



**Refugees and Host Communities
Seeking Direction from the Margin of
Jordan's Labour Market**

LABOUR MARKET ASSESSMENT

January 2021



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Government*



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Humanitarian Protection and Livelihoods Assistance for Refugees and Host Communities in Jordan

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Acronyms

AT	Assistive Technology
BPRM	U.S. State Department’s Bureau of Population, Refugees, and Migration
CBO	Community Based Organization
CSB	Civil Service Bureau
DoS	Department of Statistics
FGDs	Focus Group Discussions
GoJ	Government of Jordan
HBBs	Home-Based Businesses
ICMC	International Catholic Migration Commission
ICT	Information and Communication Technologies
IGAs	Income Generating Activities
ILO	International Labour Organization
INGO	International Non-Governmental Organization
IR	Inception Report
JD	Jordanian Dinar
KII	Key Informant Interview
KoBo	KoBo Toolbox, a software for data collection
LMA	Labour Market Assessment
MoE	Ministry of Education
MoHESR	Ministry of Higher Education and Scientific Research
MoIT	Ministry of Industry and Trade
MoL	Ministry of Labour
NAF	National Aid Fund
NFIs	Non-Food Items
PV	Photovoltaic
SMEs	Small and Micro Enterprises
SSC	Social Security Corporation
SWH	Solar Systems and Water Heater
TVET	Technical and Vocational Education and Training
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
VTC	Vocational Training Corporation
VTI	Vocational Training Institute

Executive Summary

ICMC commissioned this labour market assessment (LMA) in the selected geographical areas in Jordan (Irbid, Mafraq, Jerash, Ajloun, and Zarqa) to provide vital information for the planning, programming, and improvement of its livelihoods program. This assessment has been conducted within the framework of ICMC's humanitarian and development assistance to refugees and vulnerable Jordanians in Jordan with funding from the U.S. State Department's Bureau of Population, Refugees, and Migration (BPRM). The findings and recommendations will support ICMC to provide the most impactful assistance for individuals to successfully access sustainable, decent, income generating opportunities that will benefit themselves, their families, and communities.

Methodology

A mixed methodology and participatory approaches were adopted to collect data and information for this report, including qualitative and quantitative methods of analysis. The methods used included a desk review, individual interviews with employers and job seekers, focus group discussions (FGDs) with households, and key informant interviews. Kobo Toolbox was used for data entry and analysis. From the five governorates targeted within the assessment, data was collected from 70 job seekers, 26 employers/business owners, 20 key informant interviews (five VTIs, one government entity, five INGOs, nine CBOs/training providers), and six focus group discussions with households (72 individuals).

Key Findings

The analysis of the data showed that within the local economy, the most needed service for both refugees and Jordanians is general house maintenance, such as repairing furniture, water connections and electricity, and rehabilitation of walls and ceilings. In terms of employment opportunities, the results indicated that there are very limited opportunities available. However, new opportunities can be created by enhancing the capabilities of the target beneficiaries and their knowledge to generate creative and innovative solutions to problems and thereby create new products, services, and businesses.

The labour market is saturated with people skilled in hairdressing, sewing, and food processing and preservation. However, within these specific areas, there is a demand for niche services (i.e. expertise of particular hair treatments such as keratin application, sewing for specific products, and agricultural training, such as such as hydroponics, greenhousing, livestock, food production and manufacturing which can be conducted through home-based businesses). The skills learned in agricultural training could also be used for work as a freelancer on other farms or lands for landowners.

- Very few employment opportunities are available for both refugees and Jordanians., which has been further exacerbated by the recent impact of COVID-19 on the local economy. Respondents in this study recommended that in order to create new job opportunities, it is necessary to first equip job seekers with entrepreneurship skills, creative thinking for new businesses, and employability skills. Therefore, it is important to complement vocational training courses with courses to build soft skills and competences for VT graduates.
- Tourism within Jordan has been negatively affected due to the COVID-19 epidemic restrictions, specifically most restaurants have closed in Ajloun and Jerash, which provided many of the job opportunities in these locations.
- Unfortunately, governmental regulations and policies do not stimulate employers to hire more young people or expand their businesses. There is also no data-driven planning for job creation or professional career counselling at VTIs or follow-up and action plans. It has also been noted that registration of home-based businesses is complicated in terms of requirements and documentation.

Conclusion

Any attempt to triangulate the assessment results led to the conclusion that there is no agreement between stakeholders regarding the market demands. Each party claims that they know the priority skills needed within the labour market. However, this claim is usually based on personal relations and communications instead of on the analysis of market data from reliable sources. In general, this disagreement is a result of many factors, namely the lack of data, the lack of coordination between stakeholders, and the lack of efficient awareness raising activities in relation to the labour market in Jordan. Additionally, there is no responsible department tasked with collecting and assessing labour market data, which means there are no tangible, longer-term strategies in place to improve the market.

Among the many challenges to find a job or establish a business, refugees see that the most significant hurdle is related to governmental policies and regulations. Finally, when respondents look to the future with expanded areas or improvement in the status of the economy in Jordan, the most promising employment opportunities are agriculture oriented and technology-based jobs. However, the labour market policy in Jordan does not encourage agriculture because this sector is not able to improve economic growth and mostly depends on foreign workers. The study is concluded by a set of recommendations.

Introduction

Jordan has become one of the world's largest hosting countries compared to its population, with 65 Syrian refugees per 1,000 inhabitants.¹ In an environment of limited livelihood opportunities, pre-existing vulnerabilities, and the challenging economic environment in Jordan, refugees are facing increased vulnerability as their assets are long exhausted. Moreover, with the COVID-19 crisis the situation became even more tragic as the unemployment rate among Jordanians jumped to 23.9%.²

Within this context, international organizations and the public sector have been increasing their focus on livelihood and employment opportunities for refugees and Jordanians in host communities. In the same focus, the International Catholic Migration Commission (ICMC) in Jordan has continued to deliver humanitarian and development assistance to refugees and vulnerable Jordanians in Jordan with funding from the U.S. State Department's Bureau of Population, Refugees, and Migration (BPRM) and provide the most impactful assistance for individuals to successfully access sustainable, decent, income generating opportunities that will benefit themselves, their families, and communities.

Evidence from many countries suggests the importance of vocational training for self-employment and home-based businesses (HBBs) and the creation of job opportunities. In Jordan, less is known about refugees' interests, skills, livelihood activities, and businesses. To fill this information gap, ICMC commissioned this labour market assessment (LMA)³ at the selected geographical areas in Jordan (Irbid, Mafraq, Jerash, Ajloun, and Zarqa) to provide vital information for the planning, programming, and improvement to its livelihoods program.

Background

A challenging economic environment and high unemployment rates in Jordan are preventing refugees and Jordanians in host communities from getting decent jobs or becoming sustainably self-employed.

Unemployment in Jordan

During 2020 the unemployment rate reached 23.9% (21.9% males and 33.6% females) representing an increase of 4.8% from 2019. In terms of the education level and gender variables, 71.9% of the total labor force among females has a bachelor level or higher, compared with 25.1% for males.⁴

According to the Jordan Economic and Social Council (ESC),⁵ there is a need to review the labour market policies. The report recommends moving towards a knowledge-based economy sector rather than agriculture and garment sectors because these sectors are not able to improve economic growth and they are mostly depending on foreign workers. The ESC report addressed the challenges in the labor market in Jordan from three dimensions:

- 1) *Expectations*: Most unemployed persons look for jobs with high wages. The report highlights the need to reset their unrealistic expectations and review the procedures of the Civil Service Bureau to limit the acceptance of new job applications in the public sector. This should be done by promoting that all jobs can be decent jobs and that the private sector is a natural pool for creating new job opportunities.
- 2) *Skills*: The need to provide job seekers with soft skills is important. These could be vocational skills, knowledge about how to seek a job and keep it, the hardworking and how to cultivate a sense of

¹ [UNHCR Operational Portal: Refugee Situations](#), as of Jan 2021.

² Unemployment rate in Jordan during the third quarter of 2020, Department of Statistics, Press Release 2nd Dec 2020. Available at: http://dos.gov.jo/dos_home_e/main/archive/Unemp/2020/EU-Q3.pdf

³ See *Annex I*: Terms of Reference of the Consultancy.

⁴ Unemployment rate in Jordan during the third quarter of 2020, Department of Statistics, Press Release 2nd Dec 2020. Available at: http://dos.gov.jo/dos_home_e/main/archive/Unemp/2020/EU-Q3.pdf

⁵ [State of the Country Report-2019](#), Jordan Economic and Social Council, 2020 (in Arabic).

responsibility in the workplace, communication skills, and other career counseling and employability skills.

- 3) *Geography*: There is a poor distribution of the investments and capital projects between the governorates in Jordan which makes the unemployment rates higher in certain areas. There is a need to transfer investments and workplaces to areas where the unemployed rates are high especially among women since the transportation from their homes to the present workplaces represents a constraint for their employment.

Additionally, the report recommends raising awareness and promoting the use of online employment portals, such as Sajjil⁶ and ForUs⁷.

