

Domestic Violence Services, Training and Funding in Jordan

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ABSTRACT

This research project is based on interviews of organizations that provide domestic violence services in Jordan. The study investigates three basic areas – services provided to domestic violence victims, training provided to staff and/or volunteers of agencies as well as for specialized groups, i.e. police and courts; and the types and amounts of operational funding for the association. The article also attempts to address the definitions within the sphere of Civil Society domestic violence agencies. Many previous investigations have looked specifically at the prevalence of domestic violence in Jordan as well as how society has dealt with the issue. No studies have dealt with training and funding while a few have discussed services. It is hoped that this study will begin filling the gaps in knowledge related to the issue of domestic violence as well as to assist in defining the breath, depth and scope of Civil Society in Jordan⁽¹⁾.

Keywords: Domestic Violence, Violence Against Women, Family Violence, Jordan, domestic violence services, domestic violence training, domestic violence funding.

INTRODUCTION

There has been a plethora of information written about the issue of domestic violence in Jordan. However, most articles are written by western academic writers, albeit many have visited the area. Many fewer academic articles have been written by those from the region with more extensive knowledge about the culture and why domestic violence in the Middle East and Jordan in particular, has different complexities than those in the West. Then there are numerous articles related to Domestic Violence written by civil society agencies which in some respects have been far more illuminating and more knowledgeable about the specifics of the issue in Jordan.

Therefore, based on the groups of mentioned articles, it is an established fact that Domestic Violence is indeed a major problem in Jordan. (Nasser: 1989; Family Guidance and Awareness Center – Zarqa: 2011; United Nations Development Fund for Women: 2004). What is less clear are the services provided for domestic violence victims, the training provided to those working with

victims, and the types of financial resources utilized, more specifically the actual figure as to what is the total amount being spent on domestic violence in Jordan is not known.

The research question for this study is: *are domestic violence victims receiving the best possible care in Jordan?* In order to determine this it is essential to look at the current level of services and substantiate if there are services missing. Another important element in determining whether the services are being effectively provided is whether the agency staff is well trained. A third vital component is whether there are enough financial resources to provide the services, as well as hire and train the staff necessary to provide optimum care for victims of domestic violence.

The goals of this research are to illuminate the importance of domestic violence. Domestic violence is an ever-growing issue internationally, within the Middle East and especially in Jordan. What is unclear is whether the increase in the number of victims is due to an increase in the number of cases or an increase in awareness advance by the community education of the agencies. It has been established, by previous research, that domestic violence is a major problem in Jordan. Therefore, the next step is to determine what is currently being done in Jordan: to provide services to victims and what other

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services are needed; to train agency staff and support persons as well as what other training is necessary; and determine the current financial support as well as to decide what other funds are necessary to address this problem.

The importance of this study is threefold. First, it will highlight the work currently being done in Civil Society to address the issue of domestic violence. Secondly, it will bring to the forefront any possible problems faced by the agencies. Third, it will assess the sector and propose possible solutions which will benefit the agencies, the donors and Civil Society as well.

Hence this article will do the following: first, it attempts to give a more complete picture of the civil society organizations and governmental ministries that provide services to victims of domestic violence, whether directly or indirectly. Second, it will discuss the range of services provided to victims and the importance of them according to the agencies providing the services. Third, it will discuss the training provided to staff and volunteers of individual civil society organizations, as well as others within the system such as doctors, lawyers, courts, etc. Fourth, it will look at the funding provided to domestic civil society organizations. More specifically, the types of funding provided, the amounts dedicated to eradicate domestic violence, and the stability of the funding. Finally, it will evaluate the areas of services, training and funding and make recommendations for the services providers, the funding sources, and people involved in developing legislation and policy as well as for future research on this issue and to civil society in general.

The following sections will present a literature review on civil society domestic violence services, training and funding. The review will cover the topics in general and then specifically in relation to Jordan

Defining the Terminology Utilized by Civil Society

There are numerous terms used to describe the issue of domestic violence. This is an important point for two reasons. First, to ensure that what is being investigated is the same problem. Secondly, because most agencies that provide domestic violence services also offer several other services and domestic violence is not necessarily the primary focus. The terms used to describe these organizations are domestic violence, wife abuse, intimate partner violence, violence against women (VAW) and family violence (FV). In general, they are used interchangeably but given the differences in terminology,

there are also dissimilarities in definitions and concepts and they do not necessarily reflect the same scope of action. Therefore, it is important to look at the differences to make certain what is being examined is understood and able to be used for comparison.

The first three terms discussed in the previous paragraph are similar. The most commonly utilized is domestic violence and it refers to violence in the home which is perpetrated by a father, brother, or husband/significant other on a female (adult or minor). Wife abuse is specifically in relation to violence inflicted by a husband against his wife. There are three differences between wife abuse and intimate partner abuse. First is the legal relationship between the two people involved – spouses, boyfriend/girlfriend, and common law marriages. Secondly, the perception in Jordan (obtained from interviews) is that domestic violence is related to those events that occur in the home, whereas the others include all abuse whether it takes place in or out of the home. Third, these terms are used specifically in relation to actions of physical violence and do not appear to be associated with psychological and/or verbal abuse.

The term violence against women (VAW) comes directly from the United Nations Declaration on the Elimination on the Violence against Women, which is an international agreement passed in the United Nations General Assembly in 1993. It states that “violence against women” “means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.” (United Nations General Assembly Resolution 48/104 of 20 December 1993, Article 1). This definition greatly broadens the types of acts to be addressed.

“Violence against women shall be understood to encompass, but not be limited to, the following: (a) Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation; (b) Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in

educational institutions and elsewhere, trafficking in women and forced prostitution; (c) Physical, sexual and psychological violence perpetrated or condoned by the State wherever it occurs” (The United Nations Special Rapporteur on Violence against Women).

As seen by the above mentioned definition, there is far more included in this definition than those discussed above. Therefore, it is important when collecting data that it is clear to the interviewer and the interviewee what specifically is being asked as well as the services being included in the discussion.

The last of the terms to be discussed is family violence. In this context, violence is defined as violence with “the intentional use of force, threatened or actual, against oneself, another person, or against a group, that results in injury, death, maldevelopment or deprivation.” (National Council for Family Affairs: 2008) Family violence will include the following: physical, emotional, psychological, sexual, economic-social types of violence.⁽²⁾ The difficulty with this term is that it can encompass more than domestic violence, in particular, child abuse.

Therefore, domestic violence, wife abuse and intimate partner abuse are very similar. VAW is a broader concept than the first three and family violence is the broadest term but closer to VAW. In Jordan, domestic violence is used interchangeably with VAW and family violence. However, most of the agencies provide more services than those just related to domestic violence. Therefore it is necessary to be specific about the terminology and the services because it may be difficult during the survey to collect information only related to domestic violence.

Jordanian Domestic Violence

The prevalence of Domestic Violence in Jordan shows that approximately one out of every three women will be abused during her life time. (Clark, et al.: 2009)⁽³⁾. This amount goes up when looking at the Palestinian refugee camps in Jordan to around 45%. (Khawaja, & Barazi : 2005, 840-41) Given the rate of incidence, in general, this means most people, even if not abused, will know someone that has been.

