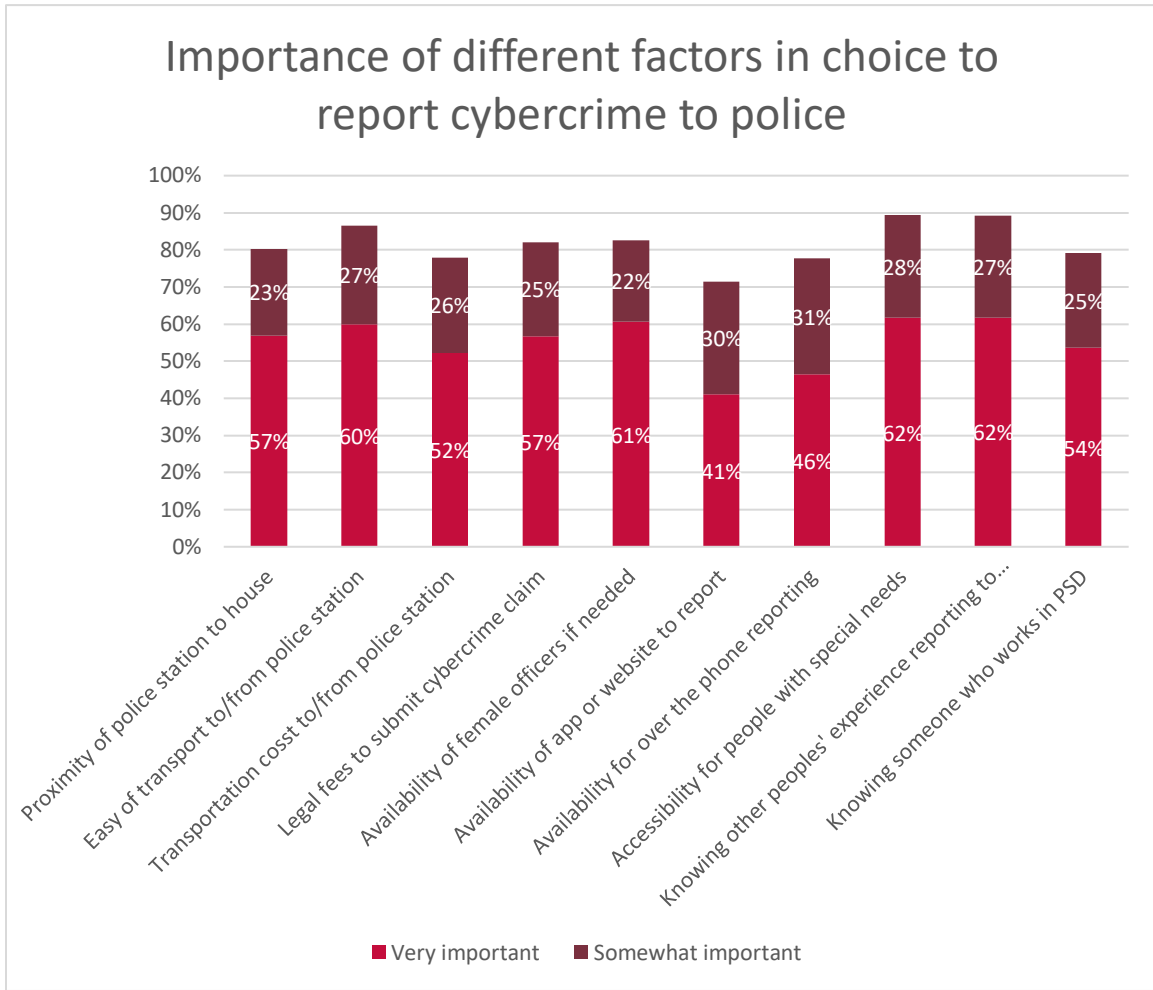


Figure 10. Percentage of respondents who respond with "very important" or "important" to the following question: "If you want to seek help from a local CBO for a cybercrime, how important is each of the following:"

Figure 11. Percentage of respondents who respond with "very important" or "important" to the following question: "If you want to report a cybercrime to the PSD, how important is each of the following:"

People were less concerned about different factors when it came to deciding whether they would access CBO services. This is likely due to the low knowledge of available services and the preference to go to the PSD.

Women gave greater importance to every consideration (average of 78% between factors involved in their choice, compared to 69% for men). Compared to Jordanians, Syrians felt more constrained by a range of geographic, social and institutional factors when deciding whether to seek help from CBOs (average importance of 83% for former, 71% for latter). Finally, 14 to 17 year olds placed greater importance on the considerations (average 84%), with a gradual decrease across all ages (importance of considerations averaged 63% among 61+ year olds).



Access for people with special needs

Accessibility for people with special needs was the most frequently cited consideration for respondents (90%) when looking to reporting a cybercrime to the PSD. This was initially surprising, as the vast majority of respondents do not have special needs. However, the data collection company, NABD, confirmed that, during similar opinion polls, such questions regularly score highly. One explanation could be that most families have an elderly member (in addition to potential persons with disabilities) who faces mobility or other physical challenges accessing entities. As such, families have a level of awareness about the needs of these relatives and the question - and thus consideration - becomes personal.

Knowing other peoples' experiences of reporting to the police

Eighty nine percent of respondents said that their knowledge of other people's experiences with the police was an important consideration that would influence their own reporting. This figure stood at 79% when it came to knowledge of other people's experience with CBOs. Women and Syrians placed the most emphasis on these considerations (with an eight percentage point difference for both). Indeed, Siren's research in November 2020 revealed that hearing about negative experiences with the police is a key deterrent for reporting among youth and Syrian refugees in particular.

Proximity of services and ease of transport

Ease of transport to the police (stated as an influence on reporting by 87% of respondents) and to CBOs (stated by 75% of respondents), was the next most frequently cited factor influencing reporting patterns, followed by the proximity of the police (stated by 80% of respondents) and CBOs (stated by 71% of respondents). There was little difference by gender, age or nationality.

Availability of female officers

Eighty three percent of respondents said that the availability of a female police officer would be an important factor in their choice to report a cybercrime. This rose to 89% for women - a 12 percentage point difference between genders. It was particularly important for people from al Mafraq (86%), but less so for those from Eidoun (73%). It was most frequently cited as an important factor by those aged 31-60 years old. There was little difference between nationalities.

Costs involved

Transportation costs were a much more frequently cited influencing factor among Syrians (88% said they were important) than among Jordanians (75%). Similarly, costs involved with paying legal fees to submit a claim were very or somewhat important for 92% of Syrians and 80% of Jordanians. This difference might be as Jordanians are more aware of procedures for reporting a crime, and thus know that there are no costs involved in filing a complaint with the police.

Knowing someone who works in the PSD

During focus group discussions, we heard several stories of people consulting a family member who works in the police for advice on how to proceed. Knowing individuals in the police or CBOs again came out as an important variable influencing reporting patterns for 79% of respondents, although this could well be for consultation only, not as a means or condition to reporting.

Availability of option to report by phone, app or website

Seventy two percent of people deemed it important to have the option to report to the police or seek help by phone, website or an app, which - while high - was one of the least frequently cited considerations. Triangulation of the responses to different survey questions shows that people are more willing to report to the police in person than by remote means. Nevertheless, this is not an insignificant number: while there is wide internet coverage and smart phone usage throughout Jordan, there are few e-governance structures, and the use of ICT tools and platforms for public services and CBOs remains extremely low.

The preference of both men and women was to report or seek help from key PSD units in person. However, while female respondents were less willing to go in person to the CCU or FPD than male respondents (10 percent point difference for former, four percentage point difference for latter), women were slightly more willing to contact the police by phone, website or a smart phone app than men were. This is likely connected to the constraints women face travelling, and the low community acceptance for women to go to police stations alone: remote options are likely to be more acceptable for women who wish to remain discrete about their case, and prefer not to have a family member involved. People aged 61 and above were much less willing to use a phone, website or app than other ages (51% compared to 67% on average), again, likely reflecting lower ICT usage among this age group.

2.4 Attitudes | How do individuals feel about accessing services?

Fear of consequences

The low level of reporting for women who are victims of crimes that might bring shame on themselves or their families has been previously documented.²¹ This fear of shame

²¹ For example, see Al Araby article on *Abused children suffer twice with Jordan's culture of shame (2015)* [accessible online](#); Warrick C., (2005), *The vanishing victim: criminal law and gender in Jordan*, Law & Society Review; Neshwiwat F., (2004), *Honor crimes in Jordan: Their treatment under Islamic and Jordanian Criminal Laws*, Penn State International Law Review

and judgement from the community, particularly for women, can be clearly seen from survey findings.

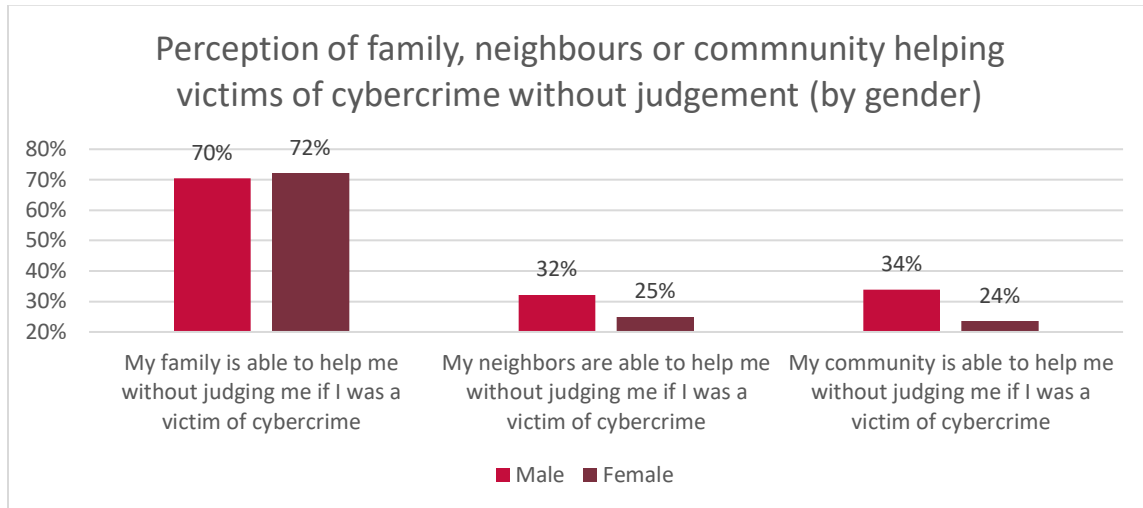


Figure 12. Percentage of respondents who responded "strongly agree" or "agree" to the following question: "To which extent do you agree with the following statement(s)"

While half the respondents (51%) felt comfortable talking to a neighbour about cybercrime (see section 2.2.), only 29% believed their neighbour - or the wider community - would help them without judgement. However, on both accounts, **men felt less risk of judgement than women.**

Perception of services

Seventy one percent of respondents had a positive perception of the performance of local authorities and civil society actors.²² There was relatively little difference for youth (70%), between genders (71% for women, 72% for men), or by nationality (72% for Jordanians, 69% for Syrians).

Positive perceptions of the performance of local authorities and civil society actors were highest in al Khaldieh (83% of respondents had positive perceptions about this), followed by Eidoun (77%), Hay Nazzal (73%), al Ramtha (72%), al Mafraq (71%) and Hashmi al Shmali (69%).