Impact of COVID-19 on Employment

The unprecedented challenges caused by COVID-19 in 2020 has affected people around the world, including refugees who are amongst the most vulnerable populations with increasing unmet needs. The previously mentioned jump in the unemployment rate during 2020 is related directly to the COVID-19 crisis that has made the living conditions increasingly challenging and the financial burdens even harder to bear for both Jordanians and refugees. According to the International Labour Organization (ILO) report,⁸ in 2020 one-third of Syrian workers had lost their jobs permanently due to the COVID-19 crisis while only 17% of Jordanian workers reported to have been permanently dismissed. The majority of those who reported to be unemployed prior to the crisis stated that they continued to be unemployed (92%) during the crisis while the remaining (8%) reported that they were no longer looking for work.

In addition, workers in informal work arrangements have been impacted the most from the crisis. Employment formalized through written contracts plays an important role in times of crises by reducing the vulnerability of workers from losing their jobs. Further, there is a significant decrease in household income among refugees working in informal arrangements due to the corona virus. Refugees are working in difficult conditions characterized by lack of occupational safety and health measures since no measures have been taken for the disinfection of work areas. Furthermore, almost half of the Syrian refugees and Jordanians anticipate that they might lose their jobs in the coming months if the measures imposed to mitigate the COVID19 virus stay in place.⁹

In general, the COVID-19 crisis has shifted the poor living conditions and livelihood opportunities of refugees into even further deterioration. This represents a major threat to not only the employment of refugees and Jordanians, but also the work of small, medium, and large-scale businesses due to the lockdown that happened in Jordan and put all economic activities on hold for a relatively long period of time. Given these negative implications of the COVID-19 crisis on employment, refugees were found to be the hardest hit by the crisis.

Vocational Training in Jordan

Accredited opportunities to equip job seekers with the skills needed to enter the labour market and bridge the gap between education and livelihood needs to be provided. These opportunities need be created within the framework of the Jordan National Strategy for Human Resource Development¹⁰ which promotes and recognizes all forms of vocational skills development in the labour market and create new options for high quality Technical and Vocational Education and Training (TVET), as well as

⁶ Sajjil (means *register* سَجَّل) an online governmental employment portal developed by the Ministry of Labour. Last accessed: 26 Dec 2020, available at: <https://sajjil.gov.jo>

⁷ ForUs (means *Opportunities* فرص) is an online career development platform, founded by the King Abdullah II Fund for Development. Last accessed: 11 January 2021. Last accessed: 26 Dec 2020, available at: <https://www.forus.jo>

⁸ ILO/FAFO, 2020, [Impact of COVID-19 on Syrian refugees and host communities in Jordan and Lebanon](#). Evidence Brief for Policy.

⁹ ILO, 2020. [Employment and decent work in refugee and other forced displacement contexts](#): Compendium of ILO's lessons learned, emerging good practices, and policy guidance.

¹⁰ [Jordan National Strategy for Human Resource Development](#) (2016 – 2025).

increase the quality of TVET through consistent training requirements for their instructors, aligning standards and quality assurance for all institutions, and closer coordination with the private sector.

Among different governmental and private vocation training (VT) providers, the Vocational Training Corporation (VTC) is the main governmental provider that has 35 Vocational Training Institutes (VTIs) in all governorates of Jordan. The key objective of the VTC is to train and prepare a qualified and competitive workforce in various vocational specializations and raise their efficiency based on the needs of the labor market through design, implementation, and evaluation of training programs according to the highest quality standards in partnership with employers, community-based organizations, and international agencies. The vocational training programs delivered by the VTIs are connected with work levels (semi-skilled, skilled, and craftsman). In addition, the VTC conducts several specialized and short-term training programs according to the requirements of the private sector, such as pharmaceutical manufacturers, renewable energy and energy efficiency, water and environment, and occupational safety and health.

Vocational training in Jordan is facing challenges that limit the efficiency and inhibit the development of VT, specifically:

- Lack of an appropriate institutional environment and capacity for policy formation and evaluation.
- Limited opportunities of pathways between streams and higher education which resulted in decreasing the attractiveness of VT.
- More support is needed to improve the growing partnership with the private sector where their involvement is important in terms of development, quality assessment and control of VT curricula and in-job training and employment of VT graduates.¹¹
- There are challenges in obtaining and maintaining reliable and consistent data about the VT sector. Data collection on VT and the labour market is fragmented; the data that is available is often outdated or inaccurate, and it is not used effectively. Currently, labour market information is gathered by a number of actors: Department of Statistics (DoS), the MoL, the Social Security Corporation (SSC), the CSB, the MoHESR, and the National Aid Fund (NAF).
- Despite ongoing efforts to coordinate and reduce duplication between agencies providing VT and inefficient resource utilization, VT is not considered a good pathway for quality education and work.¹²
- Currently, training workshops and activities in all VTIs have been shifted to blended training modality due to the COVID-19 crisis, where face-to-face and online training is mixed. However, there is a public debate about the relevance and efficiency of online vocational training.

¹¹ Ibid.

¹² Mr. Ziyad Obeidat, the Head of the VTC in Jordan, Interview with Jordan TV, 19 December 2020.

Methodology

This Labour Market Assessment was designed to assess the skills needed and the livelihood opportunities for refugees and host communities in selected governorates in Jordan and provide information and recommendations for the planning of livelihood development programs.¹³ The Consultant was contracted by ICMC to conduct the LMA study, with facilitation by ICMC. The LMA will not only inform the existing BPRM program being implemented by ICMC, but also serve as a learning resource providing substantiated information for ICMC planning and programming of future, similar interventions. Also, the findings of the LMA study will inform other livelihood partners about the current status of livelihood opportunities and related needs, so they can plan for their new partnerships and projects accordingly.

The current study aimed to achieve the following objectives:

1. To identify local demand for specific goods and services, as well as areas where there is a limited, or lack of demand, in various sectors.
2. To carefully investigate the local labour market and document formal employment and self-employment (including home-based business) opportunities for refugees and Jordanians from host communities especially for persons with disabilities to improve their current livelihood options.
3. To identify the occupational interests of the target population.
4. To identify specific skills/capabilities needed for the target population to engage in the identified employment opportunities.
5. To assess the barriers for VT graduates to gain employment or start their own businesses in the industry of their choice and/or to be successful in their employment.
6. To identify the weaknesses of the current vocational training based on feedback from past ICMC VT graduates and their employers and provide recommendations for demand driven VT offers.
7. To map the existing livelihood and vocational training programs provided by other partners in order to avoid duplication and over-saturation in specific geographic locations.
8. To document the training resources needed to improve livelihoods opportunities for the target population.
9. To identify private sector partners, business associations, and job-matching platforms which could facilitate access to employment for ICMC VT graduates.
10. To make specific and achievable recommendations for ICMC's livelihoods program to improve the quality and impact of its vocational training activities in the country.

A mixed methodology and participatory approaches were adopted to collect data and information for this report, including qualitative and quantitative methods of analysis for the data collected as described below.

The methods used included desk review, individual interviews, focus group discussions (FGDs), and key informant interviews. Before the start of the field activities, an inception report was drafted to organize and present the study methodology and work plan, including how the study will proceed, its various phases, how various players will be implicated, approaches used, human resources mobilization, quantification of sample size, definition of methods, processes of data collection and analysis, and the study tools.

The desk review of the different relevant resources and documents was to understand the livelihood/employment opportunities in the target areas and how the components combine into a coherent whole. The desk review covered the project documents, available secondary information, and legal and policy framework.

All FGDs with households followed the same design using a consumer needs assessment guide which was developed to address the key objectives of this study.¹⁴ The session design and rules including the

¹³ See *Annex I: Terms of Reference of the Consultancy*.

¹⁴ A copy of the Consumer Needs Assessment Guide can be found under *Annex II: Data Collection Tools*.

voluntary nature of participation and confidentiality were presented. Ice-breakers and coffee breaks were provided to the participants by ICMC. Everyone in each group was encouraged to share his/her views about the most needed products¹⁵ in the area along with their issues of availability and quality and brainstorm about the challenges related to these products and skills that could contribute to overcoming these needs and lead to new profitable businesses.

Data Collection Tools

The study included five data collection tools:

Data Collection Tool # 1: Consumer Needs Analysis Protocol to analyze goods and services in demand and their available supply through FGDs with households. A list of households to participate in the FGD was provided by ICMC. This list was available by the end of the Inception Phase including background and contact information.

Data Collection Tool # 2: Semi-Structured Interview Protocol for Employers to collect data from employers in order to identify existing employment opportunities and emerging and declining markets in the local economy through individual interviews. Employers to be interviewed were selected from those who recruited past ICMC VT graduates. A list of employers was available by the end of the Inception Phase including their background and contact information.

Data Collection Tool # 3: Semi-Structured Interview Protocol for Key Informant Interviews (i.e., the VTC, selected partners, job-matching platforms).

Data Collection Tool # 4: Structured Questionnaire for Individual Interviews to collect data from job seekers, VT graduates, and past ICMC VT graduate through individual interviews. The purpose is to identify their occupational interests.