It is not just the prevalence of the issue that is relevant but how Jordanian society sees the issue because it will affect the perception of the issue in the community, the acceptance of prosecution and punishment as well as the

revictimization of the victim. Domestic violence is not perceived as a societal problem but rather one associated with the family in Jordan. (Haj-Yahia: 2005) Furthermore, the studies show that Jordanians believe it would be better if the victim not bring criminal charges against the perpetrator but let the family address the problem instead of seeking assistance from organizations outside the familial circle (social services, government, or legal organization). When society maintains when women are not good wives that it is acceptable to hit her then it also will not be acceptable to prosecute the abuser. (Ibid. Also see Haj-Yahia: 2000) Consequently, there is little support for punishment of the abuser so women are hesitant to come forward to report the abuse and even more reticent to file charges. (Haj-Yahia: 2002b. Also see Khawaja & Barazi: 2005) Given society’s perception, a woman that comes forward is revictimized by the abuser, the family and many times the legal system that is there to protect her. (Naffa; Al Dabbas; Jabiri & Al Emam: 2007).

Even if the victim wants to prosecute, the laws in Jordan are not helpful. There is technically no law that specifically deals with Domestic Violence, nor are there restraining orders available. Therefore victims must use the assault and battery law, which is not created to assist the domestic violence victim; in fact it makes it far harder for her to prosecute the perpetrator. (United Nations Development Fund for Women: 2004)

That is not to say that the perseverance of civil society organizations working on domestic violence have not made strides in the last 15-20 years. Actually there are several reasons to believe that services provided by associations, awareness lectures, and assistance by governmental entities is having an effect on the issue.

First, both social scientists and the public have become increasingly sensitive to violence in general. This is possibly due to the openness accompanying the democratization process and the influence of globalization on the Jordanian community. Second, various nongovernmental organizations, such as the National Council of Family Affairs, have offered public forums to discuss the issues and to publicize them. Third, as a result of the establishment of Family Protection Units within the local police departments to deal with reported cases of violence, the prevalence of reporting of family violence has increased

exponentially. Fourth, family violence is emerging as a major threat to the foundation of the family and is believed to be linked to a variety of social problems affecting the family. (Oweis, Gharaibeh, Al-Natour, & Froehlicher: 2009, p. 69)

Since the evidence shows that domestic violence is prevalent in Jordan as well as that strides are being made to address the issue, it is important to look at the services that civil society organizations must provide to effectively address the problem of domestic violence.

The Provision of Domestic Violence Services

The statistics reveal, at the international level, victims of domestic violence turn to community based organizations somewhere between 10-35% of the time when seeking assistance and support after an incident of domestic violence. (Henning & Klesges: 2002) However, in Jordan specifically many are either governmental or semi-governmental (Non Governmental Organizations [NGOs] by decree) entities that provide services, with less than a third of them being private NGOs or Civil Society Organizations (CSOs). (United Nations General Assembly Resolution 48/104 of 20 December 1993, Article 1) This is contradictory to this study (discussed later in the paper). Academics and practitioners alike believe that domestic violence services are specific in nature and that victims seek out programs and agencies that are explicitly focused on domestic violence.⁴“Service providers in other service sectors (i.e., health care, human services, and legal services) either lack training or do not offer trauma-informed services to address the problems associated with these types of violence.” (Macy; Giattina; Sangster; Crosby & Montijo: 2009, p. 360)

While much is written about specific issues related to domestic violence, there is a lack of both information and rigor thereof related to DV services. Some of this may be related to the fact that “services may vary considerably both from within and across community, agency, and service provider, because of the diverse philosophical and theoretical foundations of services, as well as the typical emphasis on mutual aid and self help.” (Ibid, p. 6. Also see Pfouts & Renz: 1981) Given the diversity of agencies, philosophies, services, the environment, as well as the locality, service delivery statistics remain imprecise. (Abel: 2000)

The types of services necessary for DV victims are

many and diverse as is the population of victims. They could include crisis services, counseling, support groups, court/legal advocacy, medical/emergency room advocacy, and shelter assistance as the core services. (Macy; Giattina; Montijo; & Ermentrout: 2010) Other services could include a hotline, counseling (mental health counseling, support counseling, and support groups), medical support, financial support/jobs, family mediation, legal/court advocacy, referral, and follow-up/support, prevention through community awareness, planning and policy making, amending and passing legislation, provide training and support for staff and volunteers for other agencies. (Delehanty-Abuelghanam: 1996; National Council for Family Affairs: 2008; Khawaja & Barazi: 2005; Haj-Yahia: 2005; Haj-Yahia: 2002b.)

The list of services that an association can provide is long and varied. Within the list are several services which are at the core of the existence of a domestic violence organization. The first two are the 24 hour hotline and crisis services. The hotline allows the victim to reach out for assistance, support, and possible intervention. The crisis services are to ensure the safety and health of the victim and possibly other family members because “(a) violence can happen at any time, and survivors need to be able to access services at any time; (b) telephone hotlines are an important gateway for survivors to access information and referral; and (c) even a brief crisis intervention may make a critical difference in a survivor’s life.” (Macy; Giattina; Montijo & Ermentrout: 2010, p. 1143)

Counseling and support groups are a necessary component of services provided once the victim is out of harm’s way and needs to learn to deal with the abuse. There are two types of counseling – mental health counseling and support groups. The mental health counseling is far more expensive given the level of education required to offer this kind of counseling, whereas support counseling does not demand the same level of education or training. These two types of counseling afford the victim with information, resources, support and empathy, as well as reduce isolation and promote contact with others. (Macy; Giattina; Sangster; Crosby & Montijo: 2009)

Medical and legal advocacy aids the victim in obtaining necessary services, information concerning the medical and legal systems, as well as ensures that neither the medical or legal system revictimizes the victim.

While both types of services are provided by domestic violence agencies, there is more emphasis placed on legal advocacy than on medical advocacy in academic literature. (Macy; Giattina; Sangster; Crosby & Montijo: 2009; & Macy; Giatina; Montijo & Ermentrout: 2010)

There has been much emphasis placed on legal and court advocacy, especially in the West where prosecution is given special emphasis in domestic violence organizations. This type of advocacy is directed by several overarching premises “(a) to improve survivors' and their family members' safety, (b) to hold perpetrators responsible for the violence, and (c) to ensure that the criminal and civil justice systems respond appropriately and sensitively to survivors.” (Macy; Giattina; Sangster; Crosby & Montijo: 2009, p. 365) While Jordanian NGOs provide legal advocacy it tends to be usurped by another service – family reconciliation. This point is not just borne out by organizational statistics but the prominence of family reconciliation has been stressed in several pieces of Jordanian legislation.