²² This question was asked of persons who responded "yes" to the previous question "Do you know about or have you heard of the following options to report or seek help for a cybercrime"

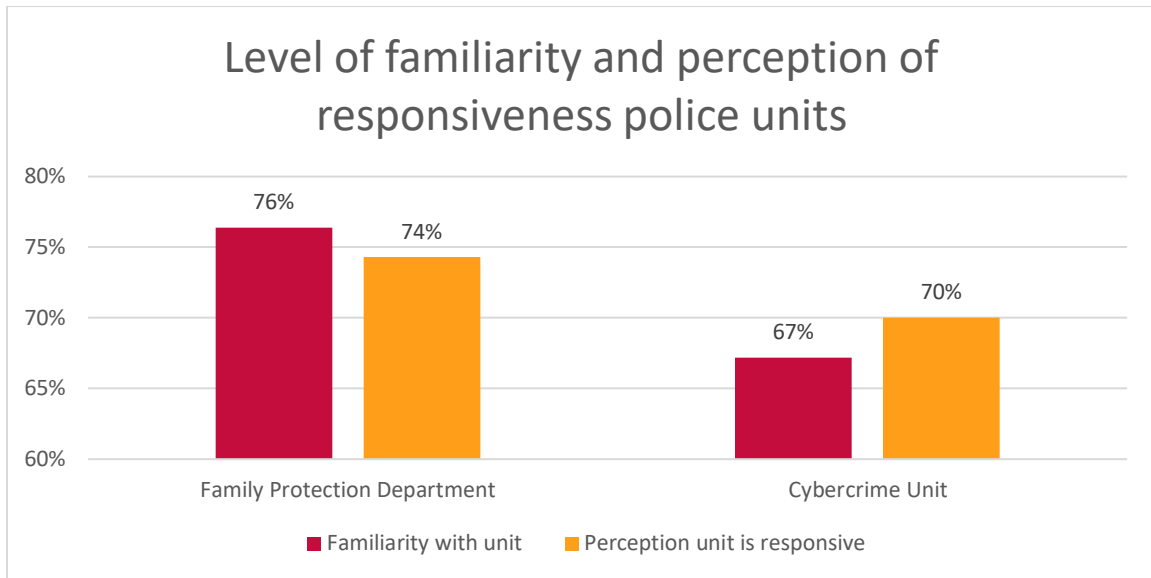


Figure 13 Percentage of respondents who responded "very familiar" or "familiar" to the following question: "To what extent are you familiar with the procedures of reporting a cybercrime / submit a complaint to the CCU or FPD."

People were most familiar with reporting procedures within the FPD (76% were familiar with them), and least familiar with how to report incidents to the CCU (67%). They perceived the FPD to be the most responsive (76%). This is significant, as 97% of people said that the length of time it takes to complete a procedure would be an important factor in deciding whether to access services or not. In an open-ended question, the "responsiveness" of the institution was the top cited important factor.²³

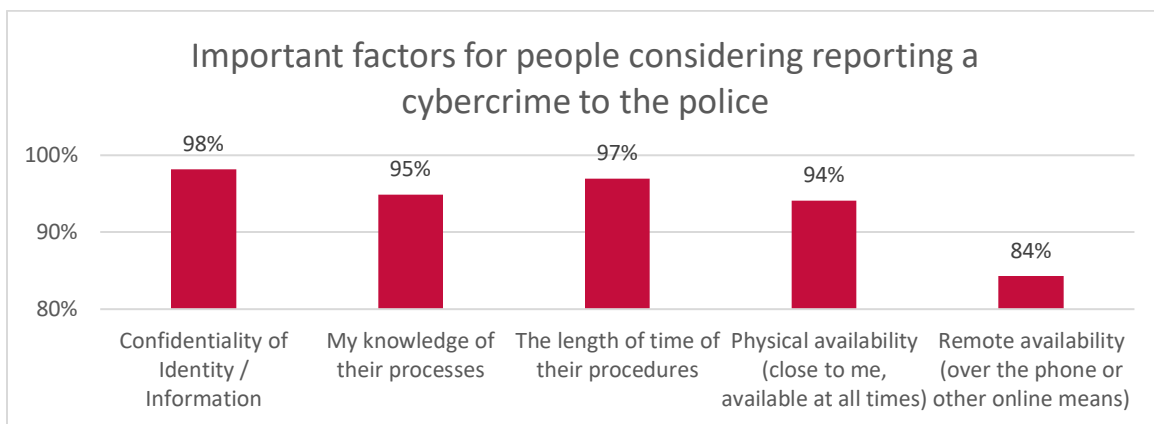


Figure 14. Percentage of respondents who responded "very important" or "somewhat important" to the question: "How important are the following attributes to you if you are reporting cybercrimes to the PSD"

²³ Responses for "important" and "very important" combined

Ninety eight percent of respondents felt that confidentiality of identity and information is an important attribute of the police or a CBO when reporting a cybercrime.²⁴ There were little differences between nationalities, locations, genders or ages. This should be read with an understanding of concern about judgement from neighbours and community (see section 2.4), and concern about secondary SGBV for the victim of cybercrime (see section 1.2)

Finally, respondents were asked to state other factors of importance to them that were not previously mentioned. A fast response was stated as a key factor for 20% of respondents, followed by the resolution of the situation (18%) and then "retaining our rights" (13%).

2.5 Behaviour | What would people do if they became a victim of cybercrime?

What people did when they were victim of cybercrime

Thirty nine percent of people who reported that they or a family member had been a victim of cybercrime said they went to the police, while a third (29%) said they did not do anything. Twelve percent of the victims said they reported the issue to their family (Fig. 15). Among these respondents, more girls and women than boys and men reported the crime to the police or to their family. More boys and men than girls and women reported not doing anything.

²⁴ Responses for "important" and "very important" combined

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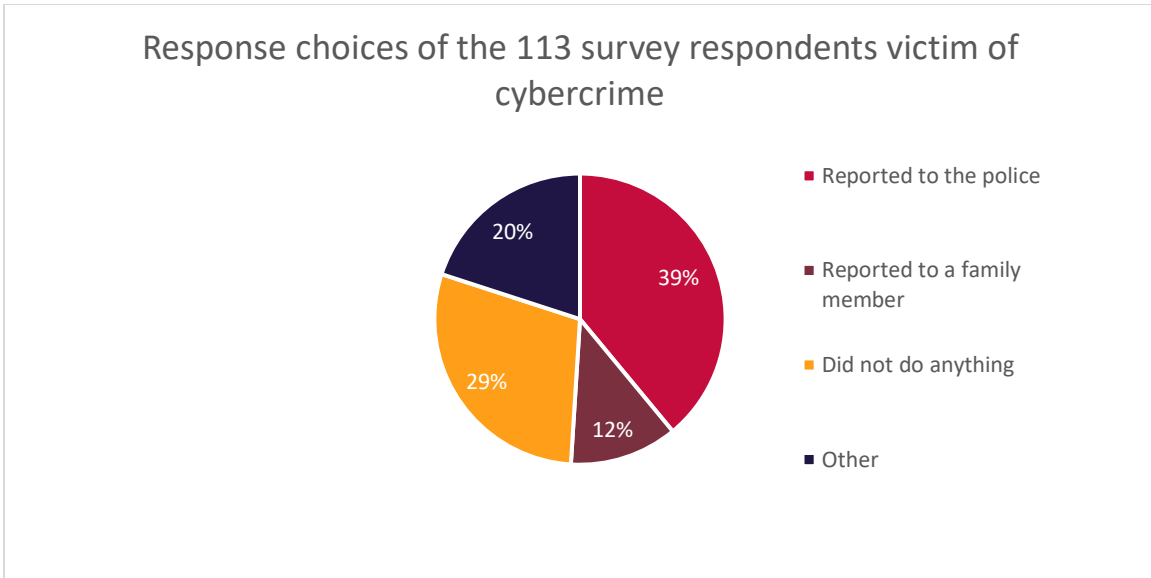


Figure 15 Percentage of respondents sharing what they did when they or a family member were victim of cybercrime.

How willing are people to report cybercrime to a range of actors?

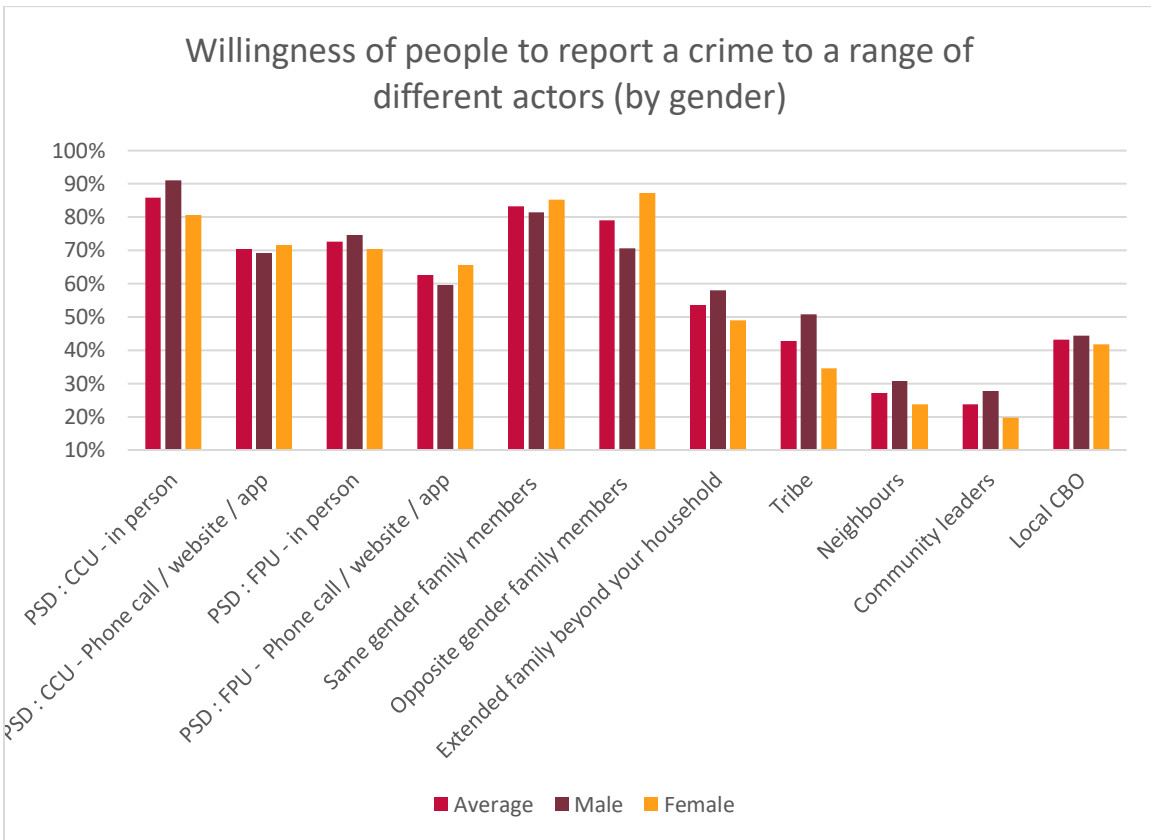


Figure 16. Percentage of respondents who reported being "very willing" or "willing" to the following question: "If you, or one of your family members, became a victim of cybercrime, how willing would you be to report it to/ or seek the help of:"

Eighty six percent of people said that they would be willing to report an issue to the CCU in person if they or family member were a victim of cybercrime. Seventy three percent said they would be willing to report it to the FPD in person. People clearly preferred to report in person, rather than remotely (e.g. through a phone, a website or on an app), although women were more willing than men to use remote options.

This number is clearly significantly higher than the 39% of respondents in the section above who reported that, when they or a family member were actually a victim of cybercrime, they *did* report it to the police. Almost a third of people (29%) said they did nothing. The reason for this discrepancy is not clear from the survey and is worth exploring further.

Eighty one percent of people said they would be willing to report a cybercrime to a family member. This rose to 86% among girls and women (compared to 76% among boys and men). Both genders preferred reporting to male family members than female family members. This should be compared, however, to a specific question asking who people would turn to if they were the victim of online sexual harassment: only 10% of men and 36% of women would turn to their families in this case. **It is clear that the type of cybercrime is a very important consideration for people as they weight their options.**

It is again clear that the results people give when asked a hypothetical question about who they would turn to, compared to the statistics of what people actually *did* when faced with cybercrime, are markedly different: only 12% of people reported the cybercrime to their family when they or another family member were actually a victim of cybercrime.

By comparison, **relatively low numbers of people were willing to seek the help of community leaders, neighbours, or their tribe.** That said, there were slight differences according to age, with older generations more trustful of tribal and community leaders.

Jordanians were more willing to seek the help of the CCU than Syrians, who were more willing to seek the help of the FPD. Respondents aged 31 to 40 were the most willing to report the crime to the PSD among all age groups, compared to those aged 61 or higher, who were the least willing among all age groups.

Respondents aged 14 to 17 were the most willing to seek the help of same-gender family members; whereas, respondents aged 41 to 50 were the most willing to seek help from opposite-gender family members. For both categories, respondents aged 61 or higher were the least willing to seek help.

Respondents were also asked to state if there are other options or entities that they would seek from that were not mentioned; 73.8% of respondents stated that they would seek the help of their friends.

3.0 Perceptions of social cohesion

Respondents were asked to rate the level of understanding and respect they experienced on social media platforms. Over three quarters (77%) of respondents reported high to moderate levels of understanding and respect between online communities. The highest level of understanding among all localities was in Eidoun (87%), while the lowest was in Hai Nazzal (74%). Male respondents felt a slightly higher level of understanding compared to female respondents (77% of boys and men, and 76% of girls and women reported high to moderate levels). More Syrians (84%) reported a higher level of understanding than Jordanians (74%). The highest level of understanding was among those aged 41 to 50 years old (82%), while the lowest was noted among those aged 51 to 60 (68%).

