



FACING MULTIPLE CRISES:

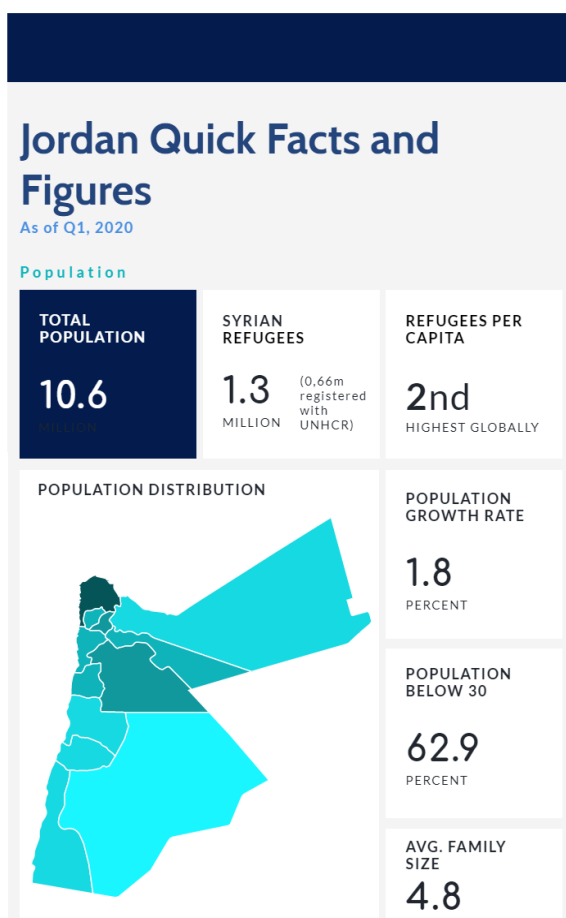
COVID-19 – IMPACT ON VULNERABLE HOUSEHOLDS AND ENTERPRISES IN JORDAN

UNDP Jordan
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FACING MULTIPLE CRISES: COVID-19 – IMPACT ON VULNERABLE HOUSEHOLDS AND ENTERPRISES IN JORDAN¹

COVID-19: a magnifying glass for inequalities

The COVID-19 pandemic, whose full impact is still unfolding, has had a significant impact on livelihoods of households and host communities in Jordan. The current crisis exacerbates existing vulnerabilities and is likely to reproduce and intensify pre-existing inequalities. The crisis overlaps with other crises Jordan has been facing: regional instability, significant refugee inflows and population increases, years of low economic growth and a fiscal crisis and the impact of climate change. Growth averaged 2 per cent over the last couple of years and unemployment rose to 19.3 per cent in Q1 2020. Unemployment is particularly high amongst women (24.1 per cent and more than 70 per cent amongst women with a bachelor degree) and youth (39.7 per cent amongst 20 to 24 year olds).¹ Fiscal deficit reached 4.7 per cent of GDP and debt to GDP ratio 99.1 per cent by end 2019.²



Source: Department of Statistics, 2018 Statistical Yearbook; Jordan Response Plan 2019 (<http://www.jrp.gov.jo/Files/JRP2019PlanFinal.pdf>) and UNHCR, June 2020 (https://data2.unhcr.org/en/situations/syria/location/36#_ga=2.124438671.484194434.1592213454-1430267009.1592213454)

In late April/ early May UNDP conducted a series of rapid impact assessments to determine the impact of COVID-19 and lockdown measures on households across Jordan and, in partnership with the International Labour Organization (ILO) and FAFO Institute for Labour and Social Research, on enterprises in Jordan.³ Understanding who is affected, where and in what way is important so that response measures can be designed to reach also those furthest behind. How this crisis will be managed will shape long-term outcomes and can facilitate, or make more difficult, managing other underlying crises. With existing inequalities mediating the impact of the crisis on human development, an equity lens is essential. Response measures also provide an opportunity to strengthen the resilience of the economy and society so they can avoid, mitigate, withstand and recover from similar crises in the future.