Statistics from a legal NGO in Jordan show that in the year 2006 that services provided to victims of domestic violence included 1326 instances of legal consultations where 71 cases were judicially processed and 86 cases were resolved with the family. (National Council for Family Affairs: 2008, p. 16) This point is supported by legislation related to domestic violence where The Family Violence Protection Law with its Family Reconciliation Committees and Family Reconciliation and Harmony Offices. The purpose of the Family Reconciliation Committees is to “exert its reconciliation efforts to establish accord among family members and may seek the assistance of experts and specialists from any relevant body and the local community to achieve this purpose.” (Ibid., p. 21) And the reason the issue of family reconciliation in Jordan takes precedence over any legal implications comes from Article Seven of the abovementioned legislation which states “Preference shall be given to referral to the Family Reconciliation Committees before taking any of the protection measures stipulated in this law, provided the interest of the family is taken into consideration.” (Ibid.) It should be stated that not all agencies agree with the emphasis of family reconciliation and will be discussed later in the paper.

The last of the core services for victims of domestic violence is the shelter and the services provided by it. The shelter is to provide a safe haven for victims and other family members, i.e. children. Secondly, it is to act as an

agent of change in the community through community awareness as well as through relationships with other NGOs. (Chanley; Chanley, Jr. & Campbell: 2001. Also see U.N. Division for the Advancement of Women: 2005) It is a starting point for the victim to be free from violence as well as a safe location to begin receiving other services necessary for victims of domestic violence.

There are several reasons why domestic violence shelters are staffed 24 hours a day, 7 days a week and while it may be one of the more expensive services provided to victims it is usually an expense well worth the cost. There are several objectives to be achieved by any shelter, which include: “First, the many challenges of survivors and their families, including substance abuse problems and mental illnesses, may require round-the-clock responses. Second, survivors who first arrive at the shelter during the night may need the help of a staff member with the transition into the shelter. Third, if staff members are always on-site, survivors are assured someone will be available if a need or problem arises. Fourth, survivors who recently endured a terrible experience may need services, such as counseling, at any time, day or night.” (Macy; Giatina; Montijo & Ermentrout: 2010, p. 1146).

Given the above mentioned information, it is believed that **H1: Domestic Violence CSOs will only provide core services whereas ministries, NGOs by decree and NGOs will provide a full range of services.** Due to the ability to hire and fund services it is believed that CSOs with less staff and funding will not be able to provide a full range of services.

Now that the core services have been covered, it is time to turn to the issue of training.

The next section will look at training of employees and volunteers as well as the trainers, and if the organization provides training for outside entities such as police, courts, etc.

Civil Society and Training

Training is an ongoing issue for NGOs. More specifically, training for domestic violence can mean the difference between effectively helping a victim of domestic violence and causing her to be revictimized. Those who have contact with victims in many cases have little or no training in order to provide effective services and therefore it is encouraged that those working in the field get at least in-service training about the subject of DV. (Payne; Carmody; Plitcha & Vandecar-Burdin: 2007).

The importance of training cannot be understated. The self-confidence to be able to assist victims comes from DV training programs. (Hamberger; Guse; Boerger; Minsky; Pape & Folsom: 2004) Not only does the training give staff assurance but it will also provide the following: it increases professionalism of staff and/or volunteers, improves the level of information concerning the issue and the environment (medical and judicial) that surrounds it, as well as augments client satisfaction. (Campbell; Coben; McLoughlin; Dearwater; Nah; & Glass: 2001.)

The issue of training, whether for staff and/or volunteers at the time of hiring, ongoing training and periodic refresher courses as well as the needs of specific categories of victims (i.e. children, elderly) are important. For the issue of DV training is also vital for those within the legal and medical systems (i.e. police, attorneys, doctors and nurses) that have contact with the victim and her family as well as community awareness training within society to enlighten citizens concerning the issue of domestic violence, educate them to be more aware of the problem, as well as prevent possible future violence and revictimization of the victim.

The importance of training within the legal system cannot be underrated. "Criminal justice professionals, including judges, lawyers, and police officers, sometimes unintentionally or inadvertently create difficult environments that leave complainants feeling further victimized by the process." (Blaney: 2010, p. 355) Within this complicated atmosphere "victims continue to feel further traumatized by attitudes and practices within the justice system response."(Ibid) It therefore becomes imperative that training for those that come in contact with victims is implemented. "Across North America there is evidence that specialized approaches including police training on the dynamics of domestic violence have a positive effect on victim safety and support, the processing of cases through the justice system, and offender accountability."(Ibid, p. 356).

There are similar reasons as to why training should be conducted for those in the medical community that come in contact with victims although it is more complicated. While training is important for medical personnel in order to be able to identify and treat victims, the hospital policies also affect this process. (Minsky-Kelly; Hamberger; Pape & Wolffe: 2005).In fact, the training will produce different results depending on the department in the hospital that is trained. However it is

clear that "literature on self-efficacy and change in provider knowledge and attitudes toward DV as a medical problem clearly justify the need for training programs to help health care providers learn needed knowledge, skills, and confidence to identify and help partner violence victims." (Ibid., p. 1289)

While it has been established that training is needed for domestic violence organizations and the legal and medical communities it is also needed for those that will come in contact with victims with special needs. These would include those who work with the elderly and child victims as well as those who work for governmental social service programs. There are two basic reasons for training employees in such governmental entities. First, as discussed earlier, is the knowledge, efficacy that comes with the ability to deal with domestic violence victims from both a knowledgeable and professional manner. Secondly, and at least as important, is the message that is sent by requiring governmental employees to have training. It has been shown that "when training is not required or encouraged, it suggests that the government is choosing not to emphasize the importance of the plight of victims of domestic violence. In contrast, developing policies that encourage participation in domestic violence training programs sends a message that these cases are important to agencies as well as public officials." (Payne; Carmody; Plitcha & Vandecar-Burdin: 2007, p. 299)

The last group that should be involved in the process is the community at large through awareness of the issue and prevention techniques. General information can come from many sources but it needs coordination to cover many groups – such as family, co-workers, schools and universities, etc. Prevention training is an entirely different skill set. (Martin; Beasley; Hoehn; Mathew; Runyan; Orton & Royster: 2009) However, it has been determined to be helpful for this type of training for both those within the organizations and the community at large.

Training in Jordan

A study published by the National Council for Family Affairs in 2008 discussed the lack of training for those working with the issue of DV. It specifically stated that "The need to include concepts of protection against violence and train medical and nursing students on the necessary skills." And "Continuing training for care providers in all areas related to violence." (National Council for Family Affairs. 2008, p. 19)

However, in Jordan, it is not specific training that is

the only problem. The educational institutions in Jordan do not make available academic programs that deal with the issue of violence and more specifically domestic violence. The courses available include women's studies programs and counseling programs, but even the women's programs that do exist focus in on areas more related to health and alike. Therefore, due to lack of information on domestic violence in the classroom results in "social workers entering careers without the amount of knowledge needed to respond to domestic violence." (Payne; Carmody; Plitcha & Vandecar-Burdin: 2007, p. 294) Consequently, mandatory training would be needed before employment in an agency that provides domestic violence services.

