

Report about the Hot Line Program for Guidance
Jordanian Women's Union
2019-2021

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Preamble

In line with the efforts made by the Jordanian Women's Union to raise awareness of violence against women, this report presents figures and analysis of violence cases that were reported to The Union during the years of 2019 and 2020. The report aims to highlight the issue of violence against women through the cases that were referred to The Union, in order to provide figures related to the types and forms of violence, places of experiencing violence, the relationship with the abusers, the recurrence of violence, and the period of experiencing it before reporting it to the first time. In order to clarify the point and provide information related to the social status of women, the report provides information regarding the age of marriage, the period of marriage, and the number of children in order to refute a number of social hypotheses, which assume that violence ends when children are born, or it is only related to the first period of marriage, noting that the vast majority of women who report violence are from the category of married or previously married women. The report also relates violence to a number of factors, such as the age of early marriage and the various forms of forced marriages. The report presents, in its various sections, a comparison between 2019 and 2020, trying to understand the impact of the Covid-19 epidemic, the quarantine, and the lockdown on violence against women.

All figures presented in this report are figures collected from the Phone Line Program for Guidance in its various branches. Data is entered into Excel by specialists who work on the cases themselves to ensure confidentiality and to maintain the privacy of the cases. Then, the answers' numbers are transferred to the SPSS statistical program, followed by an analysis of these numbers. The report relied on the information and the divisions in the form used by the program, so the processes of transferring data and analyzing it are done accurately.

An outline about the Phone Line Program for Guidance

At the beginning of 1996, the Union opened the Phone Line Program for Guidance in the capital of Jordan, Amman, followed by opening centers for the Program in the Union's branches in Baqa'a camp, Madaba, Zarqa, and Irbid. This results in making a paradigm shift in the forms of services provided to women in Jordan. The services provided to women who are subject to experience violence extended to women in all parts of the Kingdom. This is due to opening centers for the program in Al-Khalediyya, Kerak, Hittin, Wihdat, Salt, Dayr 'Allah, and Ajloun. Since its establishment, The Program has worked to host women who are subjected to various forms of physical, sexual, psychological, and resource deprivation. The Program has worked on developing tools for working with women, so that women can find solutions they deem appropriate and that will enable them to get rid of violence. The Program places women and their interests in the foundations of its work, so that women are the ones who take various decisions with the help and support of the Union's female specialists and

lawyers. The Union has received thousands of cases, at an average of 1500 cases per year, over a period of more than twenty years, during which its tools were developed to become one of the most important programs in the Arab region. Accordingly, the experiences of female workers' constitute a tributary for many institutions working in the field locally, regionally, and internationally. The Phone Line Program for Guidance is one of the most important programs that the Union relies on to determine the priorities of its work and strategies, based on the challenges and problems facing women. This helps in making the Union's future plans to work on supporting Jordanian women.

Organization of the report: This report is divided into four sections. The first section provides general information on the registered cases for the years 2019 and 2020. The second section provides initial information about women who reported violence. The third section focuses on the marital status and provides an analysis of the factors related to marriage. The fourth section provides information on violence, its types, forms, and recurrence. The fifth section provides information on the services provided by the Union's programs.

Background information about the registered cases for the years 2019-2020

The Phone Line Program for Guidance received 2,727 cases during the years 2019 and 2020, distributed among 1,239 cases in 2019 which constitutes 45.4% of the total number, and 1,488 cases in 2020 which constitutes 54.6% of the total number. It is also noted that the number of cases increased for the year 2020 by an amount of about 10% over the previous year. It is noted from the history of consultations and calls that receiving cases decreased during the period of lockdown, which means that the increase in numbers was for the periods when women were able to call and ask for help. The calls increased after June. Thus, the first phase of the epidemic and quarantine

did not witness an increase in the number of calls and consultations. This indicates that women were unable to communicate during the lockdown as a result of having all family

Table (1): The number of registered cases for the years 2019-2020			
		Frequency	Valid Percent
Valid	2019	1239	45.4
	2020	1488	54.6
	Total	2727	100.0

members at home. Accordingly, the increase in calls was in some months only. This indicates that there is an increase of more than 10% if we compare the number of calls for 12 months in 2019 and about 8 months in 2020.

As shown in Table (2) in which the distribution of cases for the branches is clarified, we find that the main branch of Amman received the largest number of cases, with a percentage of 23.6%, followed by Hittin with a percentage of 16%, Al-Khalediyya with a percentage of 7%, and Zarqa, Irbid and Al-Baq`a with similar percentages of about 6.5%. The lowest number of cases were registered in the Kerak branch (1.4%), Assanabil Association, Ramtha, and Salt, with a similar percentage of about 4.5% for each center.

Regarding the difference in reporting violence in the different centers of the program, we find that the greatest increase in reporting was in the branches of Ramtha, Al-Wihdat, Dayr 'Allah, and Madaba. The number of cases in some branches increased dramatically, and reached double the number of cases in some branches, (60.2%, 65.5%, 60%, 61.4%, respectively) compared to the number of reports in 2019 for the beforementioned branches (39.8%, 34%, 40%, 34.6%, respectively). The number of calls and reports decreased in 2020 compared to 2019 in some other branches, such as Al-Khalediyya (41% in 2020 compared to 58.6% in 2019), Irbid (48.5% compared to 51.5% in 2019), and Assanabil Association (47.9% in 2020 compared to 52% in 2019). In the other branches, there was generally an increase in the number of reports, which was clear in Amman by 18% over the previous year. The percentage of reports in other branches varies between 1-5% over 2019. (Please see the reporting schedule in the different branches for the years 2019 and 2020 presented in the attachments).

A direct question was added to women who reported violence after March 2020. The question is about whether they were exposed to violence for the first time or not. This is because 18% of women who reported cases said that they had not been exposed to violence before the epidemic, and that the reported violence was experienced for the first time during the epidemic. These cases will be analyzed in detail later, but Table (3) is an indication that the epidemic, like any other crises, results in increasing the possibility of women being exposed to violence, even for women who have not been exposed before. Accordingly, prevention measures of the epidemic shall take violence against women into consideration, and find appropriate means to prevent violence and protect women from it, specifically during crises. Additional information will be provided in the report regarding the impact of the lockdown that was imposed during the epidemic on practicing violence.