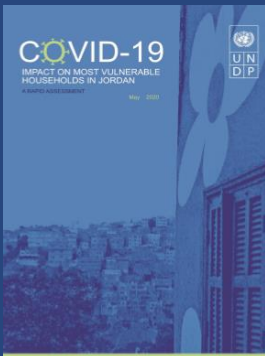
This note outlines key findings from the first round of rapid impact assessments and highlights impacts that are likely to exacerbate existing vulnerabilities and reverse human development trends and progress towards the Sustainable Development Goals.⁴ These assessments will feed into an ongoing research project on how the current crisis is interacting with and intensifying pre-existing inequalities. The assessments provide a snapshot of the impact during the first weeks of the lockdown. With the economy opening up and the easing of lockdown measures, some challenges are becoming less while other impacts, such as a reduction in remittances or the permanent closure of enterprises, may only show later. UNDP is therefore planning to conduct a

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second and third round of rapid assessments to track the evolution of the impact on the most vulnerable households and MSMEs.

Context

COVID-19 and its socio-economic impact are evolving rapidly, with the impact of the crisis not only driven and shaped by the repercussions of the spread of the virus on the economy in Jordan and elsewhere but also the nature of the government response in terms of movement restrictions and other emergency measures. Jordan has effectively contained the first wave of the virus with the application of timely and decisive measures. Efforts to contain the spread of COVID-19 are essential to protect lives and avoid the collapse of health services. However, despite the introduction of measures to mitigate the socio-economic impact, COVID-19 has had serious implications on livelihoods and access to basic services such as education and health. Lockdown measures forced enterprises to suspend or scale down operations, led to disruptions in production and distribution chains and caused demand for goods and services to plummet with enormous implications for the economy, employment and livelihoods. In the Arab region this has been compounded by the plunge in oil prices affecting not only fiscal revenues in oil producing countries but also countries, such as Jordan, depending on remittances from the Gulf Cooperation Council (GCC). The World Bank estimates economic activity to contract by 3.5 per cent in 2020 in Jordan.⁵



The reports can be accessed under the following links:

COVID-19 Impact on Households in Jordan, May 2020

<https://www.jo.undp.org/content/jordan/en/home/library/impact-of-covid-19-on-households-general.html>

<https://www.jo.undp.org/content/jordan/en/home/library/covid-19-impact-on-households-in-jordan-arabic.html>

COVID-19 Impact on Most Vulnerable Households in Jordan, May 2020

<https://www.jo.undp.org/content/jordan/en/home/library/covid-19-impact-on-most-vulnerable-households-in-jordan.html>

<https://www.jo.undp.org/content/jordan/en/home/library/covid-19-impact-on-most-vulnerable-households--arabic.html>

BASIC NEEDS



EMPLOYMENT

88%

Of previously employed from general households reported losing their job or working on a reduced salary

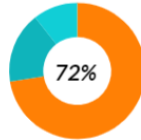
General Households



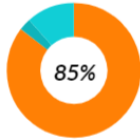
Vulnerable Households



Percentage of respondents reporting having difficulties to cover basic needs



General Households



Vulnerable Households

INCOME

General Households



Lost their entire income



Lost most / some income



Income unchanged



Income improved

Vulnerable Households



3 out of 4 respondents

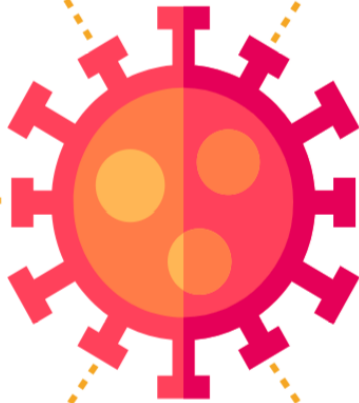
believe that the crisis will have long-term impact on their income levels and livelihoods

76% General Households

75% Vulnerable Households



OUTLOOK



Majority of respondents reported an increase in food prices

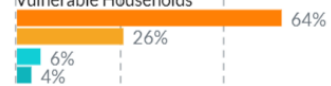
General Households **76%**

Vulnerable Households **85%**

General Households



Vulnerable Households



< 1 week **1-2 weeks**
2-4 weeks **> 1 month**

Financial Resilience

FOOD PRICES

* For the purposes of this research, "General Households" data is based on a random online sample of over 12,000 respondents, while "Vulnerable Households" data is based on telephone survey with over 1,600 respondents currently receiving support from Tkiyet Um Alii (TUA).