Several conclusions can be made based on the academic programs:

1. "There are no specializations that prepare and train specialists in dealing with violence in its various concepts or violence against women, at the level of a higher diploma, BA or MA degrees.
2. In spite of the close relationship between the offered specializations and their importance in protection and preventing violence, they focus on theory in the most part and are not specialized in practical application.
3. The role of the universities in the area of violence against women is mainly conducting research at the level of MA theses and faculty research. The graduating specialized staff is not taught to deal with violence to work in governmental and private institutions which lack specialists in terms of individuals with academic degrees and professional training." (Ibid. p. 23)

This specific idea that training for social workers at the university level should include courses on violence; more specifically domestic violence is also supported in the literature. (Payne; Carmody; Plitcha & Vandecar-Burdin: 2007) When courses are offered at the university it increases the amount and level of information and makes on the job training less imperative.

Given the above mentioned information on training, it is posited that **H2: Domestic Violence CSOs will only provide in-house training while ministries, NGOs by decree and NGOs will provide training to support groups outside the agency.** This will be due to number of staff

and the funding available for such services.

Of the three issues discussed within the questionnaire, services and training have been covered. The last area to be discussed in relation to the literature is the funding of civil society organizations.

Funding

This area is limited by the very basic nature of the funding questions used in the interviews which were developed based on the very limited funding information for civil society in Jordan and complete lack of data on financial support for domestic violence services. These questions include the fiscal relationship between the government and civil society as well as the diversity of funding sources and coping mechanisms utilized in times of fiscal constraint.

In general, historically, a relationship has developed between the government and civil society in many countries. There are many different reasons as to why this relationship has developed but its existence is undisputed. This relationship is based on mutual need. The government looks for a partner to deliver services to society and civil society looks for a stable funding source. (Salamon: 1987. Also see Salamon: 1995) Accordingly, the relationship is reciprocal. The government on the one hand, provides stable financial resources, reduces paternalism through the use of a representative democratic system, and treats access to services as a right and not a privilege. Civil Society, on the other hand, can behave in an enterprising manner to compensate for governmental deficiencies in areas such as offering innovative programs, personalizing services, providing more flexibility in addressing specific needs of the clients, and encouraging a greater degree of competition among agencies. (Ibid.) Additionally "governments have wished to work with NGOs (nongovernmental organizations) for their cost effectiveness, an asset derived from their relative freedom of action in providing services and their low administrative overhead costs due largely to the important role that volunteers play, both in the delivery of services and governance."(Owen: 2000, p. 132)

However, while government is not the only source of financial support available, in many cases it is the largest resource. Then what follows is can civil society maintain its autonomy and accountability to its clientele? It is imperative that organizations keep their operational autonomy. This means "organizations freedom to formulate and pursue a self-determined agenda without undue external pressures, wherever the pressures come

from.” (Wang, Shaoguang. 2006, p. 4) It is the strength of this autonomy “that enables it to countercheck abusive and corruptive state, diffuse social and economic power, pluralize the political arena, and promote accountable and participatory governance, thus contributing toward the creation and maintenance of democracy.” (Ibid. Also see Wilmot & Caliguire: 1996) It is this sustaining of democracy that will cause tension and conflict within civil society in Jordan.

Funding in Jordan

Western funding sources, in particular the United States and the European Union have been used in recent years to promote democracy especially within the sphere of Civil Society. This is relevant to this paper because Jordan has received large amounts of funding from the west which for the most part have been used by NGOs and quasi NGOs for democracy promotion. (Khalaf; Lutterbeck; Hourani & al-Taher :. 2009 Also see Bint Al-Talal: 2004) Therefore, as a potential funding source it is of a concern as to how this funding is perceived in relation to the strings attached. “Such assistance has at times been complemented with public criticism of perceived non-democratic behaviour and political conditionalities, i.e. making democratic reform a precondition for granting favours such as trade deals and development assistance.” (Ibid. p. 5)

There is a debate as to whether Jordanian NGOs should accept foreign funding. This debate has been between liberal political elites and the more conservative members of the political Islamist and nationalist groups. The acceptance of foreign funding “means taking the positions of donors. The governments of the Middle East are prime examples of this phenomenon of dependency; it is the same with NGOs.” (Ibid. p. 19).

Within the debate there were those who support the use of foreign funding stating:

“that in the absence of local funding, and as long as they were not coerced by donors to follow any specific “hidden agenda”, foreign funding was the only means enabling civil society organizations to pursue their activities. On the other hand, there were those who perceived foreign funding to be tantamount to ‘grand treason’, in direct violation of the constitution and existing legislation. This position contended that foreign funding was an invasion of Jordan’s sovereignty and a form of

questionable neo-colonialism; accusing recipients of external funds of being loyal to their sponsors, rather than to the country.” (Bint Al-Talal: 1990, p. 90).

Therefore, the issue of diversity of funding is important due to government money and even the possibility of impropriety of foreign funding which can raise the question of who is civil society accountable to – funding sources or organizational stakeholders.

The issue of foreign funding is less of an issue in Jordan given the statutes that regulate civil society in Jordan. All foreign funding, except for NGOs established by decree, must be approved by the Council of Ministers. Society Law 51 for 2008 with amendments for 2009 states in Article 17 C 1 “If the society wished to receive any donation or funding from a non Jordanian party, it shall notify the Council of Ministers of its intent. The notification shall include the source of such donation or funding, its amount, the way it would be received, its purpose and any other special conditions. If the Council of Ministers does not issue a decision rejecting the proposed donations and funds within thirty days from the date it received the notification, the donation and funding shall be deemed as being approved.” If the funding is rejected there is an appeals process that can be invoked.

There is a specific category of organization which is exempt from this provision which are NGOs established by decree. According to Article 3 B 1 states that “The following shall be exempted from the provisions of this law: Any legal person established according to the provisions of a special law.” These organizations are able to apply, accept and utilize foreign funding without governmental approval. Other organizations must first get permission from the Council of Ministers before accepting foreign funds. These other organizations are therefore limited in the types of resources available for operating funds for a civil society organization and could possibly be more dependent on governmental funding than organizations established by decree.

Due to the above mentioned information the following is posited: **H3: Domestic Violence CSOs and NGOs will receive less foreign funding than NGOs by decree.** This will be due to both the capabilities of the agencies to search for funds and also current laws that govern civil society funding.

Now that the three categories of questions have been covered in the literature, the paper will now discuss the following: the methodology, the general perceptions

obtained during the interviewing process, and the specific information garnered during the interviews, followed by analysis and conclusion.