Data Collection Tool # 5: Mapping Form to map existing livelihoods and vocational training programs by reviewing and documenting the available secondary resources, online databases, studies, and platforms.¹⁶

Sample Size

The study covered five governorates (Irbid, Zarqa, Mafrqa, Jerash, and Ajloun) where the project is being implemented. From the five governorates, ICMC, with the support of its partners in these governorates collected data from 70 job seekers,¹⁷ 26 employers/business owners, 20 key informant interviews (five VTIs, one government entity, five international non-governmental organizations, and nine community-based organizations/training providers), and six focus group discussions including 72 head of households.

Composition of the Sample

1. Households

Six semi-structured FGDs in total were conducted between December 13-21, 2020, lasting for one to two hours, with participation of 72 female and male headed households residing in the five target governorates in north Jordan (Mafrqa, Irbid, Zarqa, Jerash, and Ajloun). In Mafrqa and Irbid, the FGD sessions were conducted in ICMC offices, while because ICMC has no offices in the remaining governorates, the sessions were conducted in selected community-based organizations (CBOs) who are ICMC's partners in these governorates.

FGDs were segregated by sex (male, female), nationality (Syrian, Jordanian), age group (less than 25 years, between 25 to 40 years, and greater than 40 years), education level (less than secondary education, secondary education, and university degree), and marital status (single, married, separated/divorced). All participants were identified and contacted by ICMC livelihood caseworkers and CBOs.

¹⁵ For the purpose of this study, the term "product" means any form of services, commodities, works, and rehabilitations.

¹⁶ See *Annex II: Data Collection Tool*

¹⁷ Age range of job seekers from 15 to 35 years old.

Table 1: Key Descriptive Information of Participants in the FGDs

Governorate		Irbid	Mafrq	Zarqa	Ajloun	Jerash	Total	%
Sex	Female	1	6	10	8	12	37	51%
	Male	8	6	10	8	3	35	49%
Total		9	12	20	16	15	72	100%
Nationality	Syrian	8	10	13	0	0	31	43%
	Jordanian	1	2	7	16	15	41	57%
Age	Less than 25 years	0	2	2	1	4	9	13%
	Between 25 to 40 years	9	10	18	15	1	53	74%
	Greater than 40 years	0	0	0	0	10	10	14%
Education	Less than secondary education ¹⁸	8	6	16	0	2	32	44%
	University degree	1	1	2	6	12	22	31%
	Secondary education	0	5	2	10	1	18	25%
Marital Status	Married	8	10	17	15	8	58	81%
	Single	0	2	1	1	6	10	14%
	Separated/Divorced	1	0	2	0	1	4	6%
Received vocational training		1	0	0	1	3	5	7%
With health difficulties		0	3	0	0	0	3	4%

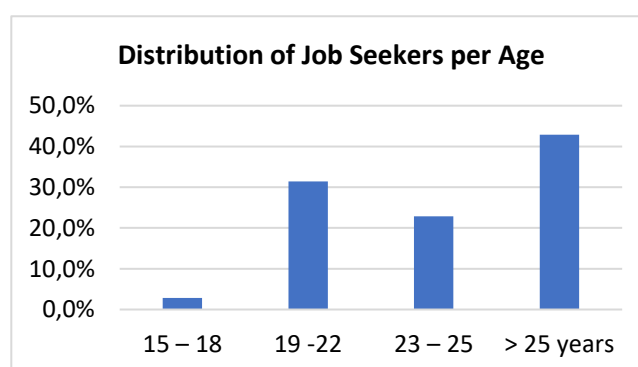
The sessions were facilitated by the consultant and an ICMC livelihoods caseworker as a note taker. The data and qualitative feedback received during the sessions were collected using online forms.¹⁹ Results were summarized in analysis matrices to ease the identification of variables as well as between group comparisons and are presented in the findings section of this report. The prevalence of a certain variable (product or skill) was calculated as the weight of the variable mentioned for a group in relation to the total number of all groups.

2. Job seekers

Job seekers interviews covered 70 respondents within the age range of 15 to 35 years old.²⁰ In the selected sample of job seeker, almost two-thirds of respondents (66%) belong to the age group of 23 to 35 years²¹, about 23% are aged 23-25 years, and 43% of them are above 25 years (see Table 2).

Table 2: Distribution of Job seekers per Age

Age	#	%
15 – 18	2	3%
19 -22	22	31%
23 – 25	16	23%
25 - 35	30	43%
Total	70	100%



¹⁸ Elementary or preparatory school.

¹⁹ Kobo ToolBox forms were used in all data collection activities in this study.

²⁰ The first Jordan [Youth Strategy \(2005 - 2009\)](#) defines youth as males or females who are aged 12 to 30 years old while the most recent [Jordan National Employment Strategy, 2011-2020](#) and [Poverty Reduction Strategy 2013-2020](#) focused on youth aged 15 to 24 years old.

²¹ Age group 23 to 25 and above 25 years old have been combined.

Demographic Characteristics

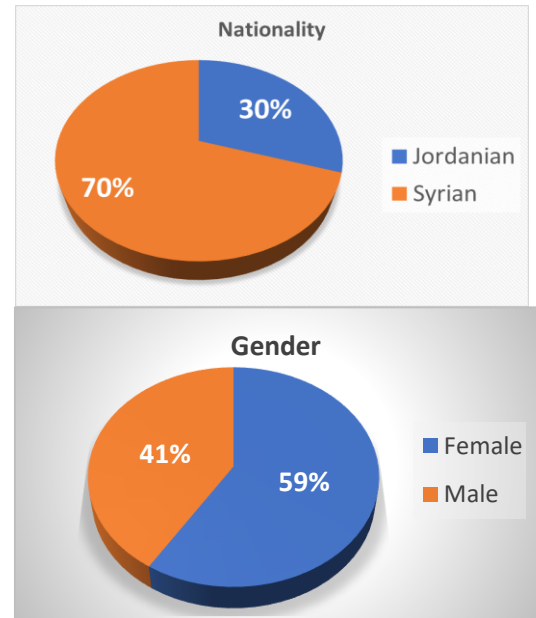
The demographic characteristics of the job seekers, including nationality, gender, age, governorate, marital status, education, and occupational status are presented in this section.

Nationality and Gender

Almost two-thirds of the job seekers are Syrian refugees (70%) while the percentage of Jordanians in the sample is 30%. The percentage of female respondents, both Jordanian and Syrian, is 59% which is higher than male (41%) as seen in Table 3.

Table 3: Nationality of Respondents per Governorate

Nationality	Female	Male	Total	%
Jordanian	14	7	21	30.0%
Syrian	27	22	49	70.0%
Total	41	29	70	100.0%
%	59%	41%	100%	



Geographical Distribution

Table 4 shows the distribution of respondents per governorate. The largest number of respondents are from Irbid (25) and Mafraq (19). As ICMC has offices in these two cities, the assessment team spent more time in Irbid and Mafraq than other locations, therefore the data collected from these two areas is greater than the others (see Table 4).

Table 4: The Distribution of Job seekers per Governorate

Governorate	Number of Respondents	Percentage (%)
Irbid	25	36%
Mafraq	19	27%
Zarqa	10	14%
Jerash	9	13%
Ajloun	7	10%
Grand Total	70	100%

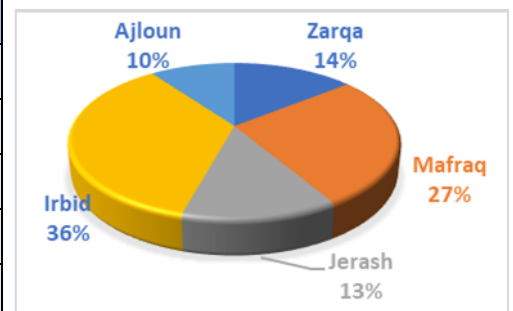


Table 5 shows that in each governorate, which indicates, except in Jerash where the respondents were only females. In each governorate there are more females in the sample than males except in Mafraq.

Table 5: Distribution of Respondents per Gender Ratio and Governorate

Governorate	Female		Male	
	#	%	#	%
Irbid	13	32%	12	41%
Mafraq	7	17%	12	41%
Zarqa	7	17%	3	10%
Jerash	9	22%	0	0%
Ajloun	5	12%	2	7%
Grand Total	41	100%	29	100%

Marital Status

More than half of the respondents (58.6%) are currently not married. Less than 3% of the respondents who are married are under the age of 18 years old, which represents the portion of child marriage in the sample. Table 6 shows the marital status per gender which indicates that the number of married females (68%) in the sample are much higher than males (32%).

Table 6: Marital Status of Respondents per Gender

Marital Status	Female		Male		Total	
	#	%	#	%	#	%
Single	19	47.5%	21	52.5%	40	57.1%
Married	17	68.0%	8	32.0%	25	35.7%
Widow/Divorced/Separated	5	100.0%	0	0.0%	5	7.1%
Grand Total	41	58.6%	29	41.4%	70	100.0%

Results also showed that the percentage of Syrian married respondents (12%) is double the percentage of Jordanians (6%). On the other hand, Table 6 illustrated that within the widows and divorced/separated category all participants were females (100%). Together, this category makes up 7.1% of the total sampled respondents.

Educational Attainment

The highest education attainment level of respondents is secondary education (42.9%) as shown in Table 7. It is also worth noting that very few portions of job seekers among the selected sample received vocation education or training.