COVID-19 AND ITS IMPACT ON VULNERABLE HOUSEHOLDS – KEY FINDINGS

The crisis is affecting fundamental areas of human development, yet its effects are unequally distributed. Various rapid impact assessments conducted in Jordan and elsewhere highlight that communities and people already lagging behind are particularly affected. Leaving them further behind will have long-term impacts in advancing human development. Key findings include⁶:

Impact on jobs and livelihoods

- Only around 7 per cent of households from across Jordan reported that they were working as before, about 50 per cent indicating that they have lost their livelihoods, amongst the most vulnerable the proportion was even higher with 68 per cent.
- Workers in the informal sector, which provides the majority of livelihood opportunities for vulnerable populations, have been hardest hit. According to an assessment conducted by UN Women, of those who were employed in the formal sector, 71 per cent indicated they had not yet lost their job. In contrast, of those that were employed in the informal sector prior to the start of the crisis, 99 per cent reported to have lost their job.⁷

Impact on meeting basic needs and accessing basic services

- More than 85 per cent of the most vulnerable households reported to have faced difficulties in meeting even basic needs like food and rent during the first few weeks of the lockdown. Even amongst the general population, almost three quarters reported similar difficulties.
- Despite government's efforts to control food prices, about half of all respondents reported that they feel that food prices have risen significantly.
- Access to basic healthcare, including to reproductive health services, was also proving challenging.
- Schools closed on 15 March with the government's strategy for continuity of education relying heavily on online teaching. According to a multisectoral rapid needs assessment by UNICEF, UNHCR and WFP 46 per cent of respondents reported that their children were not accessing Darsak, the website launched by the Ministry of Education to support learning during the school closure. Lack of access was highest amongst people living in informal tented settlements (80 per cent), Syrian and non-Syrian refugees (63 per cent and 65 per cent respectively) and female headed households (60 per cent).⁸

Availability and access to the internet

- While mobile network penetration is relatively high in Jordan,⁹ internet access is a challenge for many with significant impact on remote working and studying. 44 per cent of respondents amongst the most vulnerable households reported that they do not have the necessary internet access that would allow them to work or study from home. Only 7 per cent mentioned that they own a tablet, desktop or laptop computer. 39 per cent have only a basic phone at home.
- Even for other households across Jordan, 22 per cent mentioned that they do not have the necessary access to internet. While a majority of general households (73 per cent) had a smart phone, only 22 per cent had either a tablet, desktop computer or laptop.

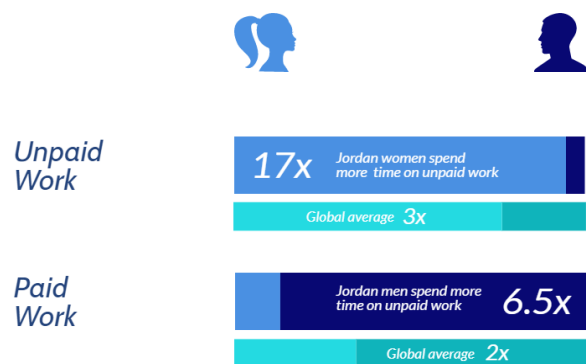
Financial resilience

- Incomes were already low prior to the crisis, so few were able to tap into their savings. Almost two thirds of households reported to have less than one week of financial resources to draw on. This highlights the very low levels of savings of many households and the limited resilience.
- Similar challenges were highlighted in a survey targeting individual workers in Jordan¹⁰, which found that only 9 per cent of respondents had household savings and those with savings reported that their savings would last less than a month (70 per cent).

Future outlook

Although the lockdown measures have been eased, respondents expressed concern that the COVID-19 crisis will have a long-term impact on their livelihoods. Three quarters of the most vulnerable households believe that there will be a long-term negative impact on their livelihoods with 58 per cent agreeing strongly and 17 per cent somewhat agreeing.