Table (3): Did violence occur during the epidemic for the first time?			
		Frequency	Valid Percent
Valid	Yes	204	18.5
	No	896	81.5
	Total	1100	100.0

Initial information about women who reported violence for the years 2019-2020

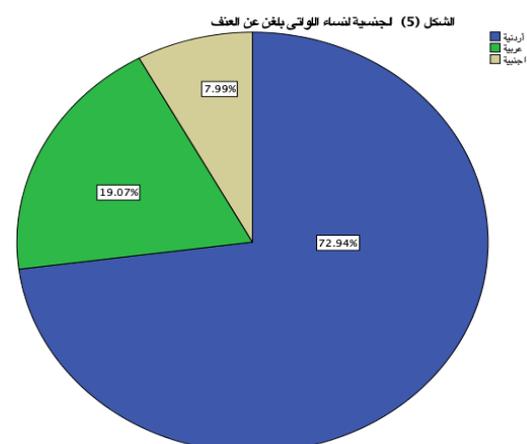
Age:

The ages of women experienced violence varied, but as the table shows, the reporting was more for ages less than 43 years. Specifically, the number of reports increased for ages between 23-27 and 28-32 years (18.2% and 18.6, respectively). This was followed by the age group of 33-37 years with a percentage of 16%, and the age group of 38-47 years with a percentage of 14%. The percentage of reporting violence between women who are less than 22 years was about 13%. The percentage of violence between the ages of 43-53 and over decreased, constituting about 17% of the total, and the lowest was experienced by the age group of 48-53 and over, at a percentage of 7%. This decrease, according to age, may be explained by the fact that age gives women a kind of appreciation, so that confidence in women increases with age. The society also views young women as needy of protection and discipline and uses violence as a means to achieve protection and discipline. However, as can be noted from the figures, age sometimes does not make any difference, as women are still vulnerable to violence regardless of their age.

		Frequency	Valid Percent
Valid	less than 18	92	3.4
	18-22	301	11.0
	23-27	507	18.6
	28-32	495	18.2
	33-37	453	16.6
	38-42	385	14.1
	43-47	284	10.4
	48-52	98	3.6
	53 and over	112	4.1
	Total	2727	100.0

Nationality:

Figure 5 shows that the majority of the reports were from Jordanian women, which amounted for about 73%, compared to 19% of Arab women and about 8% of foreign women. The Syrian nationality constituted the largest percentage of the total number of Arab women, at a percentage of 67.7%, and the Palestinian nationality constituted 20% of the total number of reports made by Arab women. These percentages indicate that women in refugee cases are more vulnerable than other women of other nationalities. This is also due to the fact that the number of Syrian and Palestinian residents is greater than the number of other nationalities. Note that the cases of Palestinian women happen more in the camp, and



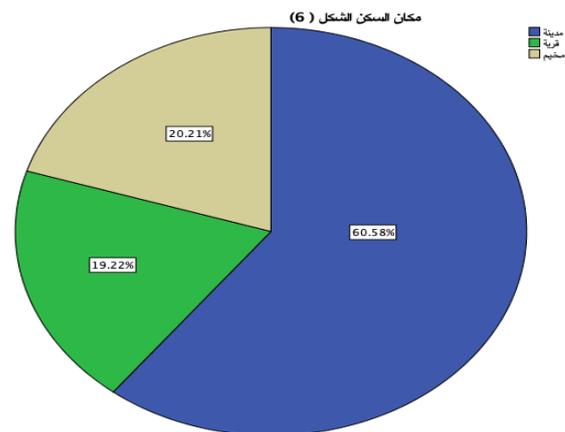
here, only those who do not have the Jordanian nationality were counted. Female refugees who reported violence constituted 7% of the total number.

Reports from other Arab nationalities included about 6% of Egyptians, 4% of Iraqis, and 1% or less of Sudanese, Tunisian, Yemeni, and Moroccan nationalities. Regarding foreign nationalities, there were reports from 16 foreign nationalities. The largest number of reports came from the Ugandan nationality, constituting 48% of the total foreign nationalities, followed by the Bengali (20%), the Filipino (11.5%), the Ghanaian (7), and the Ethiopian (5%). It also included foreign nationalities: Ukrainian, American, Romanian, Cameroonian, Indonesian, Spanish, and Kenyan. As mentioned before, the percentage has increased between nationalities whose citizens mainly work in household work in Jordan. This will be addressed when analyzing issues and types of violence.

Place of residence:

Reports of violence were more in cities than in villages and camps, as the percentage of reports made in cities reached 60.5% of the total number of reports, followed by Palestinian camps (20%), and villages 19%.

This percentage represent the geographical distribution of residence, since the number of residents increases significantly in cities than in villages. Having Union's centers in different regions in the north, south, and the center is one of the most important reasons for reaching women in different regions, including cities, camps, and villages.



Level of education:

The status of education was distributed among different educational levels, but it is clear that the majority of reports were of women who had attained the secondary level or less, with a percentage of more than 80% of the total. The level of secondary education was the highest among these groups, constituting 37% of the total number of reports, followed by a close percentage of primary and secondary education, with about 19% for each of the two levels. Reports decrease between illiteracy and literacy levels, and this is for reasons related to the fact that the percentage of this group in Jordan is basically low, as the illiteracy rate among females is about 7%, according to gender statistics (Department of Statistics, 2018). Accordingly, the majority of women obtain secondary education or higher, but this does not mean that these groups are exposed less to violence.