Table 7: The Highest Education Attainment Level of Respondents per Nationality

Education Level	Jordanian		Syrian		Total	
	#	%	#	%	#	%
Secondary Education	10	14.3%	20	28.6%	30	42.9%
Elementary/Preparatory School	2	2.9%	17	24.3%	19	27.1%
University Degree	7	10.0%	5	7.1%	12	17.1%
Diploma	1	1.4%	4	5.7%	5	7.1%
Vocational Education or Training	1	1.4%	3	4.3%	4	5.7%
Total	21	30.0%	49	70.0%	70	100.0%

Identifying Difficulties

Ensuring inclusiveness of VT may be achieved through the identification of specifically vulnerable target groups such as people with disabilities (PwD). Disability, as a type of vulnerability, especially in the context of refugees have to be targeted in future empowerment projects in order to build the capacity of PWDs and ensure their access to income-generating sources through HBBs or small businesses. In order to identify the difficulties a person may have in undertaking basic functioning activities, including seeing, hearing, walking or climbing stairs, remembering or concentrating, self-care, and communication (expressive and receptive), the short set of the Washington Group on Disability questions were asked of job seekers.²² The results showed that 6.4% have some form of difficulties while 3.8% of respondents have a lot of difficulties.

Out of the 70 respondents, eight have difficulty walking or climbing steps, six have seeing difficulties, four have difficulties in self-care, and three have in difficulties in hearing, usual customary language, and remembering and concentration (See Table 8).

Table 8: Difficulties Screening

Difficulty	Seeing	Hearing	Walking or climbing steps	Remembering or concentrating	Using your usual (customary) language	Self-care	%
Yes – a lot of difficulty	5	2	3	3	1	2	3.8%
Cannot do at all	6	3	8	3	3	4	6.4%
Yes – some difficulty	0	0	0	0	0	2	0.5%
Total						8	10.7%

It is worth mentioning that 10.7% of the job seekers have a certain type or level of disabilities. It is recommended to take this finding into consideration and target more PWDs to empower them to access income generating activities within future projects.

3. Employer Interviews

Twenty-six employers were interviewed from different sectors which were selected randomly.

Table 9: List of Sectors Covered in the Employer Interviews

Sector	#
Construction and Maintenance/Finishing, Painting, Aluminum, and Bleaching	7
Garment Production	4
Dairy Production	3
Beautification	2
Education and Training	2
Food Processing and Production	2
Agriculture	1
Consultancy - Engineering	1
Pharmacy	1
Fertilizers	1
Handcrafts Production	1
Wheat Production	1
Total	26

²² <https://www.washingtongroup-disability.com>

Findings

1. Demand for Products

Consumer demand for products has been assessed using focus group discussions (FGDs) which have been conducted among a random selection of heads of households within the target governorates. FGDs were designed to provide in-depth information on the study objectives²³ with particular focus placed on consumer unsatisfied needs, supply chains, and possible expandability of markets. Through identifying these items, it could be possible to determine which skills or jobs that are more needed or need further improvement in terms of quality or lack of products or services in certain governorate. In other words, identifying consumer unsatisfied needs should lead to designing new training courses which eventually will open new job opportunities.

Findings from Focus Group Discussions (FGD)

To identify the local demand for specific commodities and services from the perspective of local households, both refugees and Jordanians, the consumer survey inquired about the products required for daily life or on a weekly, monthly, and seasonal basis. The common answer heard from refugees who participated in the FGDs was *“all food and clothes were available in their area, but they could not pay for their basic needs because they did not have a sustainable job”*. Most of the households in the FGDs are in debt to the homeowners that they rent from. This severe situation was explained by a confident, Syrian refugee woman:

“I don’t want to look at the past. I don’t give up. I am patient. My husband has been in jail in Syria since 2011. My only son has disabilities, he walks using two crutches. I am not seeking cash! I am seeking a decent job. You see me smiling while talking to you now, but in fact I am worried about the future of my family and myself.”

(Um Nasir, a 57-year-old Syrian woman, Zarqa).²⁴



Households in all governorates reported that all needed services and commodities, whether food or non-food items, are available and accessible in the local market but usually the cost is high or outside their budget. Even though a large number of responses were collected, in order to ease presentation, the most commonly needed products which respondents usually encounter challenges when securing them are presented in Table 10.

Maintenance services were viewed as an absolute necessity in all governorates as they were reported in all six FGDs, while five out of six of the groups reported that heating and winter clothes are the second sought-after product. Surprisingly, three out of six groups indicated that online commerce is the third most needed service.

²³ Please see Objective # 1 in the Consultancy Terms of Reference, Annex I.

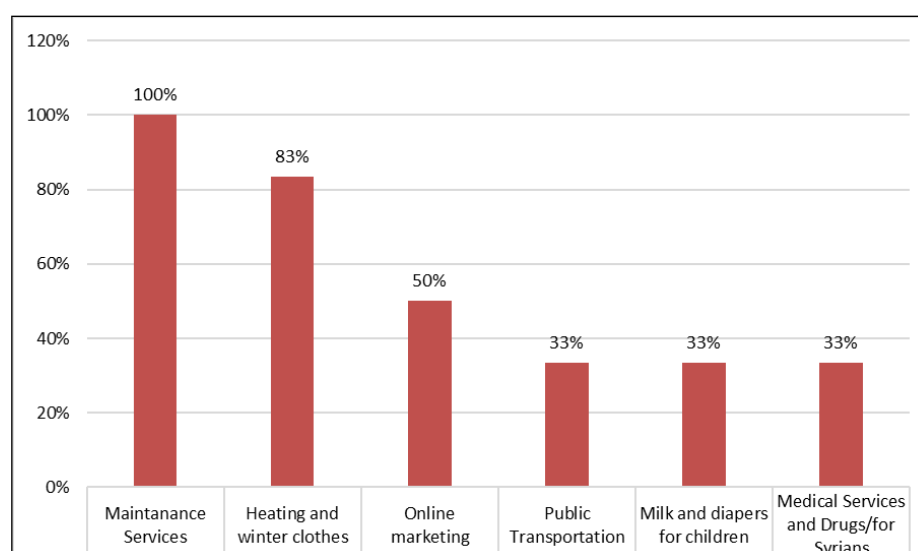
²⁴ The Consultant obtained written consent to publish the individual’s personal photo.

Table 10: Market Demand for Products Challenging to Obtain by Governorate

Product/Services	# of FGDs selecting the product*	%	Governorate
Maintenance services	6	100% ²⁵	All governorates
Heating and winter clothes	5	83%	Mafraq, Ajloun, Irbid, and Zarqa
Online commerce	3	50%	Mafraq, Jerash, and Zarqa
Public transportation	2	33%	Jerash and Ajloun
Milk and diapers for children	2	33%	Mafraq and Irbid
Medical services and drugs for Syrians	2	33%	Mafraq and Zarqa
Childcare (Kindergarten)	1	17%	Ajloun
Lack of agriculture products	1	17%	Ajloun
Detergents and sterilizers	1	17%	Irbid
Children clothes	1	17%	Mafraq
Work permits for Syrians	1	17%	Mafraq

* The total number of FGDs equals 6.

Figure 1: Market demand for products that participants encounter challenges in obtaining



Maintenance Services

The main maintenance types mentioned across the group discussions were:

- Home ceiling, especially in winter
- Home windows and doors
- Home furniture
- Electric machines, such as refrigerators
- Electronics, such as mobile phones
- Electrical fittings and fixtures services
- Plumbing and sanitary fixtures
- Renewable energy systems
- Motherboard in the air conditioner/invertor

Complaints were that maintenance service costs are too high, and the quality is poor due to a lack of qualified technicians. Respondents explained that often after repairs were completed, within a few days another repair professional was needed to fix what the first one had broken. It was said that the

²⁵ The percentage means that six focus groups out of six highlighted this product.

only way to identify a technician/repair person who possess good skills with a reasonable price was through friends and acquaintances.

Heating and Winter Clothes

Winters in Jordan are usually harsh, and the cost of liquefied gas for heating and cooking is significant, according to respondents. On the other hand, winter clothes were viewed as a necessity for all family members. Those that are available in local markets are usually expensive. There is therefore a demand for second hand or outlet affordable clothes and shoes. The leftover stock from major brands are sold in local markets in the five governorates, but the prices are heavily marked up even though they should technically be discounted and sold through outlets. Sometimes, the clothes sold are not even new, but because of the brand name, they are still overpriced.

Online Commerce

Due to the COVID-19 lockdowns, there is an emerging demand for e-commerce platforms. Findings from the focus groups in Jerash, Mafraq, and Zarqa suggest that the creation of mobile applications that cover their areas would enable them as low-income people to buy products at lower prices and then have them delivered to their homes. On the other hand, refugees and Jordanians who have home-based businesses need to learn how online commerce and e-commerce platforms can be used to sell their products and/or market their services.

Public Transportation

Transportation to and from the markets in the cities of Jerash and Ajloun is not enough to meet the demand of the people. Due to the harsh weather, people have to take taxis or other public transport to go to the central markets in each city to buy bread, vegetables, and access health and other services. It is worth noting here that refugees have no legal right to obtain a driving license. Therefore, given the limited resources available to refugees to pay for the cost of a taxi to buy basic goods or access services, respondents said that public buses cost less and are their best option. However, some Jordanian and Syrian women in FGDs reported that their husbands object to them taking public transportation which was related to both the cost and the fear of becoming vulnerable to harassment or exploitation. As a result, this added to other challenges that hinder women from seeking employment outside the home, especially Syrian refugee women.