Jordanian Women and Men Workload Comparison



Impact on Gender Inequality

The crisis has had significant implications on women's unpaid care workload. The increase in unpaid and total workload under pandemic conditions carries implications beyond women's overall physical and psychological wellbeing.¹¹

The gender disparity in terms of time allocation to paid versus unpaid work is already substantial. In Jordan women spend 17.1 times more time than men on unpaid work (global average is 3.2) while men spend 6.5 times more time on paid work than women (global average 1.8). UN Women estimates that unpaid demands on women's time is likely to undergo a dramatic increase with school closures (increased child care demands), suspension of

market services (lack of access to market substitutes to household production and hence increased demand for domestic production of goods and services), higher vulnerability of the elderly and risk of illness (increased elderly and ill care demands).¹²

COUNTING THE COST OF COVID-19 – IMPACT OF THE PANDEMIC ON ENTERPRISES IN JORDAN¹³

The impact of the COVID-19 pandemic and lockdown measures on MSMEs surveyed has been significant. This, in turn, has profound implications for the economy and in particular employment. Below a short overview of key findings from the joint ILO/FAFO/UNDP report and other assessments. The assessments focus primarily on formally registered businesses with a large share of micro and small enterprises.

Impact on Business Operations

A large majority of businesses surveyed over the past couple of months reported to have had to shut down completely during the lock-down period.

- Only 7 per cent of surveyed enterprises reported operating as usual during the time of the survey – 39 per cent were operating but with either reduced staff (7 per cent) or reduced working hours (16 per cent) or both (16 per cent). 51 per cent of surveyed enterprises reported to have closed temporarily. Similarly, 94 per cent of businesses surveyed by IPSOS reported that the lockdown led to a complete shutdown of their businesses with 91 per cent reporting a complete loss of revenue.
- Businesses working in the health-care sector and medium-sized enterprises were more resilient. A large majority (94 per cent) of businesses in the tourism and hospitality sector indicated a high level of threat due to the crisis compared to 85 per cent across all enterprises surveyed.¹⁴ In the industrial sector 44 per cent of enterprises surveyed by the Jordan Chamber of Industry continued to operate with more than 75 per cent of their production capacity at the time of the survey.
- Some entrepreneurs, according to a survey focusing on start-ups by Endeavor, in the gaming, ed-tech, e-commerce and health-tech have experienced significant growth opportunities. The majority of start-

ups surveyed seemed to also have managed the transition to remote work with 30 per cent describing the transition as smooth and another 39 per cent as smooth with some challenges.

Immediate impact on businesses

- Revenue loss and lack of cashflow was reported as the main immediate challenge across various surveys. 88 per cent of enterprises in the industrial sector (Jordan Chamber of Commerce) reported cashflow difficulties. Cash flow management was also the main challenge cited by start-ups with 72 per cent followed by fundraising 53 per cent (Endeavor) and SMEs participating in the IPSOS survey reported difficulties with paying rent (70 per cent) and paying salaries (47 per cent) amongst their top concerns.
- About half of companies surveyed by the Jordan Strategy Forum/ NAMA indicated that their monthly income would not cover their obligations at all, and 21 per cent to a small degree. About two thirds of companies saw their revenues decline by more than 75 per cent, about 6 per cent saw their revenues increase by 75 per cent.

Business responses related to labour issues

The majority of businesses surveyed seemed to be putting off laying off employees.

- Amongst businesses participating in the IPSOS survey only 4 per cent have already laid off employees at the time of the survey and 10 per cent were planning to do so in the future.
- More than a third of enterprises surveyed by Analyseize suggested that they are considering to cut back on salaries (36.6 per cent), this percentage was much higher amongst medium and smaller enterprises than enterprises with 250+ employees (26.5 per cent).
- Amongst industrial enterprises surveyed by the Chamber of Industry, about a quarter of enterprises are considering layoffs but the majority (53 per cent) of those considering layoffs expected them not to exceed 10 per cent of the existing workforce.
- 42 per cent of enterprises indicated that they will be able to continue paying salaries to all workers under existing conditions for less than one month, another 42 per cent for less than three months. Micro businesses (55 per cent) and small enterprises (44 per cent) indicated that they lacked the means to continue to pay salaries, while medium (33 per cent) and larger enterprises (23 per cent) were more likely to be able to continue to pay salaries for an additional month.
- The Jordan Strategy Forum/ NAMA survey was more pessimistic with about half of the businesses suggesting that they were expecting to reduce the number of workers (23.9 per cent very much, 28.3 per cent to some extent).