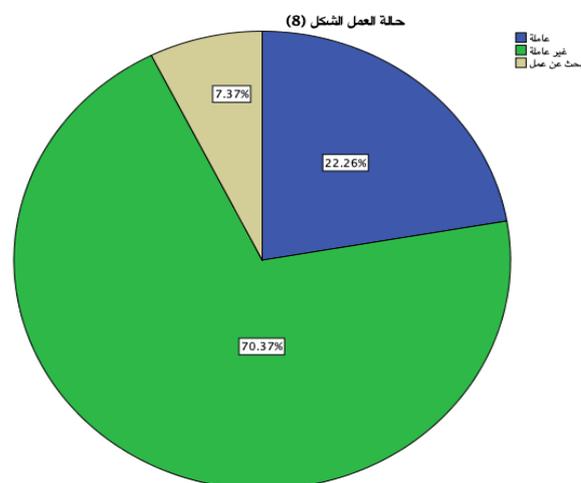
We see that university education constituted 18.8%, which is not a small percentage, taking into account that the percentage of female university graduates is greater for females (53%) than for males (46.8). This percentage indicate that education may be one of the factors that play a role in protection from violence. At the same time, these percentages indicate that education alone is not sufficient to empower women, and that we need deterrent policies and protection programs to help women confront violence committed against them, regardless of their educational level.

Table (7): The educational level of women who reported violence

		Frequency	Valid Percent
Valid	Illiterate	110	4.0
	Literacy	24	.9
	Elementary education	522	19.2
	Primary education	526	19.3
	Secondary education	1010	37.1
	University education	512	18.8
	Higher education	16	.6
	Total	2720	100.0

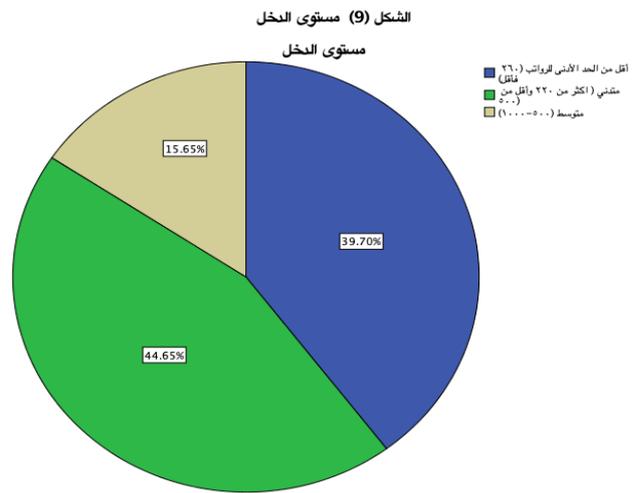
Work status:

The percentage of working women reached 22% of the total number of women who reported cases of violence, compared to 70% for non-working women, and 7% are women looking for work. This percentage does not indicate that non-working women are more vulnerable to violence than working women, but rather shows the percentage of women's employment, which is basically low and does not exceed 15%, according to the reports made by the Department of Statistics. The percentage of women working in the private sector reached the largest percentage, constituting about 46.7% of the total number of working women, followed by women working in household work at 38%, and female employees working in the private sector at 13.8%, and about 2% of freelancers.



Regarding the level of income for working women, and as Figure (9) shows, the majority of women receive low wages, as about 84% of women's income does not exceed 500 JDs. This includes 44% of the total working women receive a salary between 320-500 JDs, about 40% receive a salary below the minimum wage of 260 or

less, and only 15.6% receive the average income between 500-1000 JDs. These percentages reflect the status of work and the concentration of women in low-income jobs, in addition to the exploitation of women, and not granting them their rights related to adherence to the minimum wage.



Health and Disability Status:

The percentage of women with disabilities who reported cases constituted about 1.4% of the total number of reports.

As Table (10) shows, the largest percentage of reports was for women with motor disabilities and women suffering from psychological illnesses, as the percentage of each of these disabilities constituted 37% of all women

Table (10): The nature of disability

		Frequency	Valid Percent
Valid	Motor disability	14	37.8
	Visual impairments	2	5.4
	Hearing disability	4	10.8
	Mental disability	3	8.1
	Psychological illnesses	14	37.8
	Total	37	100.0

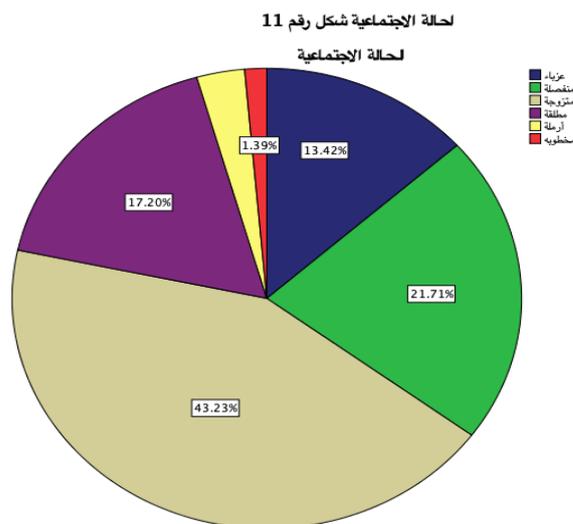
with disabilities. This was followed by reports from women with mental hearing disabilities (10.8%, 8%, respectively), and from women with visual impairments which constituted 5.4%.

Since the beginning of launching the Phone Line Program for Guidance, the Union has aimed to find appropriate means to reach women with disabilities and work to facilitate the access of women with disabilities to the Union's programs, but there are still many difficulties for women with disabilities to report violence and access justice.

Marital status and information related to marriage

Marital status:

Figure (11) shows that the largest number of the total cases registered during the two years was for married women, with a percentage of 43% of the total, followed by separated women without divorce (21.7%), and then divorced women (17%). This means that about 82% of violence reports were made by married women, married women but their place of residence is separate from the husband, or divorced women. This indicates that married or previously married women are subjected more to violence than single women, but it is also important to note that reporting violence caused by the husband or any of the parties associated with marriage is usually more socially acceptable than reporting the father, brother, or parties in which women are bound by blood because these relationships work as safeguards that women usually try not to lose within the social fabric, as they are considered direct relationships to protect her from other types of violence, especially violence by the husband. Therefore, as long as women's protection safeguards are related to the family only, and there is nothing legally that can substitute these safeguards in terms of laws and procedures, in addition to economic support, violence committed by the family and the husband, in many cases, will remain silent.