Milk and Diapers for Children

Milk and diapers for children are usually distributed by INGOs through a non-food items (NFIs) program. Refugee participants in the FGDs reported that the amounts are insufficient, and they have to buy more from the local market, but they are too expensive.

Medical Services and Drugs

Medical services and products which are usually provided for free by INGOs for Syrian refugees were said to be insufficient and many stated they were unable to go to a private doctor or dentist.

Access to private healthcare remains a struggle for refugees in Jordan. Recently, the GoJ made health care services available to all UNHCR registered Syrian refugees at the non-insured Jordanian rate at public health centers and governmental hospitals that cover all governorates, which is similar to Jordanians. It is worth noting that the GoJ included refugees in the COVID-19 response since the onset of the crisis, and Jordan has become one of the world's first countries to start COVID-19 vaccinations for refugees.²⁶

²⁶ [UNHCR Portal](#).

Findings from Employers Interview

In addition to the list of the most needed products that are rarely available in the target governorates, employers suggest that the following list of products²⁷ (services or commodities) should be entry points for new businesses:

1. *Employers from the Mafraq Governorate suggested the following two businesses: 1) compost products since the raw material is available in the local area and 2) jam products, specifically in Mafraq, since there are many types of fruit produced in Mafraq in excess quantities every year.*
2. *Employers from the Irbid and Zarqa Governorates recommended gypsum board works and bleaching.*
3. *Employers from the Mafraq and Ajloun Governorates said fresh milk as there is a lack of milk and its derivatives.*

Findings from Key Informant Interviews (KIIs)

Interviewees were asked to identify the demand for specific commodities and services from the perspective of local households, both refugee and Jordanian. Once the commodities and services are determined, they can be analyzed in order to understand what jobs and skills are needed to produce and deliver them.

Most of the key informants interviewed said that the most needed products revolved around **general house maintenance** including the rehabilitation of home walls and ceilings, furniture, water connections, and electricity. House maintenance needs increase every winter each year.

On the other hand, the KIIs with VTC management staff in the governorates highlighted the need for **Assistive Technology** tools.²⁸ The need for these tools has emerged after the implementation of training workshops for persons with disabilities in the VTC. These tools are not available in the local markets in the governorates. Moreover, there is a need to organize a training workshop for operating and maintenance of the AT tools.

In the Ajloun, Jerash, and Irbid governorates the importance of **renewable energy maintenance services** for solar PV systems and water heaters (SWH) were raised. This is due to the fact that many INGOs, such as Mercy Corp and NRC, have implemented projects for renewable energy in the north governorates in Jordan in which solar water heaters (SWH) and solar PV systems were installed through local CBOs.²⁹ Renewable Energy projects have spread around the four north governorates as they targeted many sectors including households (both refugee and Jordanian), hotels, schools, hospitals, places of worship (churches and mosques), and medium and small enterprises. In cooperation with CBOs in the four north governorates, INGOs implemented these projects using a revolving loan scheme. These projects are within the framework of the GoJ's strategy³⁰ to integrate local communities into national efforts to face the challenges in Jordan related to high energy costs.

More recently and due to the COVID-19 impact on education delivery channels where distance/virtual learning has come to the front, most of the vulnerable families are unable to afford internet connections and ICTs for their children. Interviews showed that **Knowledge Stations (KSs)** are the best solution to help children learn better whether during the COVID-19 epidemic or beyond.

²⁷ The term 'product' used in this study for any item made at a cost and offered for sale. The product can be a service, good, work, maintenance, rehabilitation, or virtual or cyber item.

²⁸ *Assistive Technologies (AT)* are tools that contribute to improve the quality of life of the disabled and differently abled people, especially in areas of education, communication, mobility and accessibility, and vocational training.

²⁹ CBO in Irbid: Haratha Charitable Society.

³⁰ The line institutions for renewable energy projects in Jordan is the Ministry of Energy and Mineral Resources and Renewable Energy and Energy Efficiency Fund (REEEF). REEEF pursuant to Article 12 of the Renewable Energy and Energy Rationalization Law No. 13 of 2012, and the REEEF Regulation No. 49 of 2015 was issued according to the same law.

Knowledge Stations (محطات المعرفة)³¹

The Knowledge Stations (KSs) network includes more than 183 stations distributed all over Jordan. The network provides integrated and comprehensive ICT services in the local communities. In addition, the network is a point of access to all initiatives in ICT and other programs that aim to provide services for individuals and communities.



The strategic goal for establishing the KSs is to provide Jordanian communities with advanced linkages for sharing knowledge and expertise whilst also synchronizing their objectives towards collectively realizing Jordan's ultimate vision for sustainable growth and development. The aim of the KSs is to effectively involve the local communities and individuals in addition to the different organizations in cooperating to establish, manage, and operate the centers through the hosting organization.

The National Information Technology Center (NITC) was appointed as the executing agency, with the responsibility of overseeing the establishment of the KSs in the various governorates and providing the necessary technical support.

2. Employment Opportunities

Findings from Focus Group Discussions (FGD)

In the FGDS, a particular focus was placed to identify the employment opportunities for refugees and Jordanians from host communities including people with disabilities to improve their current livelihood options, as well as understanding the factors hindering refugees and Jordanians' participation in the labour market.

In general, refugee respondents look for self-employment opportunities as they are not interested in permanent jobs. Refugees have clear career goals as they believe that they can easily earn their living if they could work in the same jobs they had in Syria, for example, before the onset of the conflict in 2011. The majority of Syrian refugees in Jordan came from south Syria, the area where agriculture is the main economic sector. Therefore, most Syrians were working in agriculture while some were working in the construction and manufacturing sectors. However, access to the market and self-employment or business options in these sectors is challenging for both Syrians, as well as other nationality refugees.

Refugees have families with them unlike migrant workers who travel alone, so wages in these sectors are usually insufficient to cover the basic needs of their families. Many Syrian refugees explained that they could easily find a freelance work opportunity and earn their living without receiving cash assistance if they had an *azzaqa*, a garden tiller powered by a diesel engine. Refugees do not have to own or rent a piece of land, instead refugees (or Jordanians) can own a garden tiller and use it as a freelancer on other lands for landowners. Also, as many stakeholders highlighted, agriculture-oriented jobs have promising opportunities. It is highly recommended to design an initiative that includes the distribution of *azzaqas* to Syrian refugees.

³¹ [Knowledge Stations Portal](#).

Most of the respondents in Irbid and Mafraq's FGDs, especially male Syrians, reported that agricultural lands whether in the villages surrounding Irbid or the small land plots surrounding houses are not well invested in. Respondents reported that if they had an *azzaqa*,³² they would be able to earn a living without any other support from NGOs. Most of the respondents reported though that they could not purchase³³ such a machine even though one would create an income.

Garden Tiller (Azzaqa)

Azzaqa is a garden tiller powered by a diesel engine which digs into the ground and turns it over preparing it for planting. Syrian men could use them to plow the land for others when working on daily or hourly wages for Jordanians who own agriculture land. It is worth noting that Syrians cannot obtain driving licenses in Jordan, but this machine does not need a license to operate.



Most populations in the target areas live in villages where people usually have pieces of land surrounding their houses. Therefore, there is always a demand for someone who could work for them to plow the land.

The second promising opportunity, as reported by respondents in the FGDs in Zarqa, Irbid, Mafraq, and Jerash is the production and selling of **dairy products** for self-employment or home-based businesses in order to sell the products in the local market or use online selling platforms. However, they mostly lack the skills for producing certain types of dairy products such as 'white cheese' and marketing. VTIs do not offer a regular course on dairy products. For example, VT in Irbid conducted a dairy production workshop for short-term training based on a request from trainees. Beside the needed skills for dairy production and processing, the beneficiaries would need tools such as refrigerators.

The agricultural sector is seen as a safe-haven by most respondents because of its role in protecting the country's food security during the COVID-19 crisis. The high cost of vegetables and fruits in addition to the surplus organic food products³⁴ due to a lack of marketing opportunities are the main concerns of participants in Jerash and Ajloun's FGDs. Most of the respondents reported that they need support such as agricultural machinery, irrigation units, fertilizers, pesticides, and crops to help produce fresh organic agriculture products.

Because organic products are common in most families in Ajloun and the market in Ajloun is limited in size, respondents thought that expanding their market outside Ajloun was the only choice to help them increase their income. The skills identified by the respondents to engage efficiently in organic produce opportunities are alternative, affordable farming methods, product packaging, and marketing their products outside Ajloun and Jerash similar to the [Al Shams Farmer Market](#) in Amman.

In Zarqa's FGD, respondents looked for joint venture projects under the supervision of a company or organization which would be responsible for marketing their agricultural products.

³² A short video showing what an *azzaqa* (عزاقّة) is available at:

<https://www.youtube.com/watch?v=2uiwuVvjwH4>, last accessed: 26 December 2020.

³³ The range cost of one *azzaqa* is 1,000 to 2,000 JOD (approximately 1,410-2,820 USD) as reported by respondents.