During focus group discussions in November 2020, the Siren team heard from Jordanian participants that dynamics between people from different tribes, or between East Bank tribal families and Jordanians of Palestinian origins, could play out online, with arguments breaking out on media platforms and people projecting their support for political figures or football teams on social media. There was a level of concern, backed up by anecdotal stories, about this leading to physical altercations, which could potentially pull in other members of the tribes. This could be one reason behind the perception among Jordanian respondent of their being lower levels of understanding and respect between online communities.

Respondents were asked about the forms of disrespect they may have faced on social media platforms. The top three incidents related to people not accepting others (28%), verbal abuse (24%), and bullying and criticism (15%).

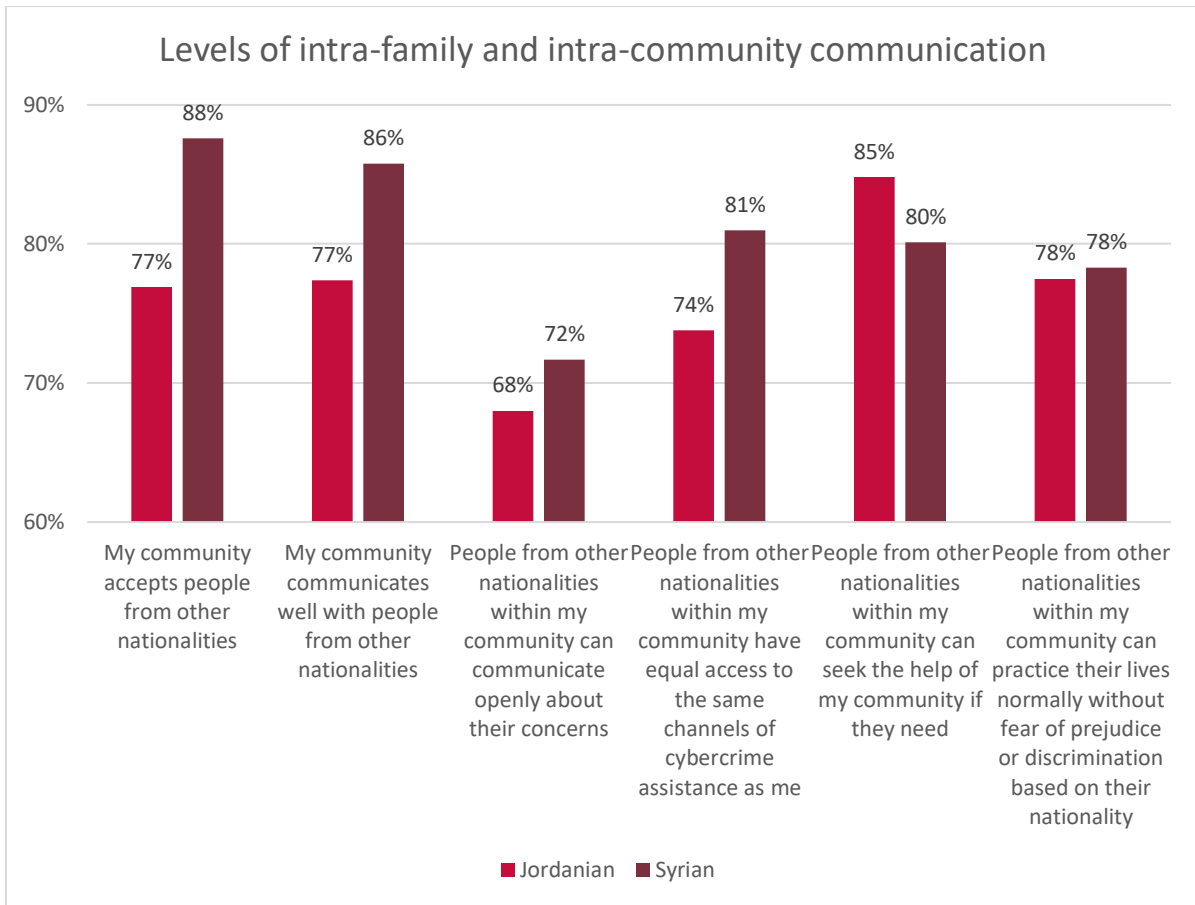


Figure 17. Percentage of respondents who say they "strongly agree" or "agree" to the following question: "To what extent do you agree with the following statement(s):"

Of the social cohesion indicators measured, the lowest scoring one related to the ability of people from different nationalities to communicate openly about their concerns (Fig. 17). Seventy two percent of Syrians and 68% of Jordanians agreed that people of different backgrounds within their community can express their concerns freely. The lowest scores for this measure were recorded among residents in Hashmi al Shmali and Hay Nazzal. Both of these districts in Amman host a diversity of nationalities including Sudanese, Yemeni, Iraqi and Palestinian, in addition to Jordanian and Syrian residents. It is interesting to note that despite this, respondents from the same districts were most likely to agree to the statement: "people from other nationalities can seek the help of my community if needed." This could potentially be a result of the large number of service providers working in these locations.

While al Mafraq and al Ramtha are host to large numbers of Syrian refugees, many are from the same tribal backgrounds as their Jordanian hosts. This clearly impacts refugee-host community relations. This is in contrast to the urban areas of Hashmi al Shmali and Hay Nazzal, where refugees and migrants choose to live primarily for economic reasons.

4.0 Trust in sources of information

The PSD and government are perceived to be - by far - the most trustworthy sources of local information and news for all age groups, nationalities, genders and locations. Ninety percent of respondents saw the PSD as “reliable” or “very reliable”, with 86% of respondents saying the same about the government (Fig. 18). This echoes findings from Siren's focus group discussions in the same locations in November 2020.

Women found television to be the next most trustworthy source of information (72% said it was reliable, compared to 58% of men). Men found tribal figures the most reliable after the PSD and government sources (66% perceived them as reliable, compared to 62% for women).

Tribal figures scored the highest in al Mafraq (70%), and were perceived as more reliable among Jordanians (67% said they were reliable) than among Syrians (54%). Local CBO announcements were more trusted by Syrians (62%) than Jordanians (55%), and least trusted by those aged 61 and above (41%). Less than half of people saw local community representatives (30%), newspapers (39%), social media pages (40%) and online news agencies (45%) as reliable sources of information. Local religious representatives scored significantly higher in al Khaldieh (72%, compared to average of 55%).

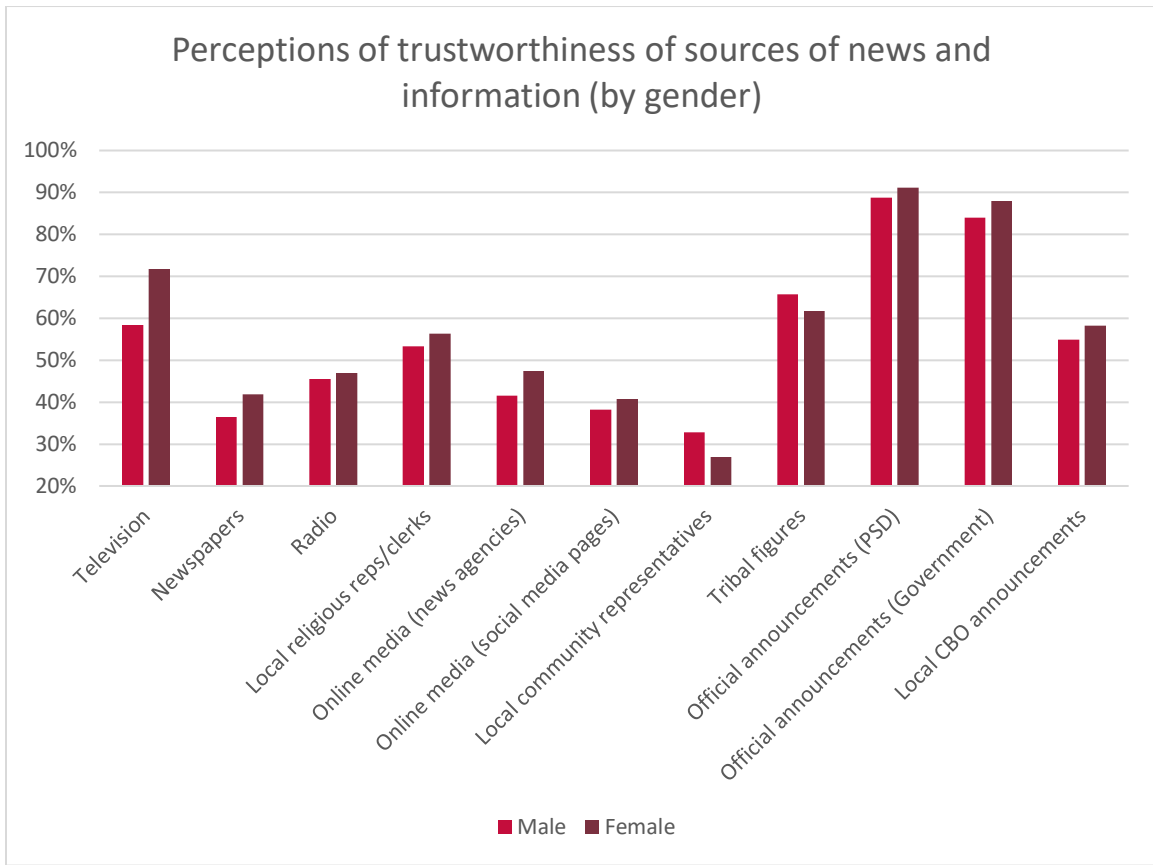


Figure 18. Percentage of respondents who response "very reliable" or "reliable" to the following question: "How reliable are the following to acquire local news or knowledge to you?"

Annex 1

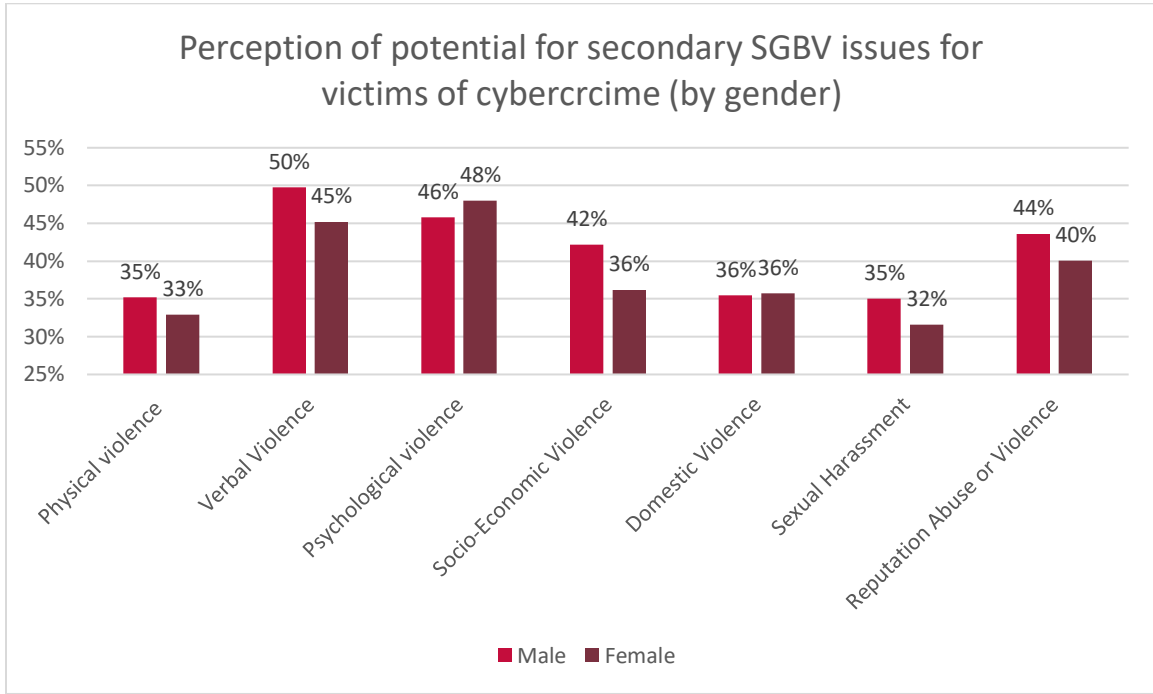


Figure 19. Percentage of respondents, by gender, who answered "yes" to the question: "Do you think cybercrime could cause (to you or your family members) any of the following?"