Age at Marriage:

Table (12) shows that there is a direct relationship between violence against women and age at marriage, as 34.5% of those who reported cases of violence are those who married under the age of 18. The table also indicates that marriages under the age of 18 years are still practiced, as 8% of cases got married under the age of 16. This issue must be stopped, and those responsible for violating the law must be held accountable, because this legal transgression has consequences related to the safety and health of women and their exposure to violence, as shown by the figures. However, these figures do not

		Frequency	Valid Percent
Valid	- 16	174	8.2
	16-18	556	26.3
	19-24	931	44.0
	25-29	313	14.8
	30+	140	6.6
	Total	2114	100.0

show the full picture of the situation because a small percentage of women report violence, and this indicates that there are greater numbers of early marriages of girl children. The largest percentage of the reports are made of women who got married at the age of 19-24 years, which constituted 44% of the total number of the reports. This indicates that marriages under the age of 24 result in greater exposure to violence. There were fewer reports ages between 25-29 and 30 years and over (14.8%, 6.6%, respectively). Factors such as educational attainment, work, and spouses' maturation may influence the decrease in the percentages of violence between these groups.

Number of years of marriage:

The table clearly shows that the increase in the number of marriage years has a direct impact on reporting violence. The more years of marriage, the more reports will be made. This does not indicate that violence happens more frequently after passing a number of years of marriage, but as we will see in the tables of violence repeating and continuity, women usually do not report violence directly, but rather give many chances and try resorting to different ways and social means such as resorting to family members or friends to intervene, or trying to find special means such as avoiding the husband when he is in a state of anger. However, it is clear that these means are mostly ineffective and do not cause

		Frequency	Valid Percent
Valid	Less than one year	169	8.0
	1-3	354	16.7
	4-6	269	12.7
	7-9	756	35.6
	+10	576	27.1
	Total	2124	100.0

violence to be stopped. It can be noted that the percentage of those who reported violence after more than seven years was the most, constituting 35.6% of cases, followed by 27% for more than ten years of marriage. It is necessary to pay attention to these numbers and to highlight them, as the women's failure to report violence in the early years of marriage does not mean that they will remain silent about violence, but rather this silence is temporary.

Number of children:

The table shows that having children does not affect stopping violence against women as it is commonly known, since many believe that having children may make a difference in the way of treating women. It is clear from the table that violence is practiced in the presence of

		Frequency	Valid Percent
Valid	1	400	21.5
	2	352	18.9
	3	328	17.6
	4+	784	42.1
	Total	1864	100.0

children, whether having a small number such as one child (21.5%) or four children or more (42.1%). This indicates that having more children results in experiencing more violence. This calls for paying attention to the nature of education and the marital relationship on which children grow up, which will lead to consolidating the idea of violence against women, in addition to many psychological effects, especially those related to the feeling of helplessness in front of the scene of beating or insulting the mother, who is considered the main person in children's lives who provides them with basic care and protection.

Way of getting married:

The way of getting married is a major factor in the occurrence of violence, as more than 60% of the reported cases were of women who were married by family arrangements (48.6%) and women who were forced into marriage (12%). This contradicts the popular belief that family arrangements for marriage are mainly based on protecting women and on the ability of the family to make decisions and determine their destiny. The difference in traditions regarding engagement and marriage may also be an important factor, as the duration of engagement was previously lasting for longer periods than nowadays, and did not have the consequences of divorce. This gives an opportunity for both parties to get acquainted and have an interest in each other. Nowadays, engagements do not last for long periods, and the marriage is usually held on the same day of getting engaged. This complicates things and makes the separation more difficult. Understanding this does not indicate that violence does not occur when marriage is based on parties' own

choice, as violence against women is linked to the prevailing culture, as the percentage of married women who reported violence in marriages based on parties' own choice was also not small and constituted a total of 39.4% of the total number of reports. However, there remain questions about the possibility and the way of the free choice, since the choice for a woman is not necessarily based on complete knowledge of the person, and the choice may be based on the family's nomination of that person, not necessarily a completely independent decision.

Table (15): Way of marriage

		Frequency	Valid Percent
Valid	Parties' own choice	867	39.4
	Family arrangements	1070	48.6
	Forced marriages	264	12.0
	Total	2201	100.0

Regarding the ways of forcing marriages, the main way was early marriages, with a percentage of 85%, 11% of exploiting the situation from social and economic conditions, and about 3% practiced violence against women to accept the marriage.

		Frequency	Valid Percent
Valid	Early marriages	215	85.3
	Using violence	8	3.2
	Exploiting the situation	29	11.5
	Total	252	100.0

Information about violence reported by women

Types of violence:

According to Table (17), the most reported types of violence were psychological violence, constituting 42% of all reports, followed by deprivation of resources and opportunities, at 27.8%, and then physical violence at 24%, followed by sexual violence (4%), early marriage (1.2%), and trafficking (.8%). The most prominent types of psychological violence that were reported were insults and cursing, at a percentage of 53.3%. Threatening in its all various types, such as divorce, deprivation of children, accusations of corruption, and threats of beatings constituted about 35% of the reports. Emotional deprivation came next at a percentage of 11.7%.

		Frequency	Valid Percent
Valid	Psychological	1055	42.0
	Physical	603	24.0
	Sexual	102	4.1
	Early marriage	31	1.2
	Deprivation of resources	699	27.8
	Trafficking	20	.8
	Total	2510	100.0

Regarding physical violence, beating constituted 91% of the reports, and the remaining 9% were divided into forms such as slapping, strangulation, burning, and hair-pulling. As for the forms of deprivation, the deprivation from spending money was the largest in terms of the percentage, accounting for about 66.5%, followed by deprivation from visiting parents (10%), and deprivation of salary (8%). Other forms of deprivation were distributed in small and similar percentages such as deprivation of activities, deprivation of visiting friends, deprivation of medical treatment, deprivation of work.

Regarding the types of sexual violence, marital rape constituted the largest percentage of reports, constituting 26.7%, followed by unacceptable attempts or practices (16.5), sexual harassment (13.6%), sexual assault (9%), and attempted rape (9%). The remaining percentage was divided into different types such as verbal sexual harassment

and incitement to prostitution. As for the reported types of trafficking, domestic servitude constituted 55%, then document confiscation 25%, followed by forced labor (10%), prostitution (5%), and forced labor (5%). (Note: tables of the types of violence are attached at the end of the report).