³⁴ Such as olive, olive oil, pickles, jams, dried fruit, dried legumes, herbs, and honey.

The state of frustration among households who have many jobseekers at home encouraged one Jordanian women in Zarqa to explain her case as follows:

"I am a mother of three daughters and one son. My husband and I paid everything to teach them. Now, all of them hold a university degree, but unfortunately none of them can get a job. My husband retired and he is suffering from a severe disease, so he cannot work anymore. We all sit at home planning for our own business, but we end up with a lot of frustration in terms of the financial barriers and the fear of failure due to a lack of knowledge and experience. My daughters and son are seeking for a job while I am seeking for psychosocial support and emotional well-being (Um Husam, Jordanian, 49 years old).³⁵"



Findings from Employers Interview

In order to expand Refugees and Jordanians' access to employment opportunities both in terms of numbers and type, as well as the need to share information about available job opportunities, employers reported that the following list of opportunities whether in their own businesses or in the area are the most needed:

- Production line employees in factories in the Irbid Industrial Zone and in Mafraq
- Dairy pasteurization technicians
- Bleachers
- Quality assurance in the clothes factories in the Irbid Industrial Zone and in Mafraq
- Maintenance of sewing machines

Findings from Key Informant Interviews (KIIs)

The KIIs interviews aimed to better understand the needs, challenges, and barriers that refugees and Jordanians face in accessing specific jobs or business and self-employment opportunities (including home-based businesses) in the target governorates in order to have a basic understanding of livelihood activities and social norms.³⁶

The current general economic challenges in Jordan have deepened the gap between the target beneficiaries of the INGOs and their ability to contribute to economic activities. One of the key informants explained the current and future of employment opportunities as such:

"The increasing employment challenges in Jordan cannot be solved by waiting for the business owners to hire our graduates. Instead, we should build the capacities of our graduates in terms of creating innovative and income-generative solutions. This approach could be further supported by policy makers and entrepreneurship training programs that put the trainees in real life to identify challenges and what are the barriers that they may encounter while creating and implementing the new business."

(Interview with Mr. Mohammed Al-Otoom, Jerash VTI Manager).

Nine out of 15 KIIs indicated that there were no formal job opportunities in the region while they explained that integrating technology in agricultural production and manufacturing men's clothes might result in new job opportunities.

³⁵ The Consultant obtained written consent to publish her personal photo.

³⁶ Please see *Annex III*: List of Key Informants interviews.

3. Skill Supply and Demand

Findings from Focus Group Discussions (FGD)

During the FGD in Zarqa, *Um Mosa*, a Syrian refugee woman who is 45 years old, shared and expressed her point of view as follows:

“Nobody in my family is working even though we are all skilled workers. Do you know why? Jordanians know this fact that Syrians have skills that are not available among Jordanians. Who gives work permits to Syrians? Who gives approval to INGOs to implement their projects in Jordan? Who are the employers? Who are the policy designers and decision makers? Even I have many handcraft skills, but I have no income. I blame Jordanians because I have no chance to access livelihood opportunities without assistance from INGOs.”

It is vital to raise the awareness of the private sector regarding the skills of Syrian refugees to produce handicrafts and organic agriculture products in order to boost investment in their labour force. The private sector also needs to invest in Syrians’ unique skills that are needed in the market to develop these markets or expand current markets and empower the community.

When looking at the available skill supply and demand per governorates, the participants in Mafraq’s FGDs mentioned mobile maintenance, sewing, hair and beauty, and embroidery training workshops that include online commerce of the product. However, they feel that these training courses teach only basic skills that are not useful enough to increase their opportunities to secure a decent job or increase income. They reported that there is a lack of training providers for agriculture and agri-food value chains, including dairy production and hydroponics.

In Ajloun, the most notable training courses delivered are related to handicrafts and organic agriculture products, reported those in the FGD. Zarqa’s FGD participants mentioned that they needed training in producing leather products such as making bags for school children or women and food production (i.e., olives, olive oil, pickles, and jams) while ensuring that these products meet the best standards and specifications to enable efficient marketing. Participants in Jerash’s FGD believed that there was an increasing demand for skills as mechanics, especially in Hybrid vehicle maintenance.

In general, participants in the FGDs reported that there was a need for training in sewing specific products (handbags, school bags, and children clothes) and haircutting for men, as well as promoting joint businesses between Jordanians and refugees. This requires establishing a form of association mechanism between Jordanians and refugees in order to coordinate their partnerships and protect their financial rights. Therefore, besides the vocational skills provided through VT courses, there is a need for complementary skills such as business development skills and partnership and developing joint businesses.

Findings from Employer Interviews

Most employers reported that skills learned by female students in VTC courses and other training providers’ courses concentrated on hairdressing, sewing, and food processing and preservation, which usually can be applied at home while males mostly chose vocational crafts such as car repair, carpentry, metalworking, mobile maintenance, and painting. Prospective employers cannot find graduates from the VTC courses or skilled workers in current businesses or proposed sectors such as dairy production or agricultural products. VTIs do not offer regular courses on these topics. For that reason, this could be an entry point for INGOs to cooperate with the VTC to establish new programs related to these topics.

Additionally, there is a common complaint about the graduates of VT courses, who reported that VT graduates were not qualified enough due to the short duration of the training workshops. In addition, some employers complained that a few of the VT graduates lacked basic academic skills such as reading, writing, listening, speaking, and mathematics along with communication skills.

Findings from Key Informant Interviews (KIIs)

Training providers provide a spectrum of vocational training courses. The following list of courses are provided by most VTIs in target governorates and available for both Jordanians and Refugees:

1. Heating, Ventilation, and Cooling (HVAC)
2. Hotel Management and Hospitality (Food Services, Food Production, and Housekeeping)
3. Household Electrician
4. Aluminum Metallurgy
5. Blacksmith
6. Carpentry
7. Automotive Mechanic
8. Automotive Electrician
9. Hybrid Engine
10. Barber
11. Computer and Networks
12. Maintenance
13. Handcrafts
14. Hair & Beauty
15. Confectionery and Pastries
16. Sewing
17. Embroidery
18. Soap Manufacturing
19. Straw Works
20. Solar Energy
21. Construction
- 22.

On the other hand, three KIIs out of 14 that provide career counseling (excluding government institutions) reported that career counseling was particularly useful for job seekers. Most of the training programs provided by the private sector are also provided by the VTC, mainly: sewing, beauty, and office services. In order to map the existing livelihood and vocational training programs provided by partners (including private sector, local NGOs, and INGOs³⁷, except VTIs and ICMC), it has been noted that beauty and sewing are oversaturated sectors (see Table 11).

Table 11: Vocational Training Programs Provided by Partners Other Than VTC and ICMC

Governorate	Vocational Training Programs
Zarqa	Beauty, Sewing, Graphic Design, Mobile Maintenance, Hybrid Car Mechanics, Electrical Fittings and Fixtures Services, Barber, Car Electricity, Aluminum
Irbid	Beauty, Sewing, Sweets, Bread, and Pastries, Dairy Production, Office Services, Mobile Devices Maintenance, Chocolate Production
Ajloun	Beauty, Sewing, Sweets and Pastries, Hybrid Car Mechanics
Jerash	Beauty, Sewing, Sweets and Pastries, Welding, Air Conditioning
Mafraq	Beauty, Sewing, Plumbing and Sanitary Fixtures, Mobile Maintenance, Breads, Pastries and Sweets, Blacksmithing and Welding, Electrical Fittings and Fixtures Services, Car Electricity, Office Services

Partners indicated the below training sectors as undersaturated, and that they anticipate an increased demand for these areas in the future:

1. Business development skills for HBBs for women
2. Online commerce
3. Employability Skills
4. Machine operator and maintenance (manufacturing and agriculture machines)

³⁷ Please see Annex 3: Key Informants Interviews

5. ICT Skills
6. Remote learning, training, and employment
7. English language
8. Life skills
9. General maintenance

On the other hand, partners indicated that the below are oversaturated training sectors and they will see reduced demand in the future:

1. Handcrafts
2. Beauty
3. Sewing
4. Food processing and preservation
5. Office skills, such as typing
6. Traditional ICT skills, such as Windows, MS Office

Most programs provided by the private sector are funded by INGOs. However, the data collected during this study did not discern which is more efficient the training provided by the VT centers or the private sector. Each party claimed they provided better quality of training than the other but without documented evidence.

The **skill demand** in certain sectors that has been identified by the key informants can be summarized as follows:

- *Maintenance of AC Inverter*, namely the motherboard of the AC. Usually the motherboard should be replaced with a new one for any malfunction. The skills needed for repairing the motherboard is not available.
- *Machine operator and maintenance*. This work is requested every day in small, medium, and large enterprises, especially in the Mafraq governorate.
- *Guards for housing and commercial buildings*³⁸. VTC is in the best position to supply the required skills which are mix of housekeeping and basic security skills as there is a course in VTIs under the title Housekeeping and another course under the title Occupational Health and Safety (OHS)
- Pipe Welding. VT centers provide general welding while pipe welding is more advanced and needs a more intensive training course.