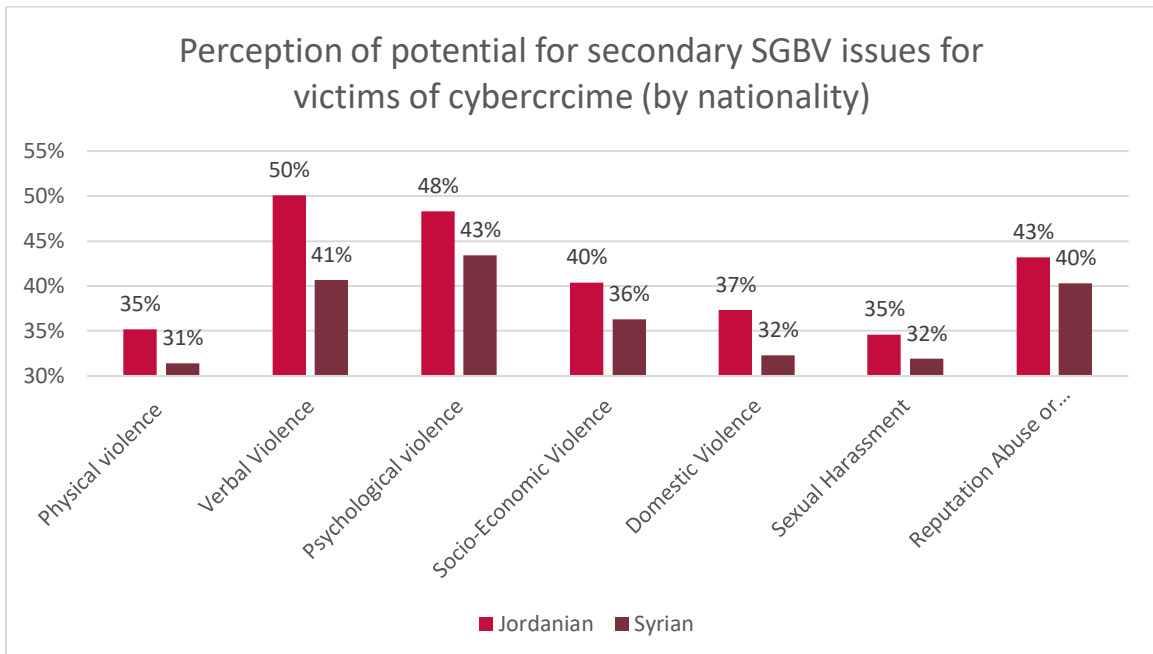


Figure 20. Percentage of respondents, by nationality, who answered "yes" to the question: "Do you think cybercrime could cause (to you or your family members) any of the following?"

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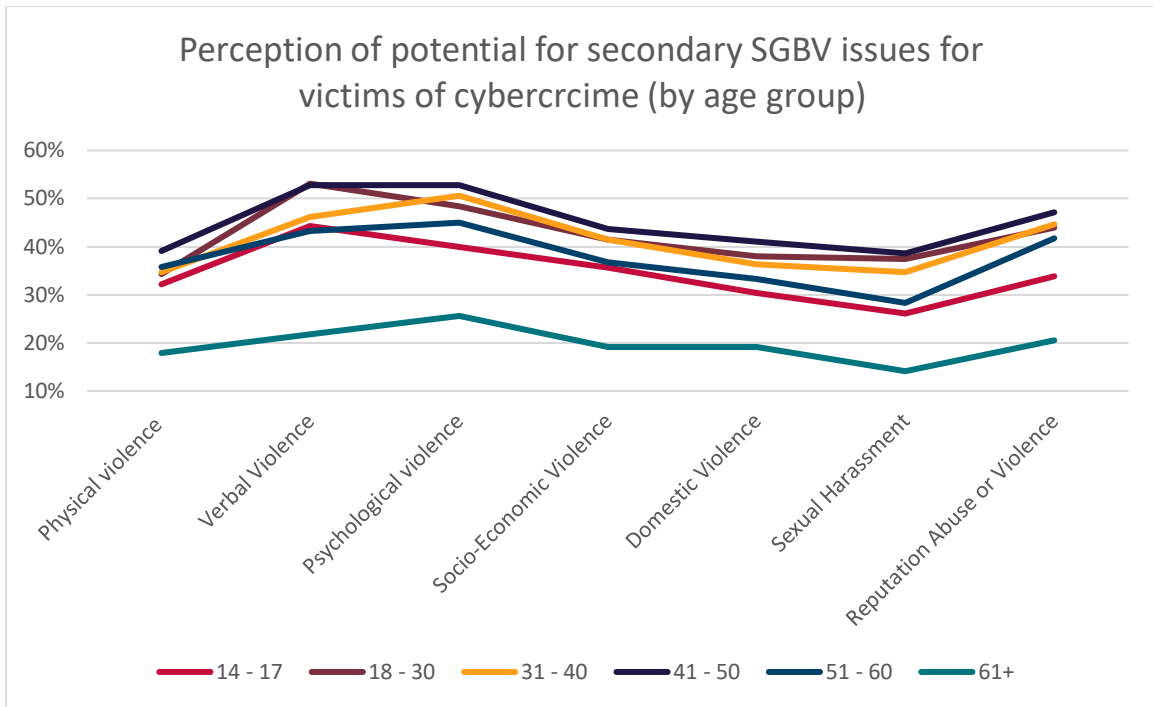


Figure 21. Percentage of respondents, by age group, who answered "yes" to the question: "Do you think cybercrime could cause (to you or your family members) any of the following?"

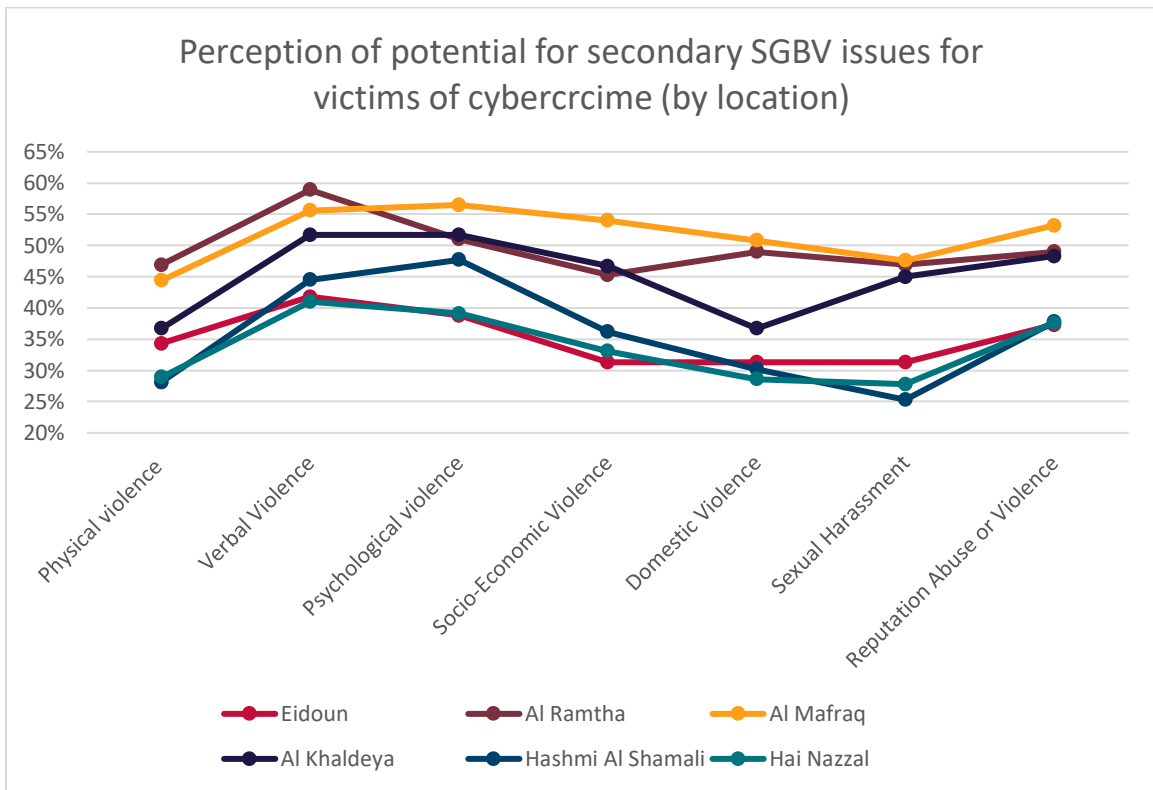


Figure 22. Percentage of respondents who answered "yes" to the question: "Do you think cybercrime could cause (to you or your family members) any of the following?"

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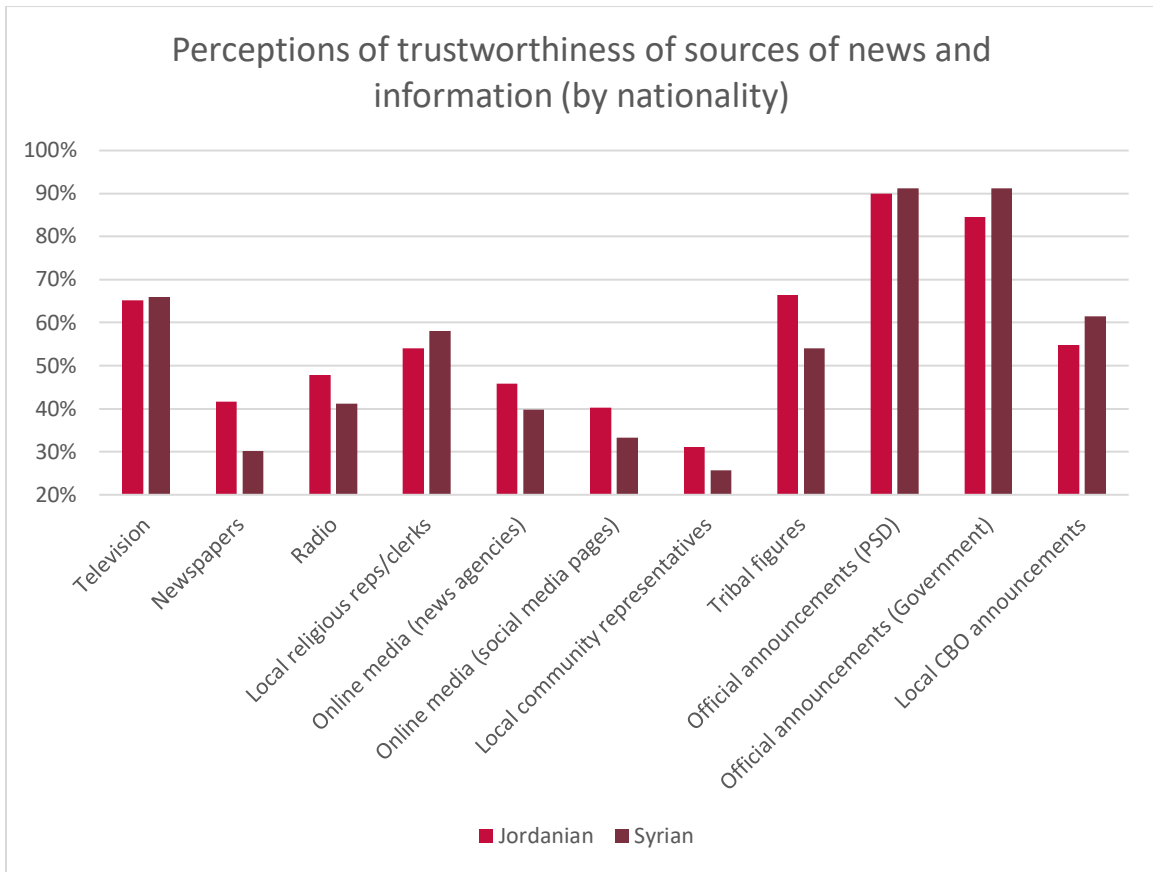


Figure 23. Percentage of respondents who response "very reliable" or "reliable" to the following question: "How reliable are the following to acquire local news or knowledge to you?"