Financial resilience of enterprises

Financial resilience of enterprises is a key issue. Even prior to the onset of COVID-19, many enterprises were struggling.

- Only 27 per cent of enterprise respondents indicated that they were profitable prior to the onset of the crisis, with 46 per cent indicating that they were breaking even and 25 per cent indicating that they were losing money. Particularly, smaller sized enterprises (33 per cent of micro enterprises and 22 per cent of the small enterprises surveyed) indicated that they were losing money even prior to the onset of the crisis. The majority of medium and larger sized enterprises indicated that they were either breaking even or profitable (42 per cent for enterprises between 50-99 workers and 45 per cent of enterprises with more than 100 workers).
- Around one-third (30 per cent) of enterprises indicated that they would not be able to stay operational if the current situation continued for less than a month, with 36 per cent indicating that they would be able to remain operational for 1 to 3 months and only 5 per cent for more than 4 to 6 months.

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- Over half of the respondents (52 per cent) remained confident that they will weather the crisis and resume profitability, while 20 per cent were not confident of their economic resilience and robustness. However, asked about their pre-crisis financial situation, 25 per cent of enterprises indicated that they were losing money and 46 per cent indicated that they were breaking even, suggesting that many enterprises had financial difficulties even before the lockdown measures. Apprehension is higher amongst home-based and micro enterprises.

Crisis preparedness/ adjusting business models

All assessments highlighted limited preparedness of enterprises with only 25 per cent of enterprises participating in the ILO/FAFO/UNDP survey indicating that they had a business continued plan in place. This is worrying as the ability to quickly adapt and adjust the business model will be key for survival. Digital transformation, as one of the most important ways of adapting and to capture new markets, was highlighted across different surveys. With shifting consumer behavior towards digital solutions, many businesses are shifting towards e-commerce and online platforms to retain customers and explore new markets.

- Amongst start-ups participating in the Endeavor survey, only 7 per cent responded that they were fully prepared to take on the challenge. However, close to half of the respondents have already transformed their businesses today and 64 per cent plan to sustain this transformation while 68 per cent will introduce a hybrid of the old and new business models.
- The crisis is accelerating digitalization and automation processes. Amongst startups more than 60 per cent are planning to invest immediately into digitization and more than 80 per cent in coming 6 to 8 months.
- 42.6 per cent of enterprises in the industrial sector are considering e-marketing, about a third (36.6 per cent) of enterprises in the industrial sector are considering shifting to new products or systems according to the Chamber of Industry. 70 per cent of industrial enterprises surveyed do not believe that they will be able to maintain their traditional markets, against 65 per cent expecting to find new markets.
- A large majority of SMEs participating in the IPSOS survey, intend to change the way they manage their business in the future particularly in terms of cutting direct costs, better cashflow management (77 per cent) followed by digitization (56 per cent).

Enterprise feedback on government response measures

While most polls suggest that Jordanians largely trust in the government's response to COVID-19, Analyseize's poll of 345 companies suggests that businesses do not believe that the government has a clear plan for supporting the economy (80 per cent) and there appears to be low trust in decisions made by the government in supporting the private sector to overcome difficulties (24 per cent).

- A majority (67 per cent) of enterprises indicated at the time when the survey was conducted (end April) that they were not aware of any support packages or measures available to help them to help mitigate the impact of the crisis. 12 per cent of enterprises indicated that the government is subsidizing pay – 16 per cent among small enterprises and 21 per cent among enterprises with 100 workers or more. 8 per cent said that they were accessing soft loans and 5 per cent access to credit.
- Respondents of the Jordan Strategy Forum/NAMA survey showed greater awareness of government response measures. 84 per cent of respondents had heard about the JD 500 million Central Bank package and about half suggested that they intend to apply to the programme.
- 53 per cent of businesses consider direct financial support as the most essential support needed to cope with the situation at this stage, with 60 per cent of micro businesses and 43 per cent of enterprises with more than 100 workers indicating the need for direct financial support. 42 per cent of all

enterprises surveyed suggested wage subsidies, 68 per cent amongst enterprises of more than 100 workers as essential to cope with the situation at this stage. 20 per cent indicated access to credit. Tax relief measures topped the list of support measures most needed with 72 per cent, followed by payment deferrals and loans (68 per cent) and increased government spending, removal of import restrictions (66 per cent) according to the IPSOS survey. Another 62 per cent suggested support in rent deferrals and relief measures.

