

# Social Work with Refugees in Germany, Jordan and Palestine

1



An-Najah National University

**Services Offered to Women by NGOs and UNRWA in Refugee Camps in Nablus District**



An-Najah National University

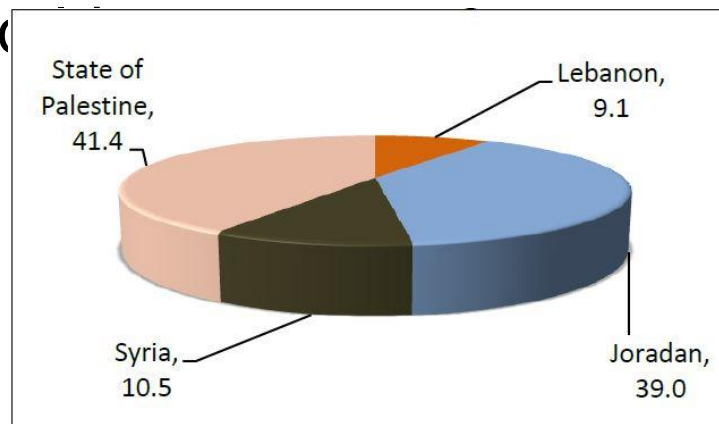


AL-BALQA' APPLIED UNIVERSITY

# Background

2

Today, the total Palestinian population is around 12 million, of which, approximately 5.9 million Palestinians live as refugees in Palestine itself as they were moved from their original place of living to new one within Palestine, this makes up for approximately 41.4% of the entire Palestinian refugee population. The reminder of the said population lives in Jordan (39%), Syria (10.5%), Lebanon (9.1%), and the rest of the world (9.1%).



**The United Nations Relief and Works Agency (ANRWA)** was established by [United Nations](#) to carry out direct relief and works programs for Palestine refugees. The General Assembly has repeatedly renewed UNRWA's mandate, most recently extending it until 30 June 2020. UNRWA is unique in terms of its long-standing commitment to one group of refugees. It has contributed to the welfare and human development of four generations of Palestinian refugees.

In numbers, UNRWA provides access to medical care to roughly 3.1 million refugees each year.

- **UNRWA and the PALESTINIAN REFUGEES**
- Refugees in West Bank and Gaza Strip constitute a special category of refugees as they live among their people and not hosted by another state. The target refugee population of our Research Project is part of this category; refugees who fled from their homes in one part of their homeland to another. Refugees in the vicinity of Nablus city live in three refugee camps, besides having less numbers live in the city itself.

UNRWA services have been, since its establishment, a major source of help to Palestinian refugees in education, health and social welfare. UNRWA could sustain these services almost to a good level until it recently started having financial difficulties majorly because of assistance cut by some donors. The most harmful cut was by USA current administration. As a result, UNRWA started decreasing its helping programs by cutting some services and ending contracts with numbers of employees. This new situation affected refugees, especially the poor families, and triggered a wave of protest among refugees against UNRWA's measures.

UNRWA resembles for Palestinian refugees more than a source of services, although this is very important for their wellbeing. It is linked to their refugee status that is attached to their continuous struggle for, determination to, and hope of a just solution to their situation based on international resolutions that recognize their rights to return and compensation. So as it was put by one the public figures in Balata refugee camp “we have the right for a dignified life and ask UNRWA to continue its services accordingly, and at the same time we refuse giving up our right to return and refuse projects for integration and settlement in refuge places”

# OUR RESEARCH PROJECT

7

Doing the research project is not intended by itself, it is rather intended to be a learning tool for the participant students and their colleagues in the department.

attention to the process and how the activities is applied in carrying out the research and the exchange activities was equally important as the outcome of the research itself.

The selected topic for the research was “**Services Offered to Women by NGOs and UNRWA in Refugee Camps in Nablus District**”.

# Services Offered to Women by NGOs and UNRWA in Refugee Camps in Nablus District

8

The research aimed at answering the following questions:

- What are the refugee women's needs?
- What are the services that refugee women receive?
- What are the different factors that affect the services offered to refugee women?
- How are these services offered to refugee women?
- To what extent do these services follow the Rights-Based Approach to Social Work?

# Methodology

9

**Qualitative Methodology Approach** was considered as more appropriate to this research, and thus it included:

- Short pilot survey
- Individual interviews with selected community workers, NGOs representatives, and beneficiaries.
- Focus groups with human rights and social rights activists.
- two **research tools** were developed; an interview guide for individual interviews and a list of questions to facilitate focus groups.

# Research Tools

10

The tools included questions that constitute 4 main sections:

- Demographic data about participating interviewees,
- The offered services and women participation in needs assessment and volunteerism,
- Community organizations working in the camps,
- UNRWA services and women roll in activities in response to downgrading services, and
- To what extent the services meet human rights and done in a way that respects human rights?

# PROJECT DEVELOPMENT

11

The following are the major activities that are implemented so far:

## **A-Training involved students in the project:**

- A preparatory training was organized for selected students, another training session was organized to discuss with participating students the proposed intervention project.
- A brain storming meeting with students aimed at drafting the research tools based on pilot exploratory visits to know the camps social environment.
- Follow-up short meetings during the project implementation.

# Project Development

12

## **B- Data Collection**

- ❑ Conducting a short pilot survey: The students made visits to the refugee camps with a short list of questions about the situation and services in the camps.
- ❑ Conducting individual interviews: about 20 interviews with refugee women including individual beneficiaries; social workers; volunteers and community workers; and NGOs representatives. Other interviews are scheduled with a major active community organization in Balatah camp.
- ❑ Organizing and facilitating focus groups with human rights and social rights activists: Two focus groups were conducted and a third is scheduled.

# Project Development

13

## C- Data Analysis

Collected data is being analyzed to highlight major themes that will lead to results and conclusion.

So far the following themes have emerged:

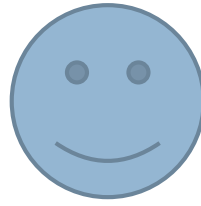
- ❑ Decrease in the quality of services has effect, mainly on poor families,
- ❑ UNRWA's services have political dimension, NGOs can help but should not affect this dimension,
- ❑ Services respect of human rights is very low
- ❑ Women participation in protests is tangible,

# Project Development

14

## □ Project Status

The implementation of the project components was interrupted by factors related to final exams and to other factors related to community life and bureaucracy of offices and departments with which the team tried to set appointments. Based on this, we propose extending the period of the project by additional months to make-up for the interruptions and to make use of the beginning of a new semester at ANU. This opportunity will provide time to reflect on what was done, plan for complementing activities, and inviting more students to volunteer and support the team.



شكراً

Vielen Dank

Thank You

Sami, Bilal, Samah

Ashwaq, Adan, Adlah,

Nazik