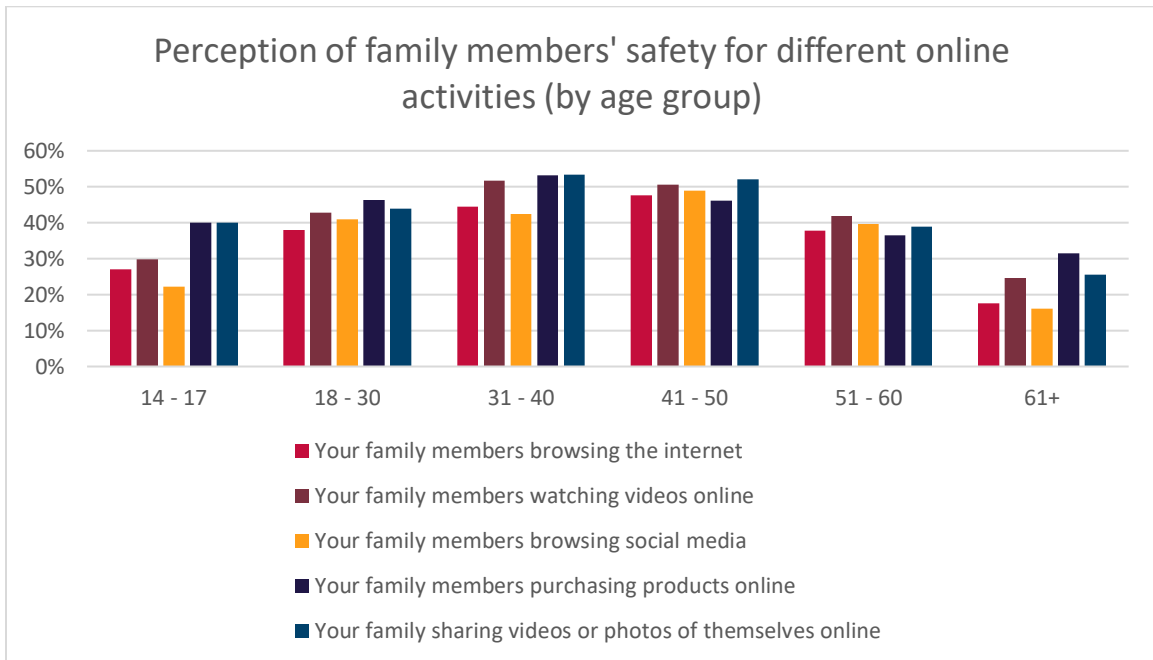


Figure 24. Percentage of respondents who responded with "very concerned" or "somewhat concerned" to the following question: "Digital Safety: what level of concern do you feel in the following:"

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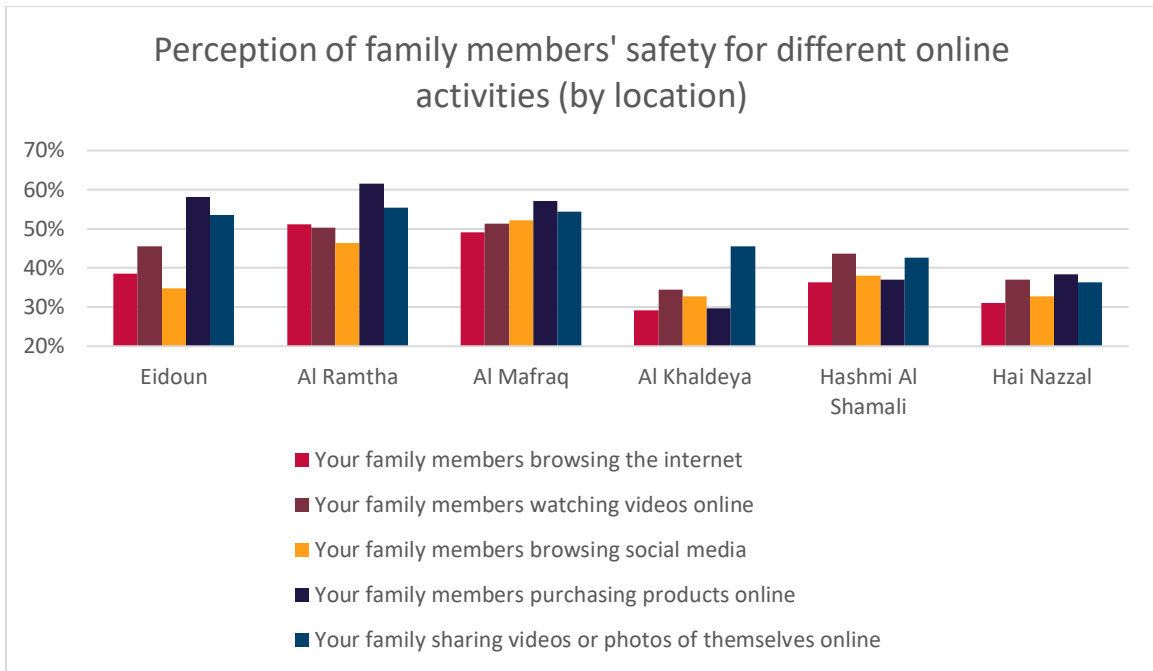


Figure 25. Percentage of respondents who responded with "very concerned" or "somewhat concerned" to the following question: "Digital Safety: what level of concern do you feel in the following:"

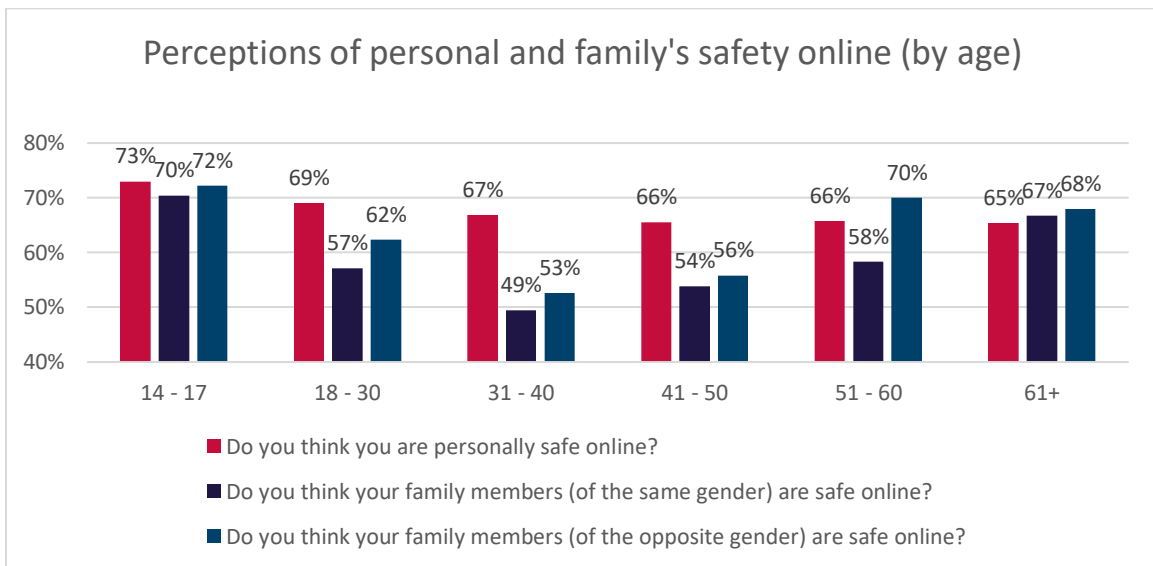


Figure 26. Percentage of respondents who feel "very safe" or "safe" in response to the following questions: 1) "Do you think you are personally safe online?" 2) "Do you think your family members (of the same gender) are safe online?" 3) "Do you think your family members (of the opposite gender) are safe online?"

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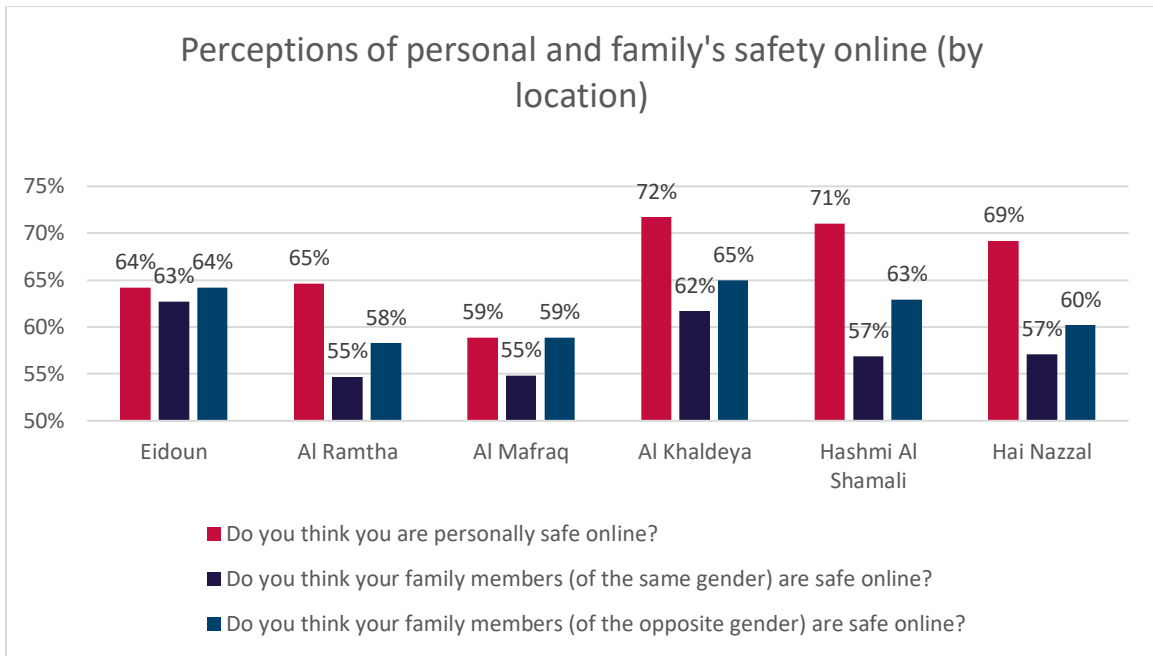


Figure 27. Percentage of respondents who feel "very safe" or "safe" in response to the following questions: 1) "Do you think you are personally safe online?" 2) "Do you think your family members (of the same gender) are safe online?" 3) "Do you think your family members (of the opposite gender) are safe online?"

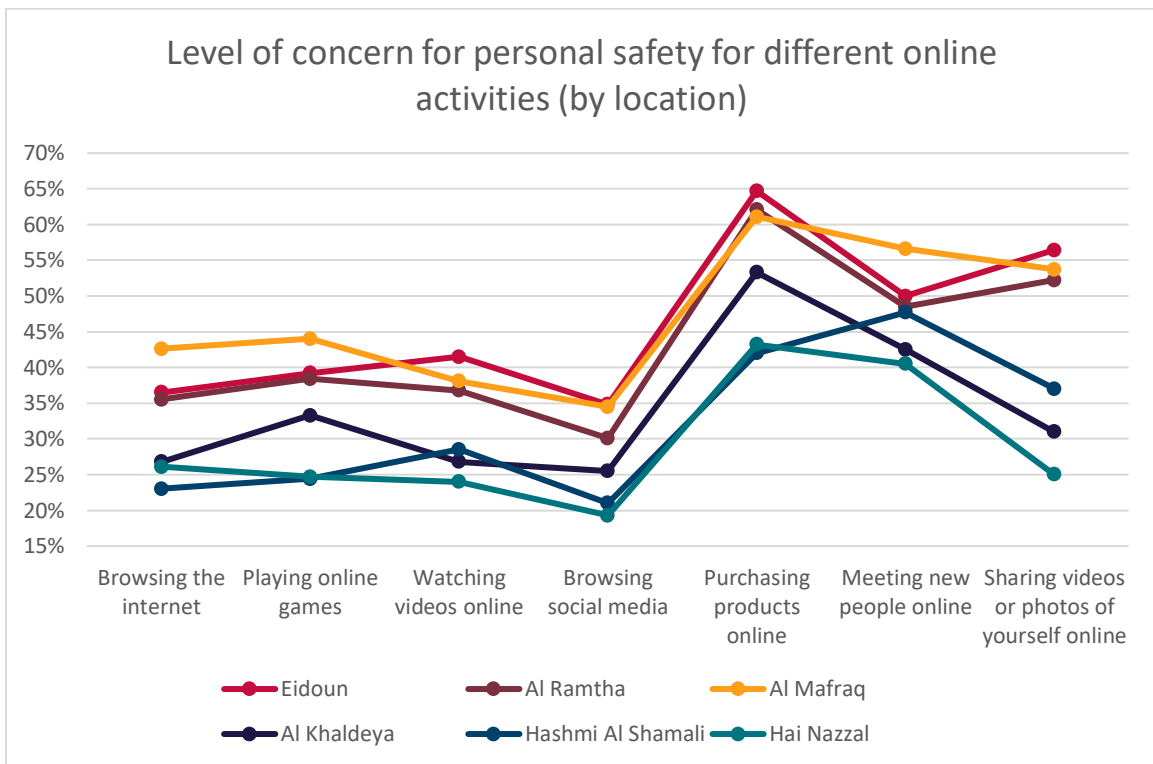


Figure 28. Percentage of respondents who responded with "very concerned" or "somewhat concerned" to the following question: "Digital Safety: what level of concern do you feel in the following:"