Methodology

The method for collecting information related to domestic violence in Jordan concerning service provision, training and funding was a questionnaire. The questionnaires were completed during August-October of 2011 with personal interviews at each of the agencies and ministries. The questionnaire was administered to entities providing services, either directly or indirectly, to domestic violence victims in Jordan. There are currently 28 known entities dealing with domestic violence of which 16 were interviewed for this article. The list of these organizations was obtained by compiling information from articles, from the internet and lists obtained from entities that were interviewed. These entities include Jordanian governmental ministries; quasi-nongovernmental organizations (NGOs) created by decree, NGOs, and smaller civil society organizations (CSOs). Of the 28 known entities, there were 8 ministries or specialized subunits within a ministry, 6 NGOs created by decree, 8 NGOs and 6 civil society organizations. While almost all are within the capital city of Amman, 2 were located outside the capital, which does not include branches of entities existing for Amman agencies.

General Comments about Domestic Violence Interviews

It should be stated from the outset that the agencies interviewed and their employees were knowledgeable about the subject as well as the history surrounding civil society in general and domestic violence in particular. The interviewees were dedicated and committed to the efforts being made to improve the environment surrounding this issue.

Of the 28 entities that were known to provide domestic violence services – government ministries, NGO's by decree, NGO's and civil society organizations, 16 were interviewed. These 28 agencies may not be the entire population of entities – for the lists obtained from the internet and other agencies, were outdated, inaccurate and none were all inclusive.

The interviews were structured around three areas: services, training and funding related to domestic violence. In general the services as well as the history of the organizations were expounded on while training and

funding were mostly discussed from a general perspective. As far as the actual monetary totals spent on Domestic Violence, only one organization was willing to put an amount on what is being spent. As a caveat, it should be said that the interviewees did not meet with those who manage the finances of the organizations, instead those interviewed were service providers, trainers as well as top management within the associations.

Of the agencies interviewed, only two of them exclusively offer domestic violence services. Most organizations began providing services with an emphasis on either human, women or families rights. For those entities working with women they focused on women's rights and education, and for the ones dealing with family issues child abuse, and later domestic violence was added (child abuse is a far less controversial issue than domestic violence). This therefore complicated obtaining information related to domestic violence, especially for financial support and all documentation specifically related to domestic violence.

While the numbers of agencies that provide direct services to victims of domestic violence are limited, there are far more that offer indirect services – specifically in the areas of prevention and awareness about the issue. And yet, within this small population of entities, there are two agencies which are vying for a leadership role. While some have strong relationships with both of the entities, most are aligned with one or the other, not both. Both agencies are creating data bases for collection of information about victims and the agencies that provide services. Individually each agency is developing standards for collection of statistics, ethical practices for dealing with victims, as well as establishing and maintaining a repository for all written information about the subject of domestic violence. For an issue like domestic violence, where there are a relatively small number of agencies providing services, there are duplication of services and leadership, a lack of evidence that there is coordination between the organizations, (although every agency insisted that they coordinate with other similar agencies that provide services) as well as there are no geographical boundaries for purposes of service provision and all with one exception are in the Greater Amman area.

The Findings of the Domestic Violence Interviews in Jordan

Most of the organizations that provide services to victims of domestic violence are entities focused on

women’s issues in general and their involvement with domestic violence is just one area of service provision. There is a wide range between the establishment of the oldest and youngest entities with the oldest organization founded in 1945 and the newest in 2007 and the vast majority established since 1989.⁵ Only two associations were established with the express purpose of working with victims of domestic violence.

The sizes of the organizations are in general large with the exception of two Civil Society Organizations (CSO). The smallest agency has one employee and the largest has more than 100. The average number of staff is 30. The utilization of volunteers falls at the extreme ends of the spectrum with the lowest number being 2 and the largest at 1000. However, it should be stated that the majority of organizations do not have any volunteers at all.

While these associations were interviewed about the issue of domestic violence, the missions of these entities belie their main focus. The missions fall into one of three categories which include: women’s rights, family rights, and women/family rights. Only four mention violence in their mission statement and of those only three specifically address violence against women.

The number of programs provided by each organization also belies the fact that there is numerous programs unrelated to domestic violence. The number of

programs falls at the extremes with the smallest agency (CSO) providing one program and the largest number at 12 with an average of five programs. These programs remain stable with new services being added over time.

Agency Analysis

Some of the oldest organizations within Civil Society in Jordan are women’s organizations. One association, the oldest agency interviewed for this study, was established in 1945. However, the issue of domestic violence was added much later.

The differences seen in number of staff, volunteers and programs are related to the nature of the types of organizations interviewed. NGOs are known to be larger entities with more staff, volunteers as well as funding. CSO’s on the other hand are much smaller in all areas mentioned.

Services Provided by Domestic Violence Organizations in Jordan

The issue of services has been addressed in at least two articles previously but not to the extent or degree attempted by this interview process. Of the 16 agencies interviewed 13 provide direct services and 3 provide indirect services. The following table represents the number of agencies that provide the specific services related to domestic violence.

Rank	Service	% Time	% Budget	#Victims receiving services
	Shelter	1		
	Hotline	10		
	Counseling:			
	• Mental health counseling	11		
	• Support counseling	9		
	• Support groups	7		
	Medical support	9		
	Financial support/jobs	6		
	Family mediation	10		
	Legal/court advocacy	11		
	Referral	11		
	Follow up/support after	11		
	Prevention through Community awareness	13		
	Planning & Policy Making	12		
	Amending & Passing Legislation	13		
	Provide training for staff & volunteers of Other agencies	12		
	Other services:			

At first glance it is important to note that while the vast majority of agencies that offer services for victims of domestic violence have several areas of focus, there is not one service listed above that is not provided by a number of associations. The service that is least provided, which is the shelter, is in Amman. This shelter is provided by the oldest existing women's organization in Jordan. To the author's knowledge there is only one other shelter in Jordan and it is provided by the Ministry of Social Development also located in Amman. The next service with the lowest number of agencies is financial support and assistance with finding jobs and while there are only six associations that provide this service currently it was included in the future services of several other entities. Support groups were the next lowest category and of all the services provided, even in the West, this is not provided by a majority of associations. It was somewhat surprising to find that only nine groups provide medical support, which is a core service for most domestic violence entities.

There are several caveats for a couple of other services. For the areas of planning and public policy as well as amending and passing legislation it is a credit to the agencies, civil society and the Jordanian government that so many groups are included in this process. It shows that the issue of domestic violence is given a priority in society and by the government as well. The other caveat is the one related to family mediation – which is considered as a core service in JORDAN. This is a service that is not found in academic writings but is given a priority by both the associations and the government by the emphasis it is given. However, there is one of the largest organizations in Amman which refuses to provide this service and says that it comes back on the victim and in general revictimizes her.

There are several services made available by agencies which were not included in the table and/or interview questions. These include: data base creation, monitoring of cases, brochures and posters. These will be discussed more in the analysis of this section.

The organizations were asked to rank the top five services that they provide – almost half said that there was no way to rank them that they were all equally important. For others, who were able to rank the services the following services were given priority: amending of current laws, data-base creation, legal support, training, as well as to improve and have additional shelters. These will be discussed later in the analysis of this section.

The agencies were also asked if there were specific

problems related to providing services for domestic violence victims. Of all the responses, societal attitudes came in at the top of the list followed by: financial problems – both for the agencies as well as for the victims, lack of available information about organizations and the services offered – most information is by word of mouth, women are not aware of their rights and that domestic violence is not perceived as a priority by the government/decision makers.