Future business outlook/ confidence of enterprises

- At the time of the survey (end April) around one-third (30 per cent) of enterprises indicated that they would not be able to stay operational if the current situation continued for less than a month, with 36 per cent indicating that they would be able to remain operational for 1 to 3 months and only 5 per cent for more than 4 to 6 months.
- Over half of the respondents (52 per cent) remained confident that they will weather the crisis and resume profitability, while 20 per cent were not confident of their economic resilience and robustness. However, asked about their pre-crisis financial situation, 25 per cent of enterprises indicated that they were losing money and 46 per cent indicated that they were breaking even, suggesting that many enterprises had financial difficulties even before the lockdown measures. Apprehension is higher amongst home-based and micro enterprises.
- Half of businesses surveyed by IPSOS share a negative outlook about the future of the business, 49 per cent are not confident to survive the current crisis. This was even higher (68 per cent) amongst enterprises in the tourism and hospitality sector and service sector (54 per cent). A majority of small businesses (63 per cent) and 42 per cent of medium businesses confirmed that they would be unable to financially sustain themselves beyond April, so the easing of lockdown restrictions was very timely.

POLICY CONSIDERATIONS

How this crisis will be managed will shape long-term outcomes and can facilitate, or make more difficult, managing other underlying crises. Response measures by the Government and those supported by development partners also provide an opportunity to build the resilience of economies and societies to avoid, mitigate, withstand and recover from similar crises in the future.

There are difficult choices to be made: about rescuing productive sectors and enterprises, promoting digital transformation and innovations with different impacts on job creation, redesigning social protection and social services and investing in infrastructure. Fiscal responses and investment decisions have the potential to affect the shape of technological innovation, the energy mix between renewables and fossil fuels as well as distribution of wealth. They also provide entry points for creating an impact economy. In the context of limited fiscal space, public resources will either need to be diverted from other resources, be spent more effectively and efficiently or increase the burden of future generations. Ensuring transparency and accountability of these measures and the allocation of tax resources and their impact and trade-offs will be key. This will require effective public-private dialogue and consultation.

Policy considerations outlined here are in line with and based on the UN framework for the immediate socio-economic response to COVID-19 that is being contextualized also for Jordan and UNDP's 2020 Human Development Perspectives report *COVID-19 and Human Development: Assessing the Crisis, Envisioning the Recovery*.¹⁵

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- Designing **response packages with an equity lens** to ensure that communities and individuals already lagging behind will not be further left behind. Expanding cash assistance and supporting sustainable livelihood opportunities will be key for the most vulnerable households.
 - Given the huge magnitude of the pre-existing gender economic gaps in Jordan, measures need to be enhanced to **ensure a gender responsive recovery**.¹⁶
 - **Multi-dimensional, integrated approaches to recovery:** The crisis brought into sharp focus the global connectedness and the interdependencies between economic, social and environmental outcomes. The linkages between health and nature and the economy are clear, as is the need to bridge the lessons learnt from this crisis to the climate crisis and other crises ahead. Using the 2030 Agenda with the SDGs as a framework to guide interventions as they place the interconnectedness of all lives on this planet at their center.
 - **Closing the digital gap.** It is estimated that closing the digital gap and more equitable access to the internet, would half the estimated decline in human development due to the crisis.¹⁷ Households with access to modern technologies are better equipped to maintain economic interactions, including education, continuity of work activities (telecommuting), and access to telemedicine and consumer goods.
 - **Accelerating digital transformation.** Support should focus on promoting MSME's digital transformation so that they can evolve with the market, remain competitive and relevant, and to enable their businesses to be "future-fit". Digital transformation not only relates to technological transformation, which entails integrating technology in all areas of business and by that fundamentally altering how businesses operate and deliver value to their customers. It also requires an organizational and cultural transformation, in which organizations continually challenge the status quo, experiment and get comfortable with failure.
 - Many enterprises surveyed were in poor financial health even before the COVID-19 crisis. In the context of fiscal constraint, it is important that the government develops **a clear and transparent approach to prioritize businesses** to be supported. The government should explore options including:
 - Cash injections (grants/loans) to ensure business continuity and job retention, particularly for female employees and female-owned businesses;
 - Tax holidays, reductions or rescheduling; interest-free loans; wage and employment subsidies;
 - Support banks and other financial institutions so that they can provide flexibility with debt, and more lending – possibly conditional on retaining workers, etc.; andSimplified administrative processes to facilitate and expedite access to those in need to the different services and funds provided. Furthermore, more efforts are needed to support cash flow lending, particularly for the services industry, as opposed to the current industry standard or asset-based lending.
 - **Support should be prioritized and incentives introduced for businesses that develop new business models that focus on sustainability and resilience and are 'future fit' and better able to withstand future crises.**
 - Government measures currently largely focus on formal SMEs. **Targeted measures should be considered for micro and home-based businesses.** Such measures could include helping enterprises to reduce their fixed costs. Fixed operating costs include rent, utilities, other overheads, servicing of