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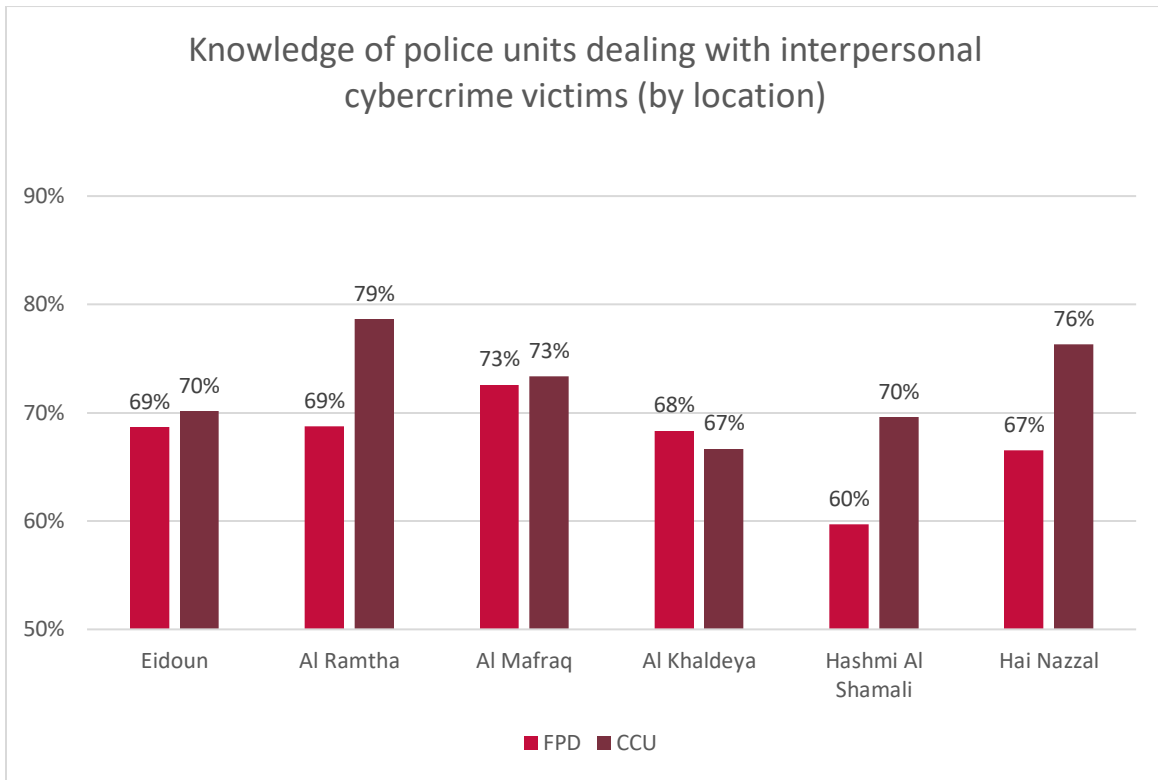


Figure 29. Percentage of respondents who response with "yes" or "sounds familiar" to the following question: "Do you know about or have you heard of the following options to report or seek help for a cybercrime?"

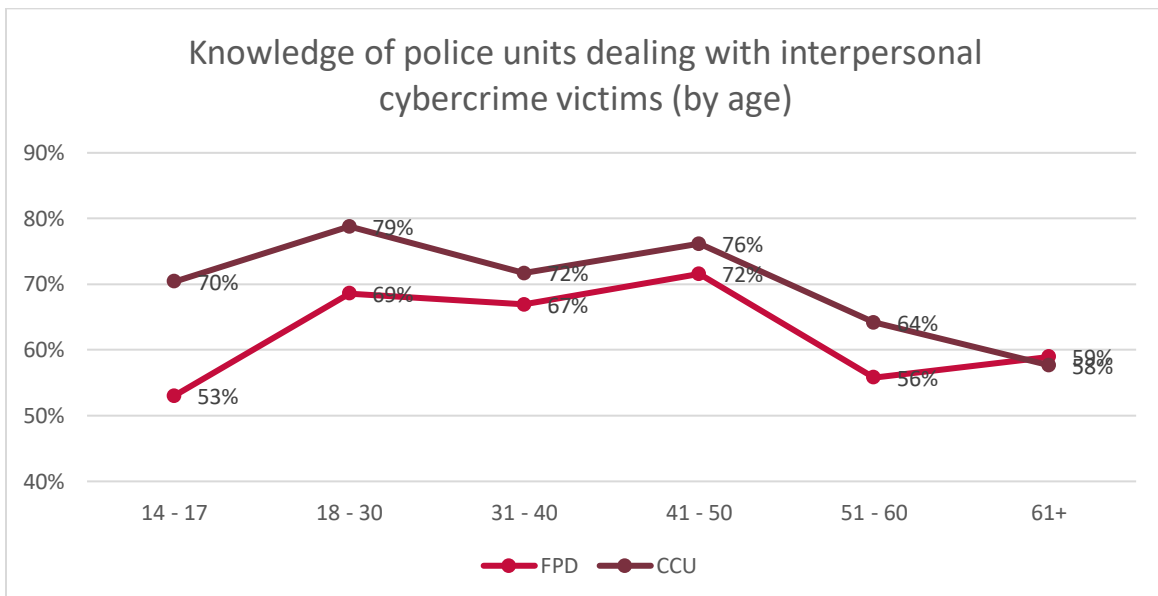


Figure 30. Percentage of respondents who response with "yes" or "sounds familiar" to the following question: "Do you know about or have you heard of the following options to report or seek help for a cybercrime?"

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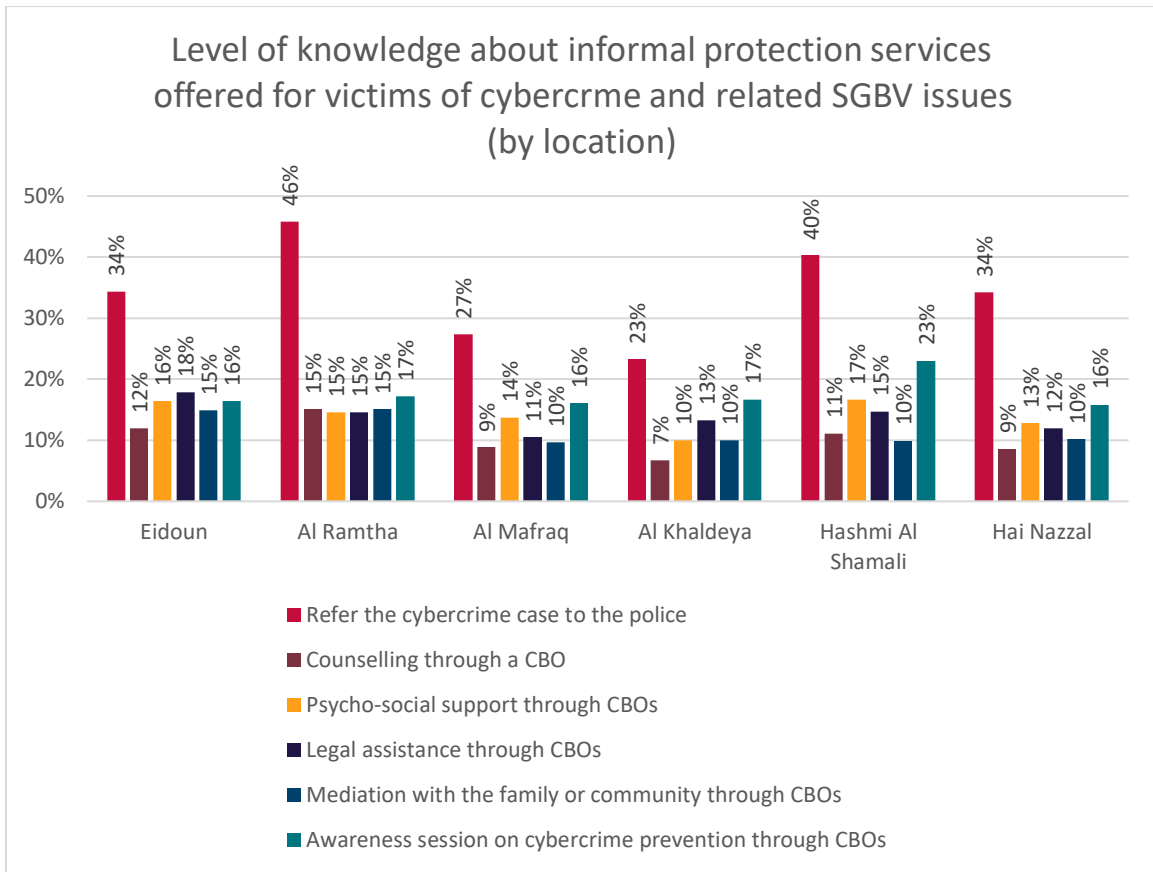


Figure 31. Percentage of respondents who responded "yes" or "sounds familiar" in response to the question: "Do you know or have you heard of the following options to report or seek help for a cybercrime (informal options)"

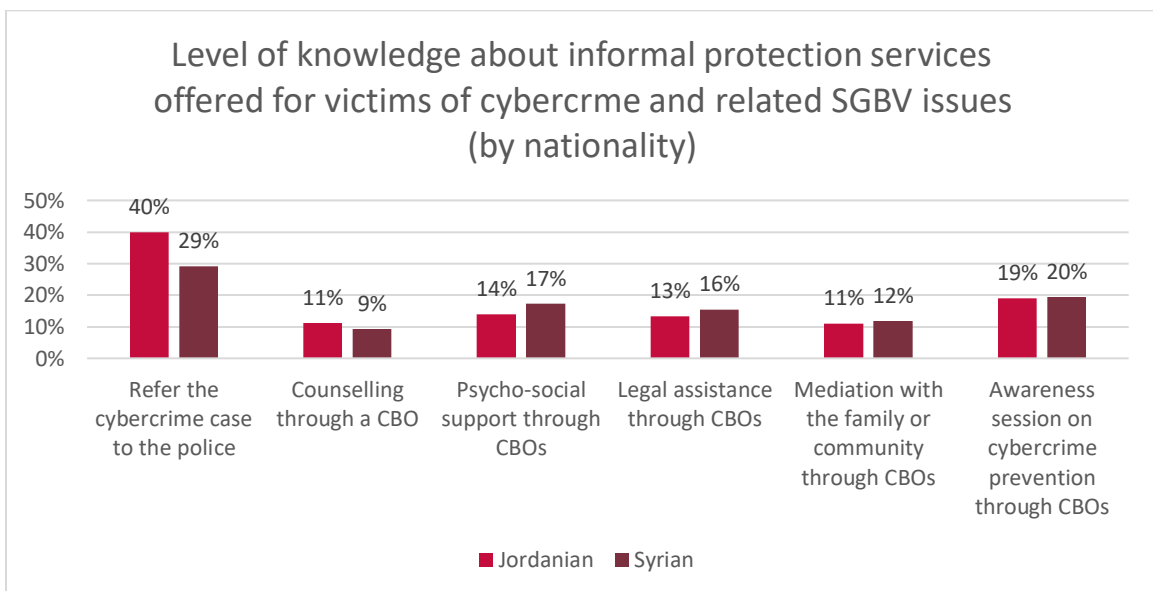


Figure 32. Percentage of respondents who responded "yes" or "sounds familiar" in response to the question: "Do you know or have you heard of the following options to report or seek help for a cybercrime (informal options)"