By comparing the reported types of violence that happened the year before the epidemic in 2019 and during the first year of the Corona epidemic, It can be found that there is an overall increase in reporting various types of violence, at a percentage of about 13%. This percentage in reporting these types exceeds the general percentage of increase in reporting violence that was mentioned at the beginning of the report, which was set at 10%, because the details here include reporting more than one type of violence. The percentage of women who were exposed to more than one type of violence reached 59%, compared to 41% who reported one type of violence.

		Frequency	Valid Percent
Valid	Yes	1481	59.0
	No	1029	41.0
	Total	2510	100.0

mentioned at the beginning of the report, which was set at 10%, because the details here include reporting more than one type of violence. The percentage of women who were exposed to more than one type of violence reached 59%, compared to 41% who reported one type of violence.

With regard to psychological violence, it can be noticed that there is an increase from 42% to 56% of the total cases of psychological violence, constituting an increase of about 14% of the psychological violence cases of the total of this category. On the other hand, it is noted that the increase was greater among this type, as physical violence constituted 37% of cases in 2019, but it rose to 62% in 2020. This is almost double the increase for the total number of reported cases of physical violence, which indicates that physical violence has increased significantly in the year of the epidemic, lockdowns, and the presence of spouses for a longer time at home than before. It is also noted that there is an increase in trafficking cases, which in 2019 constituted 1.1% of the total cases, while it constituted 1.3 of the general total for the year 2020, with an increase of 95% of the total cases of trafficking from the previous year. Considering the types of trafficking, it is clear that most of these cases are related to domestic workers, which shows that the quarantine and lockdowns have clearly affected domestic workers and exposed them to various trafficking practices. Regarding early marriages, as the table indicates, the percentage decreased by 16% in 2020 than in 2019 of the total number of women who reported violence and got married at the age of less than 18 years, with a rate of 1.9% of the total for 2019 and 5% of the total of the year 2020, constituting 1.4% of the total.

As for sexual violence, as the figures show, there was a decrease in the number of reports from 56% in 2019 of the total cases of sexual violence compared to 43% in 2020, and 5.3% of the total in 2019 and 3% in 2020. This decrease may be related to the absence of women in public places, as most of the reports in 2019 were of sexual

harassment. Conversely, we see that the percentage of sexual harassment decreased from 29% in 2019 to 13% in 2020, and there have been no noticeable changes in other types of sexual violence.

Table (19): Cross tabulation: Consultation date * Type of violence

		Type of violence						Total
		Psychological	Physical	Sexual	Early marriage	Deprivation of resources	Trafficking	
2019	Count	463	227	58	18	335	1	1102
	% within the consultation date	42.0%	20.6%	5.3%	1.6%	30.4%	0.1%	100.0%
	% within the type of violence	43.9%	37.6%	56.9%	58.1%	47.9%	5.0%	43.9%
	% of Total	18.4%	9.0%	2.3%	0.7%	13.3%	0.0%	43.9%
2020	Count	592	376	44	13	364	19	1408
	% within the consultation date	42.0%	26.7%	3.1%	0.9%	25.9%	1.3%	100.0%
	% within the type of violence	56.1%	62.4%	43.1%	41.9%	52.1%	95.0%	56.1%
	% of Total	23.6%	15.0%	1.8%	0.5%	14.5%	0.8%	56.1%
Total	Count	1055	603	102	31	699	20	2510
	% within the consultation date	42.0%	24.0%	4.1%	1.2%	27.8%	0.8%	100.0%
	% within the type of violence	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	42.0%	24.0%	4.1%	1.2%	27.8%	0.8%	100.0%

Regarding the change in violence practices during the period of the lockdown and the epidemic, 29.5% of women mentioned that the epidemic situation and specifically the lockdown had an impact on the violence practiced against them in a way or another, while 70% said that the lockdown did not affect the violence practice. Regarding the effects, about 26% of the total number of women who answered yes to the question of change stated that violence has increased during the epidemic period, while 24% talked about having new types of violence that did not exist previously. On the other hand, 14% reported a decrease in exposure to violence, and 4% reported a complete cessation of violence. Other changes were mentioned, such as eviction from the home, non-spending money, non-payment

Table (20): Was there a change in exposure to violence during the epidemic?

		Frequency	Valid Percent
Valid	Yes	311	29.5
	No	744	70.5
	Total	1055	100.0

of alimony, eviction and deprivation of children. (Please see the table of types of change in the attachments).

Relationship with the abuser:

Among the most important changes reported was related to the relationship with the abuser in 2020, where the increase in violence between family members from the father, brother, and mother was clearly noted. For the husband, the percentage of reported violence from

the total of this category increased from 45% in 2019 to 54% in 2020. Additionally, as the table of the relationship with the abuser shows for the years 2019 and 2020, the violence from the brother in particular was doubled of what it was in 2019. There was also an increase in violence from the father, with an increase of 11%

Table (21): Relationship with the abuser			
		Frequency	Valid Percent
Valid	The husband	1525	63.2
	The brother	99	4.1
	The father	137	5.7
	Work owner	195	8.1
	The mother	19	.8
	The sister	5	.2
	A member of the husband's family	85	3.5
	No relationship	27	1.1
	The son	14	.6
	The divorcee	306	12.7
	Total	2412	100.0