debts, tax payments, licensing fees, social security contributions and wages of essential staff. There are different options for supporting enterprises to cover their fixed costs, including waiving payments due, extended payment terms, providing grants or making credit available.

- Similar to informal SMEs, government also should introduce **measures targeting workers in the informal sector and daily workers**. The government measures focused so far on providing immediate financial/in-kind assistance to this segment, however, very little has been done to improve their long-term resilience. The crisis exposed the severely limited amount of data on and protection available for daily/informal workers. National databases and stronger regulations for the “Gig economy” are two key components.
- **Recovery policies can deliver both economic and climate goals**. Stimulus packages that could deliver large economic multipliers, reasonably quickly and shift the emissions trajectory would include:¹⁸
 - **Investments in clean physical infrastructure** (incl. renewable energy, storage, grid modernization)
 - **Building efficiency retrofits** (incl. improved insulation, heating and domestic energy storage systems)
 - **Investments in education and training** to address immediate unemployment from COVID-19
 - **Natural capital investment for ecosystem resilience and regeneration**
 - **Clean R&D investment, investments in sustainable agriculture.**

Many of the above measures have also other co-benefits (electric vehicles reduce local air pollution, energy efficiency measures reduce costs for households and could be targeted to lower income households, etc). The measures can reduce existing welfare inequalities that will be exacerbated by the pandemic in the short-term and climate change in the long-term.

- **Public procurement can play an important catalytic role to support a shift in the investment trajectory**. Recent suggestions by the PPP Unit to screen projects according to the SDG contributions, provide an important step into this direction.

Notes

¹ Unemployment figures from Department of Statistics, Jordan (<http://dosweb.dos.gov.jo/labourforce/employment-and-unemployment/>).

² Jordan country chapter of World Bank, April 2020, *MENA Economic Update: How Transparency can help the Middle East and North Africa*) (<http://pubdocs.worldbank.org/en/914661554825485360/mpo-jor.pdf>).

³ UNDP, May 2020 *COVID-19 Impact on Households in Jordan - A Rapid Assessment*. This assessment is based on an online survey of 12,084 respondents and took place during the lockdown (last week of April until 3 May). The sample includes 49 per cent female respondents. Two thirds (66.5 per cent) were Jordanian with over a quarter Syrian (27.2 per cent).

UNDP, May 2020, *COVID-19 Impact on Most Vulnerable Households in Jordan – A Rapid Assessment*. This assessment, which uses the same questionnaire, is based on a telephone survey of 1,648 households across all governorates. The sample is from Tkiyet Um Ali's beneficiary database. Tkiyet Um Ali prioritizes supporting Jordanian families who are struggling to meet basic food needs with many living below the poverty line.

Forthcoming publication of ILO, FAFO and UNDP, June 2020, *Counting the cost of COVID-19: Impact of the pandemic on enterprises in Jordan*. The assessment is based on a sample of 1,190 enterprises, including home-based businesses, micro and small businesses, as well as larger enterprises employing 100 or more workers, a telephone-based survey and in-depth interviews with key ecosystem players.