When asked about the number of victims that received services most of the agencies could not provide hard data. Of the four that provided information, two of them gave numbers of all people helped – not just domestic violence victims. The other two are as follows: 1) 2009 – 43, 2010-137, 2011-120/ and 2) 2005-47, 2006-71, 2007-65, 2008-89, 2009 101, 2010-85.

The next to last question asked in this section was whether there were any repercussions for the victim if she decided to not prosecute the perpetrator. In all cases it was stated that the victim is free to prosecute or not and that the case was worked whether she did or did not. In relation to this issue, one shelter in Amman will not assist victims unless they decide to prosecute.

Finally, when asked how victims hear about the agencies it is usually by word of mouth, victims and family members explaining about the agencies and the services they received, there has been some media coverage through newspapers and TV interviews as well as materials published by the Ministry of Social Development.

Services Analysis

It is a credit to Jordan in general and Civil Society in Jordan in particular as to the number of agencies and services that are afforded to victims of domestic violence. This research does not provide information as to the effectiveness of said services but that they are made available. The services provided less frequently are shelters, financial support/jobs, support groups, support counseling and medical support. There is a definite need for more shelter services although all agencies find the shelters in existence supply good quality services. The other services are provided by a fair number of agencies and there is a need according to those interviewed to provide more of these. The one service that is provided in many agencies is family mediation and is questioned by at least one entity contending that this service revictimizes the victim.

Of those services that agencies believe are needed and

are not included in the list, data based development and monitoring of cases seem to be the most important. It is evident by the lack of statistics provided by agencies that this is a necessary service. There are two of the agencies interviewed that are in the process of developing data bases. There is a major concern that there will be duplication of this service rather than coordination and cooperation. Organizations have discussed that there are victims who shop around to different agencies for services – so there is a problem of duplication of direct service provision. Additionally, there are no designated boundaries as to who provide services in which section of Amman and which entities might deal with victims that do not live in the capital city. Without some kind of boundaries it is confusing to victims as to where to go when needing assistance.

As discussed earlier in the paper, the attitudes in society, in general, in relation to domestic violence cause problems for agencies providing services as well as for improving preventive measures and education concerning the issue. And while both prevention and education are given priority it is difficult to assess the success rate of these measures. This issue is relevant in all societies but appears to be a more extreme societal perception in Jordan.

Given the above mentioned analysis of domestic violence services it is now possible to determine whether hypothesis one was correct. **H1: Domestic Violence CSOs will only provide core services whereas ministries, NGOs by decree and NGOs will provide a full range of services.** Across the board all agencies not only provided the core services for a domestic violence agency but they also provided a range of important other services – which was not influenced by the size of the organization, the staff or the funding. Therefore, H1 was found to be false.

Training for Domestic Violence Organizations in Jordan

The need for this issue has been discussed in several articles written by agencies within the sector. This is one of the main reasons for the inclusion of this issue as well as a lack of concrete information.

All the organizations interviewed have stated that they at least provide in-house training, both at the time of hiring and ongoing training, for staff and volunteers. For some organizations training is conducted by staff members and for others trainers are brought in from both inside and outside of Jordan. For 4 organizations the training is done only by organizational staff, for 3 it is provided by trainers

from outside the agency, and for 6 associations some training is done by their own staff and some is done by outside trainers (depending on the training issue). In some cases the staff members are trainers and in other cases they are regular staff members. Where the staff members are actually trainers it demonstrates that the agency has made training a priority by employing a full-time paid staff member. This does not mean that regular staff cannot provide training but that there is a stronger focus in the other agencies with trainers.

Not only do domestic violence associations provide training for staff and volunteers but a fair amount of time is spent training other professionals that come in contact with victims. These professionals include, police officers, attorneys, court staff, medical doctors and support staff. In one case a training center has been created within an agency under the auspices of one of the governmental ministries where all staff have been trained, mostly outside the country, and provide training inside Jordan, as well as for other countries in the Middle East.

The credentials of the trainers are as varied as the type of training being provided. In general they include specialists and university professors. More specifically, they include psychologists, sociologists, lawyers, and counselors. In one case the main trainer is a member of the Jordanian Trainer’s Committee.

The types of training provided depends, in general, on what an individual program requires. The decisions are made by trainers, staff, and in some cases boards of directors. Additionally, in some cases training is determined by the changes and amendment of governmental legislation.

When it comes to the number of training programs that are provided in one calendar year, the specifics were limited. The number of training varied greatly from as little as five to as many as 100 and 132 for two other agencies. One entity could not say how many training but responded that some 8000 staff people received training. For the majority of the other associations they stated that the number changes from year to year.

# of Trainings per Year	# of Organizations
1-50	2
51-100	1
101-200	1
Over 1000	1
Unspecified/ depend on programs	5

When asked about the specifics of the length of time again the responses were general. Some of the responses included: days, weeks, months; according to the subject around two weeks, there is ongoing training each week and also depends on the donors; anywhere from a week to 10 days; and at least a month for each.

When asked about the specifics related to the material included again the responses were general. The responses, limited in number, included: depends on the nature of the program, include theoretical and practical materials, they use the latest techniques, and whatever skills that are needed at the time by the organization.

Lastly, when asked what areas of training are still needed, again the answers were general but somewhat more illuminating. They also varied in this category and included mental health training, on new laws, on body language to interpret the state of the victim, a need to have a certain major at university especially for nurses which could save time and effort instead of teaching them later, work more with abusers, more training for professionals that have contact with the victim, as well as the importance to looking for, training and providing new technologies, techniques and services.⁶

Training Analysis

The lack of accurate statistics in this category as well as in others belies the definite need for data collection and the publication of information once it is collected. This is important for several reasons. First, it is apparent to the writer that while training has been made a priority it is disorganized, uncoordinated, and lacks standards. It is disorganized due to the fact that there is no core training levels for all that work within the sector and therefore, training is provided based on current needs with no forethought as to the future. It is uncoordinated, although those interviewed tried to claim otherwise, within the agencies as well as for other professionals. All provide training at the time of hiring and ongoing training but the ongoing training lacks specificity, of when, where and what is provided. Additionally, many agencies say they train other professionals but there appears to be no coordination between organizations as to who offers training and there are neither specific standards nor agreement on what is provided. The lack of standards is most troubling for without criterion there will be discontinuity between who, what and how often the training is made available.

Secondly, because of the lack of coordination

between the organizations it must be assumed that there is duplication of training being given, some types of training being provided without foundational training, as well as holes in the training for core and new types of services and technologies. Lastly, there is a lack of prerequisites as to who is providing the training. It appears that those who are providing the training are academics and professionals. This would in general mean that they are absorbing the vast amount of training money available. There does not appear that any consideration is given to practical training and those who have worked for a long period of time and have vast amounts of experience. Some of this is driven by the funding sources trying to insure professionalism and accountability within the sector.