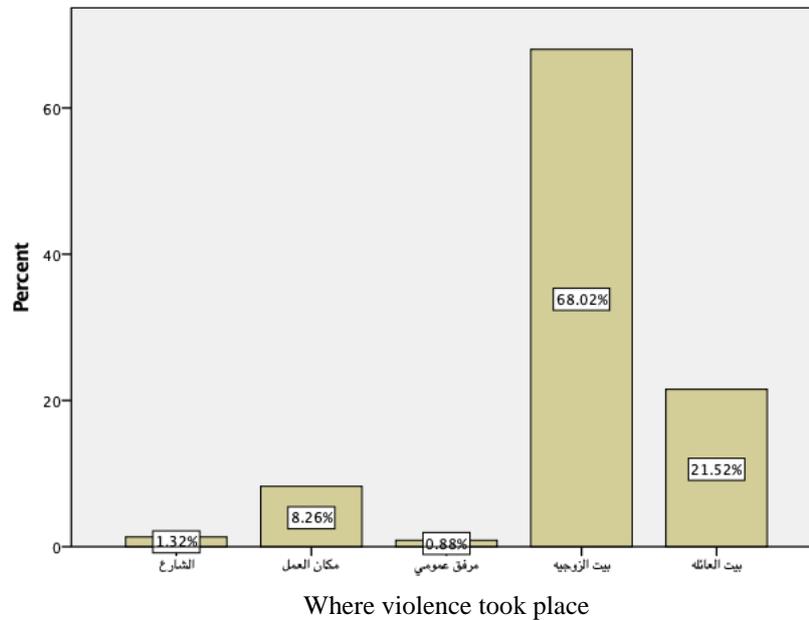
from 2019, and an increase in violence from the mother and sister, but to a lesser extent. On the other hand, reporting of violence by the employer decreased by about half. It is important to mention that the vast majority of abusers are males, with a rate of 98.5% compared to 1.5% of females, and 100% of the reports were made by women.

The place where violence takes place:

As Figure (21) shows, the most common places where violence takes place is the marital home, with a rate of 68% of the total number of reports of violence, followed by the family home, with a rate of 21.5%. Thus, experiencing violence at home is the largest, constituting 89.5% of the total cases, followed by the workplace, with a lesser percentage, constituting 8% of the total, then the street 1.3%, and finally the public utilities which constitute less than 1%. By comparing the places where violence occurs between 2019 and 2020, it can be noted that there has been an increase of about the double of violence experienced at the family’s home, as the percentage of women who were exposed to violence at the family’s home increased from 18.8% to 23.6%. This goes in line with the previous analysis of the relationship with the abuser, whereby the reporting of violence by the father and the brother was on the increase. Conversely, we

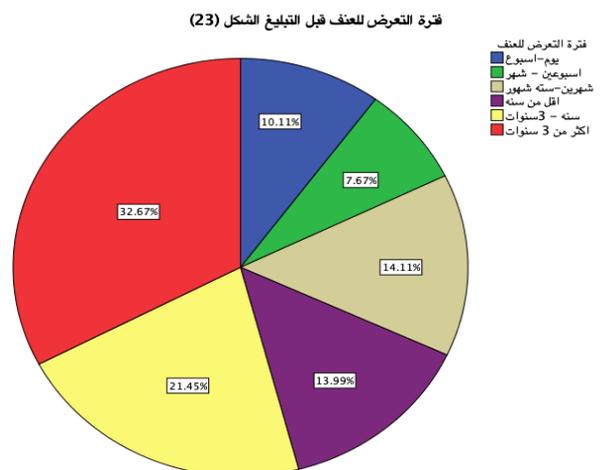
see that violence in the workplace has decreased by about the half, from 11.6% to 5.6%, and this is directly related to the lockdown and suspension of work for long periods of time, which led to an increase in violence at home and a decrease in in the workplace. (For a comparison of workplaces, please see the table of where violence took place for the years of 2019 and 2020 in the attachments).

Table (22): Where violence took place



The period of exposure to violence before reporting:

As shown in Figure (23), women in most cases do not report violence directly. 32.6% have waited for more than three years to report violence, and 21% have waited for between one to three years of exposure to violence. This indicates that more than half of the women who have reached puberty waited for a year or more before making the decision to contact the Union's programs and report violence. In contrast, the least reported percentage was for periods between two weeks and one month (7.6%), one day - one week (10%), and two months to six months (14%).



Repeated violence:

About 40% of the reports were for women who face violence permanently, and 31.6% for those who face violence most of the time. This means that reporting violence is greater when women are exposed to it on a continuous basis. The percentage of women exposed to violence permanently or most of the time constituted about 70% of the total reports that reached the social, psychological and legal Phone Line Program for Guidance. This was followed by reports of violence that is practiced sometimes from time to time, which constituted about 23%. The percentage of reporting violence that is practiced for the first time was the lowest, with only 5% of women. This largely indicates that women who face violence give the abused different chances to change their behavior, but the increase in practicing violence and repeating that leads them to search for help outside the family. If we compare reporting violence in 2019 and 2020, we find that the percentage of reporting violence that was practiced for the first time increased in 2020 than in 2019, constituting 65% of the total of this category. In contrast, the percentage of women who reported violence for the first time in 2019 was 34%. This means that there was double the increase in 2020 than in 2019. As Table (25) shows, the frequency of violence in 2020 was higher than in 2019 for all groups, but the largest percentage of the increase was for one-time violence, followed by violence most of the time, as it increased from 38% in 2019 to 61% in 2020 of the total.

Table (25): Cross tabulation: Consultation date * Repeated violence

			Repeating violence				Total
			One time	sometimes	Most of the time	Permanent	
Consultation date	2019	Count	48	282	302	454	1086
		% within repeated violence	34.3%	49.3%	38.2%	45.8%	43.5%
	2020	Count	92	290	488	538	1408
		% within repeated violence	65.7%	50.7%	61.8%	54.2%	56.5%
Total		Count	140	572	790	992	2494
		% within repeated violence	100.0%	100.0%	100.0%	100.0%	100.0%
			5.6%	22.9%	31.7%	39.8%	100.0%

Services provided by the Jordanian Women's Union

Services provided by the Union for Women:

The Union provides various and integrated services for women. The service depends on the nature of the case, the service required by the woman, and the woman's independent decision. The Union works with women in the first stages to raise their awareness of violence and identify the problem in partnership with women. Then, the Union determines the services that it can provide based on the woman's decision which shall be based on awareness and comprehensive knowledge of the services and the available options. As can be seen

		Frequency	Valid Percent
Valid	Legal consultation	746	27.4
	Social reform	285	10.5
	psychological support	931	34.1
	Shelter	339	12.4
	Completing education	10	.4
	Finding a permanent place of residence	27	1.0
	Financial aid	4	.1
	Finding a job	5	.2
	Vocational training	11	.4
	Health assistance	84	3.1
	Legal aid	8	.3
	Psychotherapy	277	10.2
	Total	2727	100.0

from Table (26), services and psychological support for women rank first in terms of services provided, at a percentage of 34%, followed by legal counseling services (27.4%), accommodation in a shelter (12.4%), and family counseling services (10.5%). There are also specialized services such as: legal aid (.3%), health services (3%), assistance in completing education (.4%), finding a permanent and secure place of residence (1%), and finding a job (2%). It should be noted that about 20% of women receive multiple services, and the Union's work does not depend on serving one service only, as the Union deals with women's issues comprehensively. Accordingly, the services mentioned in Table (26) are the basic services that women can obtain, but they are not the only services provided.