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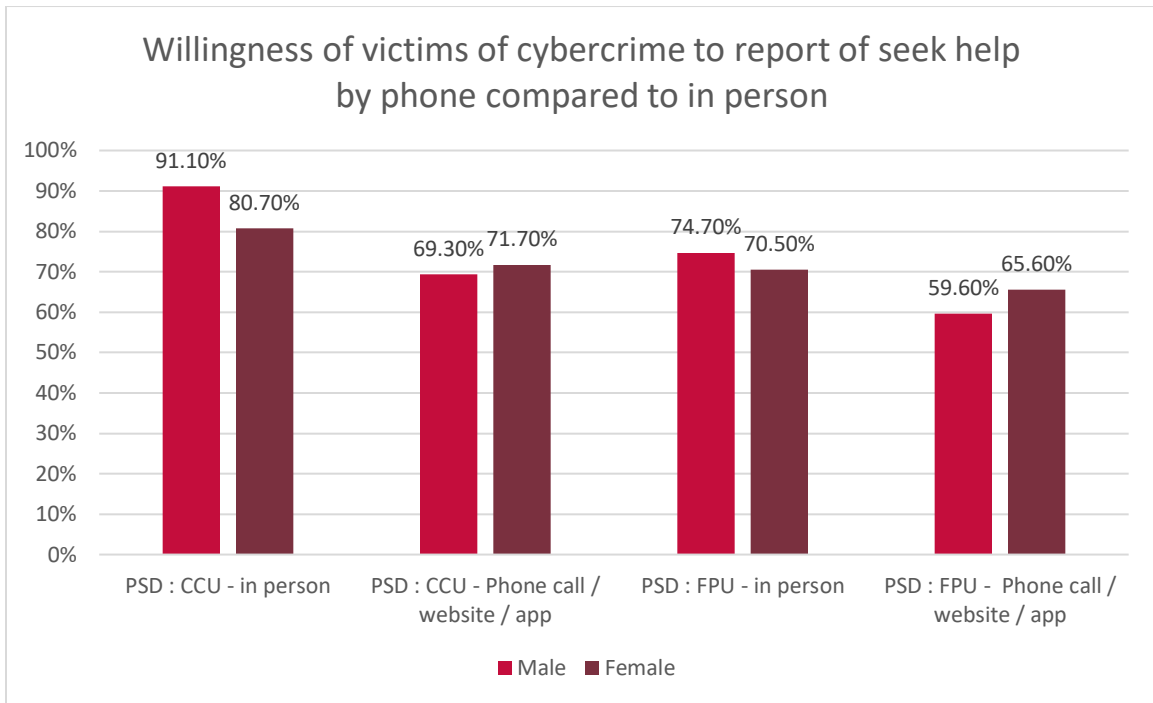


Figure 33. Percentage of people who reported being "very willing" or "willing" in response to the question: "If you, or one of your family member, become a victim of a cybercrime, how willing are you to report it to/ or seek the help of:"

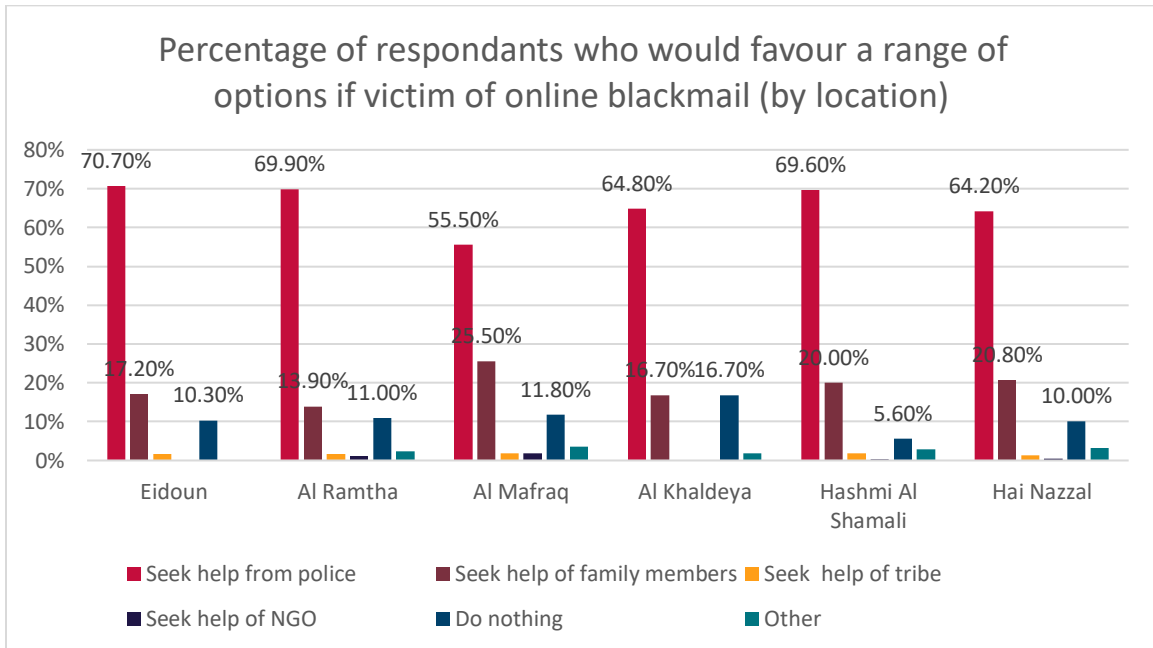


Figure 34. Percentage of people who selected one of the available options when asked the question: "If you or one of your family members have been, god forbid, a victim of a harassment via social media what would you do?"

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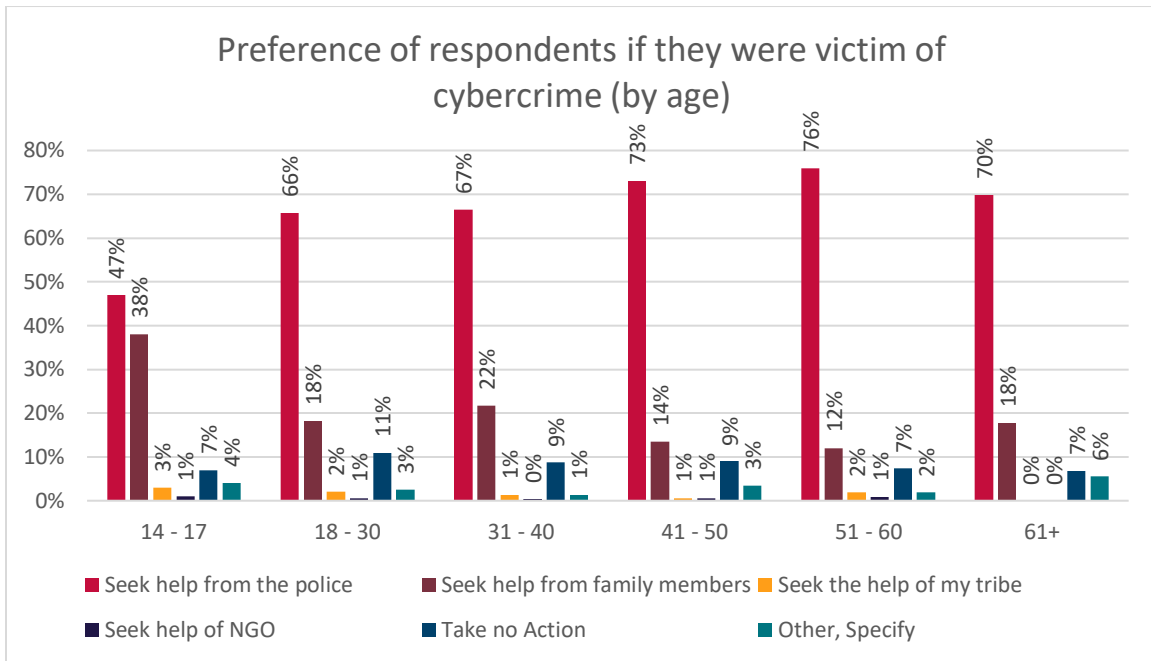


Figure 35. Percentage of people who selected one of the available options when asked the question: "If you or one of your family members have been, god forbid, a victim of a harassment via social media what would you do?"

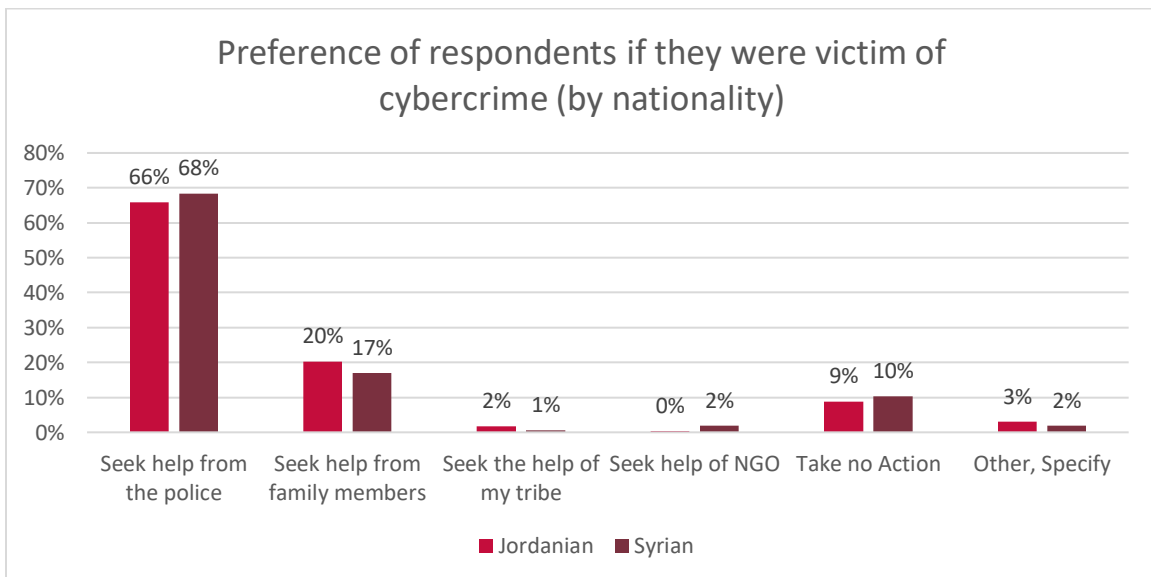


Figure 36. Percentage of people who selected one of the available options when asked the question: "If you or one of your family members have been, god forbid, a victim of a harassment via social media what would you do?"

Expanding the Protection Space - Project Baseline Report

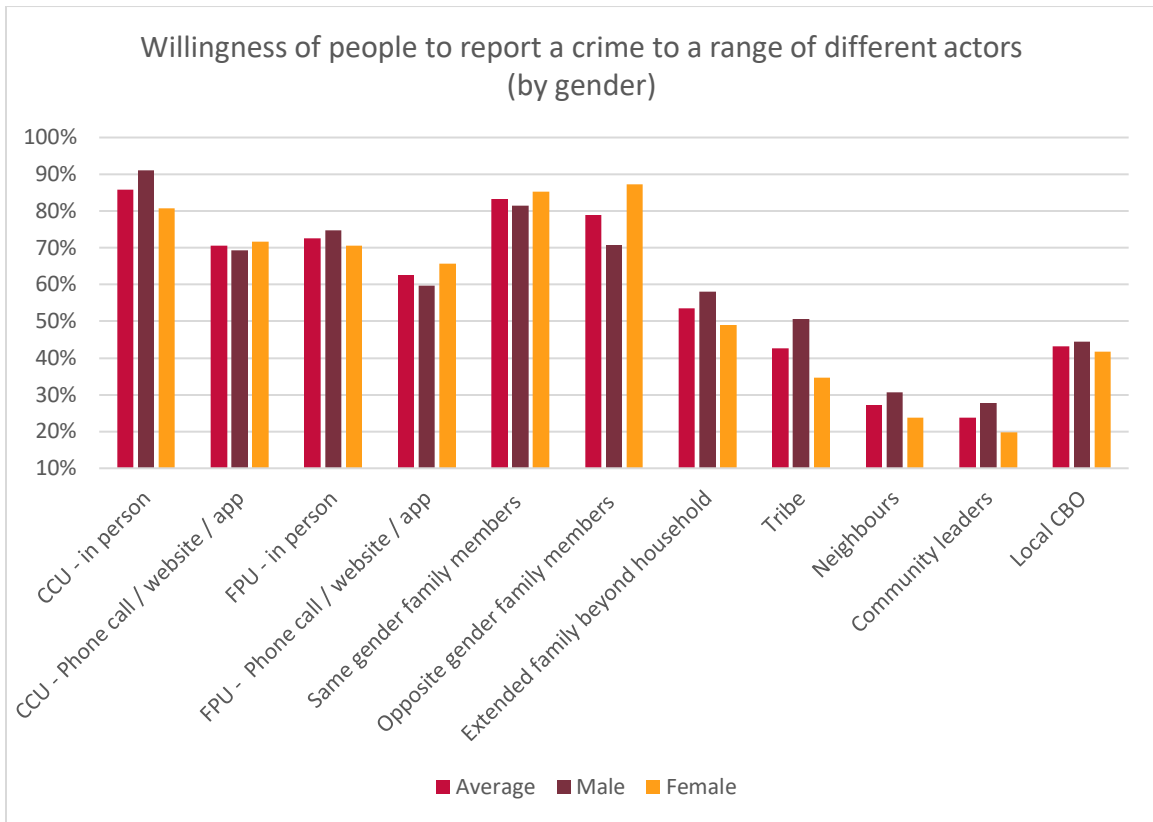


Figure 37 Percentage of people who reported being "very willing" or "willing" in response to the question: "If you, or one of your family member, become a victim of a cybercrime, how willing are you to report it to/ or seek the help of:"