Given the above mentioned information it is then possible to discuss hypothesis two. **H2:** *Domestic Violence CSOs will only provide in-house training while ministries, NGOs by decree and NGOs will provide training to support groups outside the agency.* This hypothesis is also false. All the agencies that responded to these set of questions answered that they provided training to support groups outside the agency. The caveats to this hypothesis are: first not many agencies responded to training questions except in general terms; and second, due to lack of agency documentation these statements were hard to verify.

Funding for Domestic Violence Organizations in Jordan

The issue of funding, whether in Jordan or anywhere else, is one of great importance.

For the purposes of this study it is important for several reasons. First, no article written about Jordan, has discussed the amounts, or kinds of funding. Secondly, given the questionability of foreign funding and the issue of accountability it is important to see how much foreign funding is utilized. Thirdly, given the new societies law in Jordan, which makes it more difficult to obtain outside funding, has this stipulation in the law caused problems in obtaining funding for domestic violence programs.

The organizations interviewed were extremely reticent to discuss the issue of funding. It should be stated that those interviewed were not, in general, able to give many specifics concerning this topic nor however, were any of them the actual people who dealt with the financial aspects for the individual organizations.

There were six categories related to categories of

funding sources. They included: Jordanian governmental financial support (6), other Jordanian financial support (3), Jordanian in-kind support (0), foreign governmental financial support (3), foreign private financial support (9) and foreign in-kind support (0). Those interviewed were asked about these types of support for the percentages of budget spent on domestic violence and the actual amount of funding spent for domestic violence. There are no responses in either of these categories. There was one exception and this organization gave an estimate about the amount of funding for the entire organization – which was 250,000 JD for the whole entity. This organization only provides indirect services for domestic violence and also indirect services for several other issues not related to domestic violence.

Type of Support	# Receiving Support
Jordanian Government Financial Support	6
Other Jordanian Financial Support	3
Jordanian in-kind support	0
Foreign Funding	
Foreign Governmental Financial Support	3
Foreign Private Financial Support	9
Foreign in-kind Support	0

There was one other response that did not fit into any other category. One organization provides other services for a fee and the money collected is used to fund domestic violence services. This is a quite common practice in many other countries and yet not here in Jordan. This may be for one of two reasons. First, while this strategy is most often used by smaller agencies most organizations interviewed were the larger sized NGOs. Secondly, unfortunately this was not a question asked by the interviewers so there may have been more responses had the question been asked. However, it does beg the question whether entrepreneurialship is used as a mechanism to increase revenues in Jordan.

When asked about the changes in resources over time there were only several responses. The first one is the most obvious – that the funding changed with the programs covered by the agency. Secondly, that the funding changed almost every year because grants were only obtained, in general for one year, so each year the sources of funding and the amounts changed. Thirdly, that the Jordanian governmental money was not stable, rather it changed on a yearly basis and could not be

counted on to cover programs with its instability.

Coping mechanisms in place for adjusting services when funding sources are no longer available fell into one of two categories. First, in general, that there was no problem with obtaining resources and if there was the budget would be cut in all categories and services were still covered by the agency. Secondly, when the funding was not available the services were temporarily dropped until other sources could be obtained and if new resources could not be obtained the service was completely dropped.

The strategies employed during times of instability also fell into two categories. First, when the funding was not available services were stopped and employees were sent home. The second response, far more relevant to earlier material presented was that the strategies employed was to change the plan for the organization to correspond with the donors requests. There was only one such response but it is illuminating.

The last question asked in this category was if there were more money available what services need more focus and funding. The responses were varied and many. First and foremost that there is no service currently provided that could not use more funding and that there are other services that are not provided due to lack of resources. The other responses included – prevention, economic empowerment, and services for those that abused the victims.

Funding Analysis

There are several obvious points that were not surprising and several others that were unexpected. The obvious points are first, that there are not enough financial resources available to provide services for victims of domestic violence and that the sources available do not provide stability for the services or the agencies. In some cases, this instability occurs on a yearly basis, so that services are in jeopardy and given the full range of services provided by most agencies, maybe fewer services should be provided to ensure core services first. Also, the instability causes more turnovers of staff, which will cause the need for more funding for training when new funding is obtained. Secondly, since instability seems to occur on almost a yearly basis, there are no mechanisms in place to assist when funding is cut other than to cut programs, services and fire employees. A possible question for future interviewers would be about financial assets and cushions that might be employed to

help tide the agency over in times of financial stress. A possible strategy for future reference would be to diversify funding – never relying on one specific source.

Given the above mentioned information it is possible to discuss hypothesis three. **H3:** *Domestic Violence CSOs and NGOs will receive less foreign funding than NGOs by decree.* Once again this hypothesis was found to be false. All three groups of agencies received foreign funding. This is interesting in light of the new Society Law because most criticism revolved around the fact that most agencies would not be able to obtain non-Jordanian funding – but this is not the case. This will be discussed further in the conclusion.

There were several surprises in the responses. First, as already mentioned, equal amounts of funding was provided by outside funding sources and Jordanian sources and that the Jordanian governmental sources were less than expected.⁷ However, given the size of most of the agencies funded there are more employees to write grants than in CSOs and that these particular organizations are not quite so reliant on governmental funding. Secondly, although there were concerns with the new society law about obtaining outside sources of funding this does not seem to be the case. Third, that two possible coping methods for obtaining resources were not employed – that of in-kind contributions whether from internal or external donors and that more programs or small business ventures were not employed to increase funding. Also that there was little or no discussion of income based fee scales to help supplement other funding sources.

Community Support

Due to the nature of services provided by domestic violence agencies and the societal perception of the issue, this last section was included to determine how the organizations, the issue at hand as well as services provided are perceived in the community.

It has taken time for the community to accept the issue, services and to build trust with women in the community. Many of the older organizations and to a lesser extent the younger ones have faced challenges. It has taken time, education, as well as training in prevention to begin to change the societal perception of the issues and the associations that provide the services.

When asked how their organization was perceived in the community the following responses were given: the male perspective has changed over time and women have

a stronger belief in the mission of the organization (4); the criticism about the organization and the issue has become less over time, and women come to the organization instead of turning to family members. In relation to what types of support the agency has received from the community the few responses included: some received contributions of support, support from the family, not just the women; the number of cases have risen and people in the community report situations directly to the organization.

When asked what makes their organization unique the following responses were given: legal services; health and awareness; a one stop shop for all services under one roof, medical support and testifying in court, connection to international reports and laws, and the development of policy development and strategies. And lastly, all agencies stated that they connections with other agencies within Civil society, who and how many varied but there were connections with others that provide similar services.

CONCLUSION

The research question for this paper has been: *are domestic violence victims receiving the best possible care in Jordan?* In order to ascertain the answer to this question three hypotheses were posited. There are

H1: Domestic Violence CSOs will only provide core services whereas ministries, NGOs by decree and NGOs will provide a full range of services.

H2: Domestic Violence CSOs will only provide in-house training while ministries, NGOs by decree and NGOs will provide training to support groups outside the agency.