Ways of providing services and monitoring:

There are many ways in which women can access services and programs, including phone calls, visiting one of the program's headquarters and branches, field monitoring, and home visits. As Table (27) shows, 68.9% of women visit the Union in person, 30.7% by phone, and 4% in the field. The field visits happen in cases where the woman cannot reach or contact the Union, or in cases where there is a kind of emergency. Other times, the field visits happen in the cases of family reforms in order to meet with all parties.

Table (27): Ways of providing services and monitoring			
		Frequency	Valid Percent
Valid	By phone	837	30.7
	Meeting in the Program's headquarter	1880	68.9
	In field	10	.4
	Total	2727	100.0

As Table (28) shows, most women are in direct contact with the Union, at a percentage of (85.5%). As for the bodies that cooperate with the Union in referring cases of violence, we see that the official agencies constitute the largest percentage of the institutions that refer cases by 11.6%, distributed among the Family Protection Unit (5.3%), the Anti-Trafficking Unit (2.8%), the police (1.9%), government institutions (1.5%), the court (.1%). Civil Society Associations also refer about .5% of the total number of cases to the Union's programs.

Table (28): Referral entity			
		Frequency	Percent
Valid	Police/security station	53	1.9
	Civil Society Association	12	.4
	Family Protection Unit	144	5.3
	Governmental institution	40	1.5
	Anti-Trafficking Unit	76	2.8
	Embassy	4	.1
	other associations	83	3.0
	The court	2	.1
	Health center/hospital	8	.3
	Direct contact with the programs	2305	84.5
	Total	2727	100.0

Regarding the ways of knowing about the Phone Line Program for guidance and legal, social, and psychological assistance programs, Table (29) shows that the majority of women know about services by other women who contacted the program, or through people who know about the services, at a percentage of 75.3%. Governmental and non-governmental entities and institutions come in second place, but with a lower rate of

13.8%. Media constitutes 5% of the total ways of knowing about programs and services, and the Union's publications and programs constituted a total of 6.2%.

Table (29): The way to know about the program			
		Frequency	Valid Percent
Valid	Another entity/institution	377	13.8
	The Union's Programs	29	1.1
	People/previous cases	2053	75.3
	Media	140	5.1
	Union Publications	128	4.7
	Total	2727	100.0

Attached tables:

The abuser's gender			
		Frequency	Valid Percent
Valid	Male	2339	98.5
	Female	36	1.5
	Total	2375	100.0

Table (2): Cross tabulation: Branch * Report date					
Number and percentage of reports in the branches for the years 2019-2020					
			Consultation date		Total
			2019	2020	
Branch	Amman	Count	264	380	644
		% within the branch	41.0%	59.0%	100.0%
		% within the consultation date	21.3%	25.5%	23.6%
	Irbid	Count	87	82	169
		% within the branch	51.5%	48.5%	100.0%
		% within the consultation date	7.0%	5.5%	6.2%
	Al-Baqa'a	Count	84	97	181
		% within the branch	46.4%	53.6%	100.0%
		% within the consultation date	6.8%	6.5%	6.6%
	Al-Khalidya	Count	119	84	203
		% within the branch	58.6%	41.4%	100.0%
		% within the consultation date	9.6%	5.6%	7.4%
	Ar-Ramtha	Count	53	80	133
		% within the branch	39.8%	60.2%	100.0%
		% within the consultation date	4.3%	5.4%	4.9%
	Zarqa	Count	82	96	178
		% within the branch	46.1%	53.9%	100.0%
		% within the consultation date	6.6%	6.5%	6.5%
	As-Salt	Count	49	65	114

		% within the branch	43.0%	57.0%	100.0%
		% within the consultation date	4.0%	4.4%	4.2%
	Assanabil Association	Count	63	58	121
		% within the branch	52.1%	47.9%	100.0%
		% within the consultation date	5.1%	3.9%	4.4%
	Kerak	Count	20	17	37
		% within the branch	54.1%	45.9%	100.0%
		% within the consultation date	1.6%	1.1%	1.4%
	Al-Wehdad	Count	51	98	149
		% within the branch	34.2%	65.8%	100.0%
		% within the consultation date	4.1%	6.6%	5.5%
	Hittin	Count	219	225	444
		% within the branch	49.3%	50.7%	100.0%
		% within the consultation date	17.7%	15.1%	16.3%
			8.0%	8.3%	16.3%
	Dayr 'Allah	Count	64	96	160
		% within the branch	40.0%	60.0%	100.0%
		% within the consultation date	5.2%	6.5%	5.9%
	Ajloun	Count	30	24	54
		% within the branch	55.6%	44.4%	100.0%
% within the consultation date		2.4%	1.6%	2.0%	
Madaba	Count	54	86	140	
	% within the branch	38.6%	61.4%	100.0%	
	% within the consultation date	4.4%	5.8%	5.1%	
		2.0%	3.2%	5.1%	
Total	Count	1239	1488	2727	
		45.4%	54.6%	100.0%	

Type of psychological violence			
		Frequency	Valid Percent
Valid	Emotional deprivation	238	11.7
	Threatening to deprive women from their children	29	1.4
	Insult and cursing	1080	53.3
	Allegations of corruption	41	2.0
	Threats of beatings	134	6.6
	Threats of murder	57	2.8
	Abandonment	67	3.3
	Threats of divorce	217	10.7
	Adultery	118	5.8
	Threats of expulsion from home	8	.4
	Threats of kidnapping children	39	1.9
	Total	2028	100.0