4. Job-Matching Services

In an attempt to map the employment services provided in Jordan, the following is a summary of the key findings:

a. Online Job Matching Platforms

Today, most jobseekers and employers around the world rely on online platforms to meet each other. In the current study, the review covered akhtaboot.com, Opensooq.com, and bayt.com. After reviewing the job vacancies in Jordan, it has been noted that all jobs posted are higher than the semi-skilled, skilled, and craftsman levels that the VTC provides.

b. Governmental Employment Platforms

Two governmental platforms were found:

- ForUs: A web-based, job-matching platform founded by the King Abdullah II Fund for Development³⁹ to empower job seekers from all nationalities by applying for job vacancies and

³⁸ The guard for housing and commercial buildings called in Arabic *Haris* (حارس بناية).

³⁹ Semi-governmental organization.

seeking career guidance. At the same time, employers can post training opportunities and job vacancies.

- Sajjil: A web-based, job-matching platform that was developed by the MoL to expand the reach of employment services, where only Jordanian job seekers can register on the platform, upload their CVs, and apply for job vacancies. At the same time, employers can post job vacancies, search CVs, and short list candidates.

Analysis of the Sajjil Platform

- Only 8.8% of the jobs posted are for semi-skilled or fresh graduates whether they graduated from VT centers or universities.
- The total number of open job opportunities in the “Sajjil” platform are 80.⁴⁰
- Zero job were posted from Mafraq, Ajloun, or Jerash, seven from Irbid, eight from Zarqa, and 65 from other governorates.
- Based on FGDs, KIIs, and interviews with employers and job seekers, no one had heard about the job matching platform (Sajjil), except the Labour Departments.

c. Job Matching Companies

Most of the surveyed companies were simply job platforms but do not provide complementary job matching services.⁴¹ One provider offering broader employability services is [Education for Employment - Jordan \(EFE-Jordan\)](#) . The provider is registered as a non-profit company and focuses on building partnerships with private sector companies throughout Jordan to identify hiring needs and the skills required to perform their jobs. Then, EFE-Jordan design targeted and sector-specific training programs for job seeker that result in direct employment or micro-entrepreneurship opportunities. The company operates in all Jordan governorates, benefitting both Jordanians and refugees, as well as university and non-university students. The company program includes job training and placement, entrepreneurship, and employability skills.

d. Social Media

Refugee and Jordanian job seekers can find many pages and groups on Facebook customized for selected areas in Jordan advertising jobs. Social media, including Facebook and WhatsApp groups, are the most used channels to share job vacancies between job seekers themselves and with employers.

e. Mapping Potential Partners and Service Providers

To identify partners and associations who could facilitate access to employment for ICMC VT graduates, a mapping exercise has been carried out customized to the sectors identified as potential sectors for creation of new jobs in the target governorates. Findings showed that there are many formal structures attempt to participate in policymaking in the business and industry sectors through the enhancement and support the concerns of new businesses and small enterprises and contribute to strengthening community service activities. ICMC needs to analyze their capacities, power, and geographical coverage in Jordan to identify the most appropriate and efficient partners for future programming and activities. Please find a list of the potential partners and trade associations for sectors that are needed and under-saturated in *Annex V*.

⁴⁰ Available at: <https://sajjil.gov.jo/en/jobs>, last accessed: 19 December 2020.

⁴¹ Please see *Annex IV*: List of selected employment companies in Jordan.

5. Job Seeker Concerns

Career Goal

Job seekers were asked to what extent they are confident in explaining their career goals. Findings showed that most job seekers reported that they are strongly confident (36%) or at least can say something (24%), as seen in Table 12.

Table 12: Career Goal

Level of confidence to explain career goal	#	%
Not at all confident	8	11%
I would have some difficulty	9	13%
I can say something	17	24%
I am able to describe in some detail	11	16%
Strongly Confident	25	36%
Total	70	100%

Table 13: Distribution of Respondents Who Have Clear Career Goals per Nationality

Career Goals Orientation	Jordanian		Syrian		Total	
	#	%	#	%	#	%
Self-Employment	10	14.3%	32	45.7%	42	60.0%
Formal Employment	8	11.4%	8	11.4%	16	22.9%
Either	3	4.3%	9	12.9%	12	17.1%
Total	21	30.0%	49	70.0%	70	100.0%

Table 13 shows the distribution of respondents per nationality who have clear career goals in terms of whether they target formal employment or self-employment. It is clear that most Syrian job seekers (45.7%) prefer self-employment over formal employment

Table 14: Distribution of Respondents Who Have Clear Career Goals per Gender

Career Goals Orientation	Female		Male		Total	
	#	%	#	%	#	%
Self-Employment	26	37.1%	16	22.9%	42	60.0%
Formal Employment	10	14.3%	6	8.6%	16	22.9%
Either	5	7.1%	7	10.0%	12	17.1%
Total	41	58.6%	29	41.4%	70	100.0%

Table 14 shows that the females have clearer career goal than males.

Preferred Work Sectors

When job seekers were asked to select a sector that they would choose or plan for their job/business, health and beauty and information and communication technologies (ICT) related businesses were selected as the two top priority sectors. *Health and Beauty* includes subsectors such as caregiver, certified nursing assistant, nurse, elderly care, cosmetologist, hair stylist, manicurists, personal services, personal care, salon, spa, fitness, and social services while the ICT sector includes computer networks, software, online commerce, mobile app design, graphic design, and programming (see Table 15).

Table 15: Distribution of Job seekers Preferred Work Sectors

Preferred Work Sector	Female		Male		Total	
	#	%	#	%	#	%
Health and Beauty	16	39.0%	3	10.3%	19	27.1%
Information and Communication Technologies	3	7.3%	15	51.7%	18	25.7%
Restaurant	7	17.1%	1	3.4%	8	11.4%
Education	3	7.3%	2	6.9%	5	7.1%
Production and Manufacturing	5	12.2%		0.0%	5	7.1%
Humanitarian Aid	3	7.3%	1	3.4%	4	5.7%
Agriculture	0	0.0%	2	6.9%	2	2.9%
Construction and Maintenance	1	2.4%	1	3.4%	2	2.9%
Automotive	0	0.0%	1	3.4%	1	1.4%
Office Services	0	0.0%	1	3.4%	1	1.4%
Stores and Marketing	0	0.0%	1	3.4%	1	1.4%
Left Blank	3	7.3%	1	3.4%	4	5.7%
Total	41	100.0%	29	100.0%	70	100.0%

It is clear from Table 15 that agriculture, construction, and maintenance are not their top priority sectors, which represents the recurrent problem of a mismatch between job seekers preferences and the sectors offering the most job opportunities.

Table 16: Preferred Working Sector per Governorate

Preferred working sector per governorate	Ajloun		Irbid		Jerash		Mafraq		Zarqa		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Health and Beauty	1	14%	8	32%	6	67%	3	16%	1	10%	19	27%
ICT	1	14%	9	36%	0	0%	4	21%	4	40%	18	26%
Restaurant	1	14%	2	8%	0	0%	1	5%	4	40%	8	11%
Education	2	29%	2	8%	0	0%	1	5%	0	0%	5	7%
Production and Manufacturing	1	14%	1	4%		0%	3	16%		0%	5	7%
Humanitarian Aid	0	0%	0	0%	2	22%	1	5%	1	10%	4	6%
Agriculture	0	0%	0	0%	0	0%	2	11%	0	0%	2	3%
Construction and Maintenance	0	0%	0	0%	0	0%	2	11%	0	0%	2	3%
Automotive	0	0%	0	0%	0	0%	1	5%	0	0%	1	1%
Office Services	0	0%	1	4%	0	0%	0	0%	0	0%	1	1%
Stores and Marketing	0	0%	0	0%		0%	1	5%	0	0%	1	1%
Left Blank	1	14%	2	8%	1	11%	0	0%	0	0%	4	6%

As shown in Table 16, results indicate that the education sector is the most preferred sector in Ajloun, ICT sector in Irbid and Mafraq, health and beauty in Jerash, and restaurants and ICT in Zarqa.

Employment Status

Most job seekers (82.9%) in the selected sample in the target governorates are currently unemployed. Table 17 shows that the unemployment rate among females (87.8%) is higher than males (75.9%).

Table 17: Current Employment Status

Employment Status	Female		Male		Total	
	#	%	#	%	#	%
Not Employed	36	87.8%	22	75.9%	58	82.9%
Employed	5	12.2%	7	24.1%	12	17.1%
Total	41	100.0%	29	100.0%	70	100.0%

Job seekers Table 16 shows the preferred working sector per governorate.

who are currently employed are mainly in information and communication technologies (33%) and health and beauty (30%). When the respondents who are currently employed were asked what support they received to get a job, most of them reported that they did not receive any support while some of them reported that they had received support from their friends and families. On the other hands, most job seekers who are currently employed reported that they received soft skills training provided by INGOs, such as business development, communication skills, English language instruction, how to start a business, self-development, self-marketing, and computer skills and typing.

Challenges to Access Employment

Respondent were asked about their opinions about wage-employment opportunities in their areas. Results indicated that the most common opinion (44.3% of respondents) is that there are some job opportunities, but due to the high unemployment rate, it is difficult for job seeker to find decent work while 21.4% of respondents reported that finding a decent job was very challenging or it was impossible (see Table 18).