⁴ UNDP's assessment of the impact on the most vulnerable households focuses on Jordanians (92 per cent of respondents), thus provides important insights on how Jordan and host communities are being affected complementing other impact assessments that have focused more on refugee communities e.g. UNICEF, UNHCR and WFP, May 2020 *Multi-Sectoral Rapid Needs Assessment: COVID-19-Jordan* included 47 per cent Syrian refugees, 17 per cent non-Syrian refugees/ migrants and 36 per cent Jordanians or ILO, FAFO, May 2020 *Facing Double Crises – Rapid assessment of the impact of COVID-19 on vulnerable workers in Jordan* which included 56 per cent Syrians and 44 per cent Jordanians.

⁵ World Bank, June 2020, *Global Economic Prospects*.

⁶ Unless stated otherwise, findings quoted below are from UNDP's series of rapid impact assessments.

⁷ UN Women, May 2020, *Rapid Assessment of the impacts of COVID-19*.

⁸ UNICEF, UNHCR, WFP *ibid*.

⁹ In the global mobile connectivity index Jordan ranked 53.8, behind Morocco at 57.0, Lebanon at 60.0 and Israel at 74.7. The State of Mobile Internet Connectivity (<https://www.gsma.com/mobilefordevelopment/resources/the-state-of-mobile-internet-connectivity-report-2019/>).

¹⁰ ILO, FAFO *ibid*.

¹¹ UN Women, May 2020 Policy Brief *COVID-19 and Women's Economic Empowerment: Policy Recommendations for Strengthening Jordan's Recovery*

¹² *Ibid*.

¹³ Below section is mainly based on the joint ILO/FAFO/UNDP assessment. Other surveys used in below section include: Analyseize, April 2020 *Impact of Shutdown on Private Sector Amidst COVID-19 – Businesses Questioning Government Economic Measures* covering 345 companies; Endeavour, May 2020, *Entrepreneurs' Response to Managing Through Crisis* focusing on 110 founders of start-ups <https://drive.google.com/file/d/1EDdQqjad7qhWjwCeHGKXs01CV023yKP/view>; IPSOS and Kinz, May 2020, *C19 Impact Series SME Edition* covering 290 SMEs; Jordan Strategy Forum/ NAMA Intelligence, April 2020 with 506 business owners; Jordan Chamber of Industry, April 2020 *Industrial Companies Needs Assessment in the Light of the COVID-19 Crisis*. This survey covered 330 industrial companies.

¹⁴ IPSOS *ibid*.

¹⁵ United Nations, April 2020, *A UN Framework for the immediate socio-economic response to COVID-19* <https://unsdg.un.org/resources/un-framework-immediate-socio-economic-response-covid-19>. The framework is based on five pillars (1) Health First: Protecting health services and systems during the crisis; (2) Protecting People: Social protection and basic services; (3) Economic Response and Recovery: Protecting jobs, small and medium-sized enterprises, and the informal sector workers; (4) Macroeconomic Response and Multilateral Collaboration; and (5) Social Cohesion and Community Resilience.

¹⁶ UN Women, May 2020, *Policy Brief: COVID-19 and Women's Economic Empowerment: Policy Recommendations for Strengthening Jordan's Recovery*.

¹⁷ UNDP, 2020 Human Development Perspectives, *COVID-19 and Human Development: Assessing the Crisis, Envisioning the Recovery* (http://hdr.undp.org/sites/default/files/covid-19_and_human_development_0.pdf). In 2018 it was estimated that USD 100 billion would be needed to close the gap in low and middle income countries, equivalent to about 1 per cent of the fiscal programmes announced so far.

¹⁸ These suggestions are based on a survey of officials from finance ministries, central banks and other organizations. Cameron Hepburn, Brian O’Callaghan, Nicholas Stern, Joseph Stiglitz and Dimitri Zenghelis 2020. *Will COVID-19 fiscal recovery packages accelerate or retard progress on climate change?* (<https://www.smithschool.ox.ac.uk/publications/wpapers/workingpaper20-02.pdf>).