Type of violence: Deprivation			
		Frequency	Valid Percent
Valid	Deprivation of spending	1139	66.5
	Deprivation of salary	140	8.2
	Deprivation of activities	35	2.0
	Deprivation of inheritance	7	.4
	Deprivation of visiting family	176	10.3
	Deprivation of visiting friends	37	2.2
	deprivation of children	3	.2
	deprivation of education	65	3.8
	Deprivation of travel	36	2.1
	Deprivation of medical treatment	2	.1
	Deprivation of work	69	4.0
	Solemnization of marriage	1	.1
	Deprivation of giving the mother the child's identity papers	2	.1
	Arbitrary divorce	1	.1
Total	1713	100.0	

Types of physical violence			
		Frequency	Valid Percent
Valid	Beating	1080	91.1
	Detention	8	.7
	Slapping	58	4.9
	Pulling hair	22	1.9
	Attempted murder	10	.8
	Strangulation	5	.4
	Burning	2	.2
	Total	1185	100.0

Types of sexual violence			
		Frequency	Valid Percent
Valid	Sexual harassment	24	13.6
	Assault	17	9.7
	Incest	2	1.1
	Verbal sexual harassment	8	4.5
	Preventing the use of contraceptives	11	6.3
	Forced abortion	10	5.7
	Unacceptable attempts or practices	29	16.5
	Marital rape	47	26.7
	Incitement to prostitution	4	2.3
	Rape	17	9.7
	Attempted rape	7	4.0
	Total	176	100.0

Type of violence: Trafficking			
		Frequency	Valid Percent
Valid	Confiscation of documents	5	25.0
	Prostitution	1	5.0
	Domestic servitude	11	55.0
	Forced labor	2	10.0
	Slave labor	1	5.0
	Total	20	100.0

Effects during the lockdown			
		Frequency	Valid Percent
Valid	Increased violence	73	25.8
	Accusation of theft and imprisonment	1	.4
	The emergence of another form of violence	67	23.7
	Absence of violence	1	.4
	Decreased violence	40	14.1
	Not spending due to financial conditions	3	1.1
	Non-payment of alimony	76	26.9
	Psychological stress and tension	6	2.1
	Women's expulsion from home	3	1.1
	Reconciliation between the partners	2	.7
	Expulsion and deprivation of children	8	2.8
	The same conditions are still practiced	2	.7
	Forced to waive custody	1	.4
	Total	283	100.0

Cross tabulation

Relationship with the abuser * Consultation date

		Consultation date		Total
		2019	2020	
The husband	Count	692	833	1525
	% within the relationship with the abuser	45.4%	54.6%	100.0%
	% within the consultation date	64.8%	62.0%	63.2%
	% of Total	28.7%	34.5%	63.2%
The brother	Count	31	68	99
	% within the relationship with the abuser	31.3%	68.7%	100.0%
	% within the consultation date	2.9%	5.1%	4.1%
	% of Total	1.3%	2.8%	4.1%
The father	Count	62	75	137
	% within the relationship with the abuser	45.3%	54.7%	100.0%
	% within the consultation date	5.8%	5.6%	5.7%
	% of Total	2.6%	3.1%	5.7%
Work owner	Count	121	74	195
	% within the relationship with the abuser	62.1%	37.9%	100.0%
	% within the consultation date	11.3%	5.5%	8.1%
	% of Total	5.0%	3.1%	8.1%
The mother	Count	2	17	19
	% within the relationship with the abuser	10.5%	89.5%	100.0%
	% within the consultation date	0.2%	1.3%	0.8%
	% of Total	0.1%	0.7%	0.8%
The sister	Count	2	3	5
	% within the relationship with the abuser	40.0%	60.0%	100.0%
	% within the consultation date	0.2%	0.2%	0.2%
	% of Total	0.1%	0.1%	0.2%
	Count	40	45	85

A member of the husband's family	% within the relationship with the abuser	47.1%	52.9%	100.0%
	% within the consultation date	3.7%	3.3%	3.5%
	% of Total	1.7%	1.9%	3.5%
No relationship	Count	4	23	27
	% within the relationship with the abuser	14.8%	85.2%	100.0%
	% within the consultation date	0.4%	1.7%	1.1%
	% of Total	0.2%	1.0%	1.1%
The son	Count	4	10	14
	% within the relationship with the abuser	28.6%	71.4%	100.0%
	% within the consultation date	0.4%	0.7%	0.6%
	% of Total	0.2%	0.4%	0.6%
The divorcee	Count	110	196	306
	% within the relationship with the abuser	35.9%	64.1%	100.0%
	% within the consultation date	10.3%	14.6%	12.7%
	% of Total	4.6%	8.1%	12.7%
Total	Count	1068	1344	2412
	% within the relationship with the abuser	44.3%	55.7%	100.0%
	% within the consultation date	100.0%	100.0%	100.0%
	% of Total	44.3%	55.7%	100.0%

Cross tabulation: Consultation date * Where violence took place

		Where violence took place						Total
		Relatives' /friends' house	The street	Work place	Public facility	Marital home	Family home	
2019	Count	3	11	127	5	745	206	1097
	% within the consultation date	0.3%	1.0%	11.6%	0.5%	67.9%	18.8%	100.0%
	% within the place violence happened	100.0%	33.3%	61.7%	22.7%	43.9%	38.4%	43.9%
	% of Total	0.1%	0.4%	5.1%	0.2%	29.8%	8.2%	43.9%
2020	Count	0	22	79	17	952	331	1401
	% within the consultation date	0.0%	1.6%	5.6%	1.2%	68.0%	23.6%	100.0%
	% within the place violence happened	0.0%	66.7%	38.3%	77.3%	56.1%	61.6%	56.1%
	% of Total	0.0%	0.9%	3.2%	0.7%	38.1%	13.3%	56.1%
Total	Count	3	33	206	22	1697	537	2498
	% within the consultation date	0.1%	1.3%	8.2%	0.9%	67.9%	21.5%	100.0%
	% within the place violence happened	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	0.1%	1.3%	8.2%	0.9%	67.9%	21.5%	100.0%