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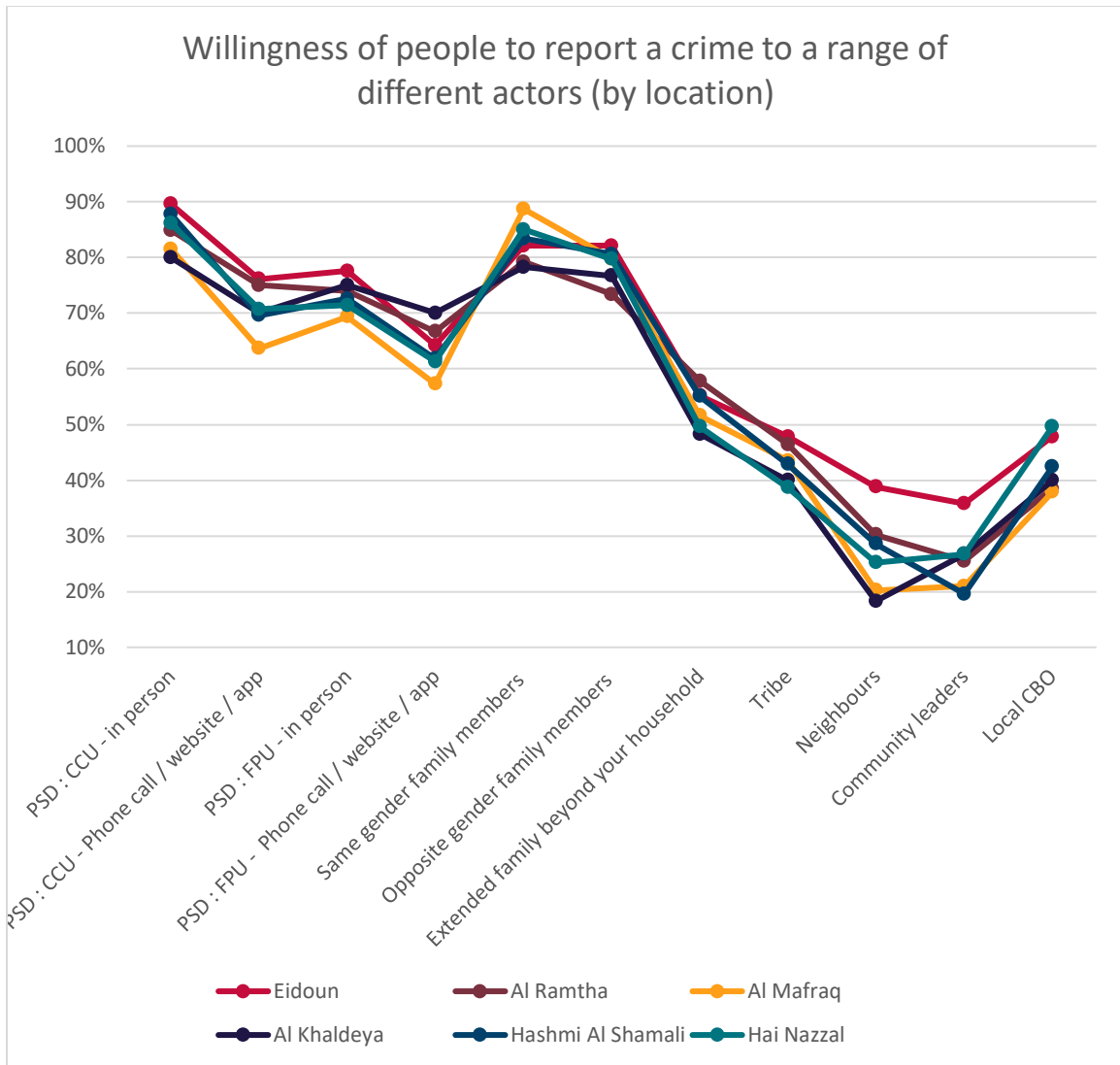


Figure 38. Percentage of people who reported being "very willing" or "willing" in response to the question: "If you, or one of your family member, become a victim of a cybercrime, how willing are you to report it to/ or seek the help of:"

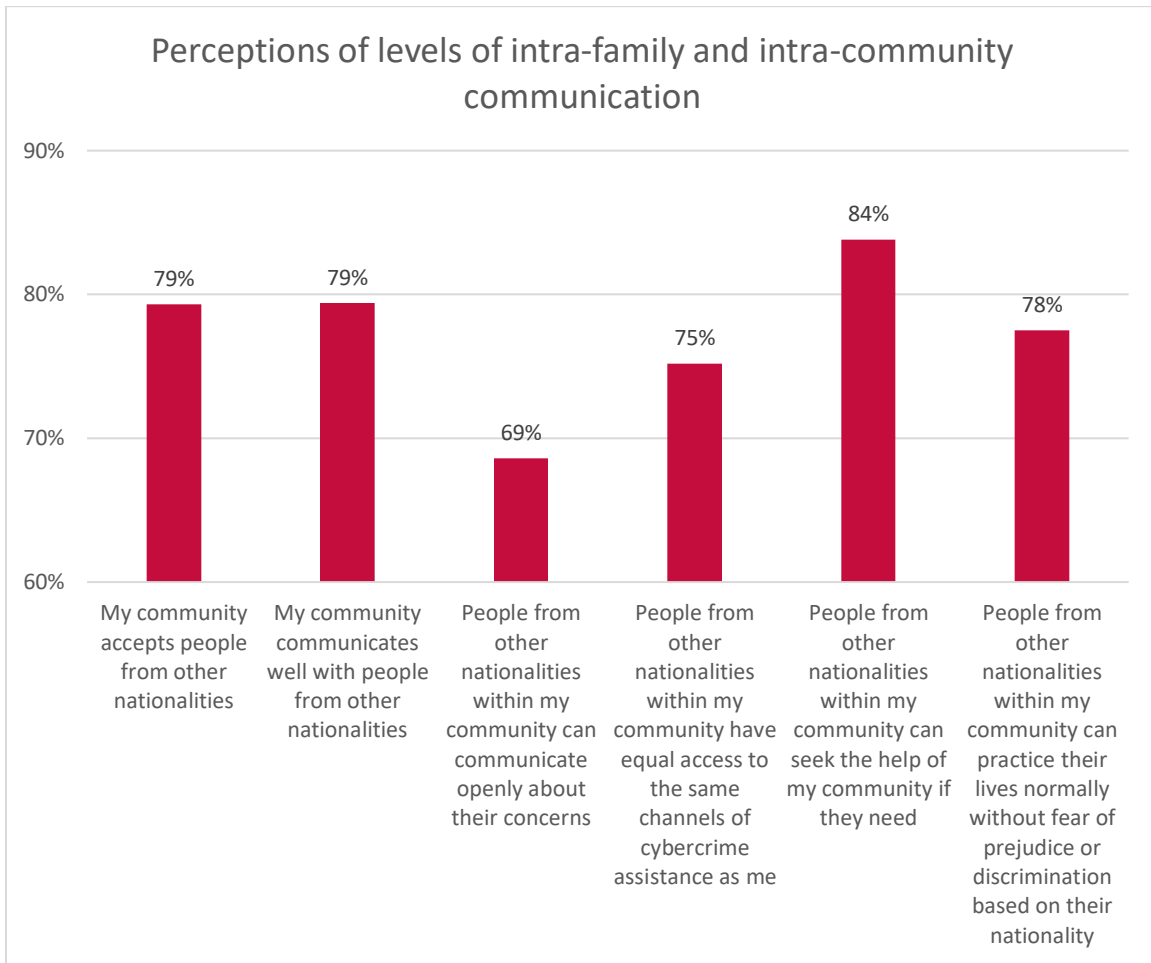


Figure 39. Percentage of respondents who say they "strongly agree" or "agree" to the following question: "To which extent do you agree with the following statement(s):"

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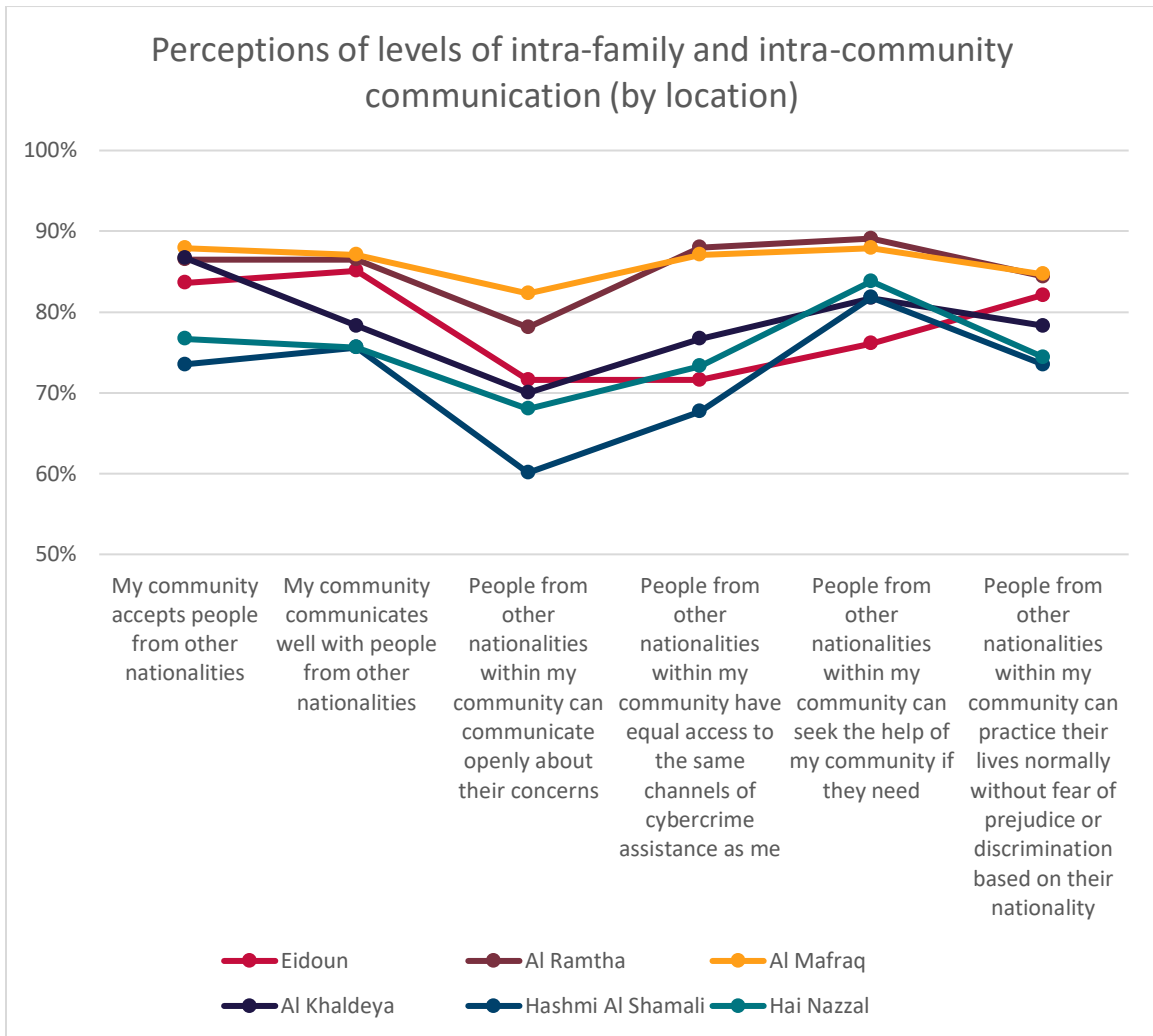


Figure 40. Percentage of respondents who say they "strongly agree" or "agree" to the following question: "To which extent do you agree with the following statement(s):"