H3: Domestic Violence CSOs and NGOs will receive less foreign funding than NGOs by decree.

Given the evidence obtained from domestic violence agencies in Jordan it was determined that all three hypotheses are false. Domestic violence CSOs provide more than just core services and in some cases the same services as the larger entities. These same CSOs also provided training outside their organizations for support people such as doctors, lawyers and judges. Finally these same CSOs also received foreign funding. Given the previous research none of these results were expected. However, the issue of funding may go a long way in explaining the results. While all agencies are in need of more funds, there seems to be more funds available in order to provide more services and training. It should also

be noted that with the change of the Society Law it was assumed that it would be difficult to obtain foreign funding except for NGOs established by decree, which has not been the case.

Therefore the answer to the research question, *are domestic violence victims receiving the best possible care in Jordan?*, is yes with several potential problem areas witness throughout this research. The issue of domestic violence has been dealt with in Jordan for at least 25 years. There has been support for domestic violence shown by the government, civil society, and the community as well as support from outside governments and international NGOs.

The associations that provide services are NGOs, NGOs established by decree, CSOs and governmental ministries. The vast majority of services are available in the Greater Amman area, which raises the question as to what victims outside this area face in obtaining services.

The services provided for victims of domestic violence are many and varied. Because most of the agencies are clustered around the capital city with no boundaries as to where and to whom the services are offered there is a major question of duplication of services. There is a definite need for a data base, of which there are two agencies working on two separate databases, as well as some kind of monitoring/oversight to ensure that victims' needs are being met.

One mechanism to ensure quality of services is to

provide training for staff, volunteers and professionals who deal with domestic violence victims. The caveat is that training should be standardized to ensure that all involved receive the same information. Also there should be coordination to ensure that all areas of the sector obtain quality training as well as different information is not provided to different groups.

Financial resources are provided mostly by the Jordanian government and private foreign sources. Part of the problem is related to the lack of specificity about these resources. While agencies write reports for the Ministry of Social Development they are not made available to the public. Annual reports would aid in addressing the issues of legitimacy and accountability which have been a problem in the past. Additionally, if agencies provided services within specific boundaries in Amman there would not be any question as to who the stakeholders were and then holding the organization accountable would be done by those with an interest in the agency.

Community support has increased over the years with prevention awareness and education of society. This has been a difficult process to change the perceptions of the majority of society but increased support for the agencies and the increased rate of seeking assistance and/ or reporting has shown that the issue of domestic violence is ever-improving in Jordan.

Notes

- (1) Authors Note: The interviews and preparatory work done for the purposes of this article could never have been done without the assistance of four ladies from the University of Jordan's Faculty of International Studies, American Studies Program: Ala'a Mohammed Ahid, Rasha Awaly, Isra'a Saadeh, Amena Amin Yosef. I owe them a huge debt of gratitude and my eternal appreciation. Also, the information collected for this paper could not have been done without the cooperation of the domestic violence agencies in Jordan. The time they spent and the information they provided were invaluable to this research.
- (2) More specifically "Physical Violence: The deliberate use of physical force, or the threat of its use, against the individual himself or against any member in the family, that results in physical harm, including

punching with the fist, biting, burning and any other acts harmful to individuals. Emotional Violence: Perpetrating, or refraining from any act that may result in weakening a person's ability to deal with his/her surrounding social environment; it includes rejection, insults, neglect, scorn, intimidation and impossible demands. • Psychological Violence: Perpetrating or refraining from any act that may cause physical or emotional suffering; it includes humiliation, calling by names, insults, harassment and isolation from family and friends. • Sexual Violence: Any sexual act or any attempt to perpetrate a sexual act against the will of the other party; it includes rape, sexual harassment and any unaccepted sexual remarks. It also includes sexual abuse of children, i.e. coercing or seducing a child into participating in sexual acts, regardless of whether the child realizes that or not. These activities include any physical contact for the purpose of sexual

- harassment, and any other acts such as encouraging the child to watch, or participate in the production of pornographic material or persuade his/her to act in an inappropriate sexual manner. • Economic-social Violence: The forms of economic-social violence include depriving women of education or work under the pretext of moral considerations, or of their earnings from their work or their share of their inheritance as stipulated by the Shari'ah. Its forms also include depriving children of their right to education and family care, and pushing them to work outside the home." It is thus clear that the NCFA definition covers all members of the family, including women, and does not mention any relationship between violence and age groups." National Council for Family Affairs, 2008, p. 5.
- (3) Most previous studies have said one in four. See NCFA article; United Nations Development Fund for Women. 2004. *The Status of Jordanian Women Report*. Amman, Jordan; Haddad, Linda G; Ali Shotar; Janet B. Younger; Sukaina Alzyoud; Claudia M. Bouhaider. 2011. Screening for Domestic Violence in Jordan: Validation of an Arabic Version of a Domestic Violence Against Women Questionnaire. *International Journal of Women's Health*. 3: 79-86.
- (4) This point will be contradicted by organizations in Jordan, where most of the agencies that provide services for domestic violence victims, where domestic violence services are not the only services provided.
- (5) This year is important within Jordan because of the political, economic and societal reforms implemented by King Hussein. After this date it has been established that Civil Society grew at a faster rate than prior to this time period. For a comprehensive history of these events see Bint Al-Talal, 2004.
- (6) The issue of training will also be related to funding. When funding is cut, staff will leave. The turnover of staff will cause increased training costs when new funding is obtained at a later date to hire new staff.
- (7) When it comes to outside financial resources it should be added that there is a definite preference for European funding and far less enthusiasm for American and Canadian funding – due to paperwork but mostly due to perceptions of hidden agendas.

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الخدمات المزودة لضحايا العنف الأسري في الأردن "التدريب والتمويل"

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ملخص

قام هذا البحث على مقابلات لمنظمات تقدم للأردن خدمات خاصة بالعنف الأسري، وبحثت الدراسة في ثلاث مناطق رئيسية: 1- الخدمات المزودة لضحايا العنف الأسري، 2- الدورات التدريبية للطواقم أو الى متطوعي العمل مع المنظمات، والى مجموعات متخصصة كالشرطة والمحاكم. 3- مصادر تمويل المنظمة. تهدف المقالة، إلى عنونة التعاريف، ضمن نطاق منظمات العنف الأسري، في المجتمع المدني. كثير من الأبحاث السابقة بحثت بشكل مفصل سيادة العنف الأسري في الأردن، وكيفية تعامل المجتمع مع القضية. ولا يوجد أي دراسة، تعاملت مع التدريب والتمويل، بينما بحث قليل من الدراسات، موضوع الخدمات المزودة للمنظمات. ومن المؤمل، أن تملأ هذه الدراسة، الفجوات المعرفية المتصلة بالعنف الأسري، وتساعد في تعريف المجتمع المدني بقضية العنف بنظرة ثاقبة وعميقة.

الكلمات الدالة: العنف الأسري، العنف ضد المرأة، العنف الأسري، الأردن، خدمات العنف الأسري، التمويل، التدريب.

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