Table 18: Challenges to Access Employment

Opinions about Job Opportunities	Female		Male		Total	
	#	%	#	%	#	%
There are some job opportunities, finding a decent job is very challenging or impossible.	27	38.6%	19	27.1%	46	65.7%
It is not possible to find a job without 'wasta' (a system of nepotism for employment) ⁴²	4	5.7%		0.0%	4	5.7%
There are some job opportunities, but my skillset is inappropriate	2	2.9%	2	2.9%	4	5.7%
There are no problems finding decent work in my area	1	1.4%	1	1.4%	2	2.9%
<i>Other reasons</i>	7	10.0%	7	10.0%	14	20.0%
Grand Total	41	58.6%	29	41.4%	70	100.0%

It is clear from Table 19 that females (38.6%) are more pessimistic about their chance in finding a decent job than males (27.1%). At the same time, among the 'other reasons', some respondents indicated the following:

- *The salary is insufficient to cover the cost of transportation.*
- *My family does not accept that I go out for work, as they prefer me working from home.*
- *Due to my disability*
- *Too many working hours*

⁴² "Wasta" (واسطة) is a system of nepotism for employment by family and friends, regardless of the qualification of the individual, which acts as a barrier to fair employment practices.

Skills Needed to Enter the Labor Market

In order to measure the percentage of male and female job seekers from the target governorates who possess the necessary skills and knowledge needed to enter the labor market, the proxy of different skills such as the career counselling received, career goal orientation, and vocational/technical skills acquired from accredited certified training can be used to give a clear indication to what extent job seekers are ready to enter the labour market.

Career Counselling

Only 54.3% of the respondents have previously received career counseling from INGOs or while they were students at school or university (*Table 19*).

Table 19: Respondents Who Received Career Counseling per Nationality

Career Counseling	Jordanian		Syrian		Total	
	#	%	#	%	#	%
Never received career counseling	7	10%	25	35.7%	32	45.7%
Received career counseling	14	20%	24	34.3%	38	54.3%
Total	21	30 %	49	70 %	70	100 %

Most of the job seeker who had received career counseling (92%) indicated that the received counseling was useful or very useful for their career (*Table 20*).

Table 20: Usefulness of Previous Career Counseling to Respondents' Career

How useful was career counseling?	Not very useful	Useful	Very useful
	6	32	32
	9%	46%	46%

Most job seekers who did not receive career counseling previously are interested in accessing such career counseling activities because they would like to know about how to start his/her own business, online commerce, and employability skills (such as how to write CVs, communication skills, and marketing him/herself).

6. Obstacles to Employment

Findings from Focus Group Discussions (FGD)

One of the main appeals of visiting **Ajloun** is the opportunity to enjoy nature, walk around, and explore the area. During the government issued **Friday lockdowns** due to COVID-19, even the internal tourism was significantly weakened. Nearly all restaurants were closed in both Jerash and Ajloun governorates. In these restaurants a large number of both Syrian refugees and Jordanians were working to produce traditional Arabic cuisine, such as Maqluba.⁴³

. In Mafraq and Zarqa, Syrian participants complained that they could not legally claim their unpaid financial wages from Jordanian businessmen. Also, they were not aware if there was a legal support unit in Mafraq or not. While in Irbid and Mafraq, many refugee participants explained that they could

⁴³ A traditional rice dish cooked with meat, plenty of spices, aubergines and/or cauliflower, and potatoes.

not work because their work permit expired, and they could not renew it as renewing a work permit would result in fees and penalties that they could not afford.

When participants in FGDs were asked who had registered home-based businesses (HBBs), none reported that they had registered, explaining that the registration process of HBBs was complicated in terms of the requirements that they could not offer inside their small houses and they faced difficulties with the documentation requirements for the establishment of the HBB. Simplifying and revising HBBs policies and instructions can help refugees create their own businesses to have a stable income through decent work, as per the discussion between participants in the FGDs.

Findings from Employers Interview

The governmental regulations, in term of taxes, registration, and licensing, social security fees, and the low limit of wages, do not stimulate employers to hire more young people or expand their businesses. In addition, almost all businesses related to the internal tourism in Jerash and Ajloun are closed due to the COVID-19 lockdowns.

The Labour Department focuses on monitoring the amount of wages whether they are above the minimum wage limit or not. In that extent the Labour Department is seen by employers as a mere inspection department. This practice usually prevents employers from cooperating with the Labour Department in terms of opening new job positions for job seekers. Moreover, the Labour Department provides no support to the workers' claims for unpaid wages from their employers.

Among other obstacles, employers reported the following:

- Duration of vocational training is short (from 1 month to 1 year), so the graduates are not equipped with all the needed skills.
- Private training providers are suffering from the high level of qualifications needed to register a new company or apply for accreditation of a new training program. For example, one of the requirements is that the proposed trainer should have at least 10 years of experience in training. The other qualifications and experiences the trainer may have had are not considered limiting the field of potential trainers.
- Two out of four CBOs cannot prepare project proposal for training or employment initiatives.

Findings from Key Informant Interviews (KIIs)

- Most of the VTIs' managers complained about the model of support received from INGOs in term of the incentives paid to cover the cost of transportation for students as well as the duration of the vocational training courses, especially the Hybrid Car Mechanics Course. The duration in general is short and the amount of incentives differs from one INGO to another. Overall, the amounts of transportation stipends provided are not enough to cover the cost of using public transportation facilities to reach the training sites.
- There is no data-driven planning or decision making at the VTI level. Moreover, no LMA was ever conducted by the Labour Department in the target governorates. It is not only the VTC that has limitation problems, but Jordan also lacks a labour market information system that would help guide the VTC programs and curriculum to respond efficiently to labour market needs in each governorate. There are different governmental bodies who carry out different yearly studies with no coordination between them, they do not properly share information, and there is no clarity related to the efficiency of the results, the quality of data, and lack of disaggregation of data per demographic variables, such as gender and governorate. Additionally, data collection on TVET and related employment is fragmented, the data that is available is often outdated or inaccurate, and it is not used effectively. While despite the ongoing efforts initiated recently, governmental actors⁴⁴ in the TVET sector are not

⁴⁴ Key TVET actors responsible for TVET in Jordan are the Ministry of Labour (MoL), Ministry of Education (MoE), and Ministry of Higher Education and Scientific Research (MoHESR).

coordinating on all major aspects of TVET which complicates the provision of satisfactory education and training in this sector.

- There is no professional career counseling at VTIs. There is a section in each VTI under the title “Career Counseling” but without a curriculum. During the assessment interviews, the VTIs’ managers explained the objectives and key activities of this section which are primarily for marketing the courses that are available at the VTC in order to let school children become aware of the available courses. Nothing was identified in terms of providing job seekers with support to understand their needs and career goals and put them on a track for sustainable employment. In general, the lack of efficient career counseling within the VTIs presents an additional barrier to job seekers to obtain the soft professional skills needed and the linkages required to gain access to employment opportunities.
- The only governorate that is suffering more than others in terms of livelihood opportunities is Jerash. The manager of a leading CBO in Jerash described the status of business and employment in Jerash as follows:

Jerash is the cemetery of projects because there is a limited market due to the low level of spending inside Jerash. People used to go to Amman or Irbid to look for cheap commodities and services. I am thankful for Syrians because of them we see NGOs in Jerash after years of ignorance.

7. Looking Ahead

Findings from Focus Group Discussions (FGD)

Participants in the FGDs were asked about commodities and services that they expect to see increase or decrease in demand in the future. The in-depth discussion with groups indicated that hopefully once the COVID-19 pandemic has ended, **agriculture production** (plant and animal production) will be the leading trend and the most common employment sector. This scenario can be easily understood when considering how a large proportion of Syrian refugees are from rural areas where agricultural livelihood practices were the only source for their living prior to the conflict. Also, during the pandemic low-income refugees and Jordanian people learned that securing food for their families is the number one priority. In general, the respondents in the FGDs indicated that the most promising jobs in the near future are:

1. Agriculture production
2. Online commerce
3. Renewable energy projects
4. Construction and maintenance related jobs

Findings from Employers Interviews

Some employers reported that the following list of skills or businesses are promising in the near future, and hopefully beyond the COVID-19 pandemic:

1. In Jerash and Ajloun, mobile device spare parts stores and tourist resorts/restaurants are promising investments.
2. Shipping and cargo workers are needed in Mafrqa as there are new capital investments in the area such as the planned airport.
3. Employers from Zarqa reported that manufacturing, namely clothes, is a promising sector.
4. While in Irbid, employers indicated that wheat production and bakeries are important due to the large population living in Irbid.

Findings from Key Informant Interviews (KIIs)

According to the key informant interviews, the promising skills or jobs that they expect to be the most needed in the future are:

- Employability Skills
- Online commerce
- Mobile app design and development

These sets of skills are mostly technology oriented. The employability skills can enhance the competence of refugees and Jordanians in host communities through ideation training, English language courses, job matching services, and career guidance. It is worth noting here that during the time of the data collection phase, the head of the VTC in Jordan declared⁴⁵ that vocational training in Jordan needs to be guided by a new vision and oriented towards future and technology-based jobs which are set to substitute manual or traditional labour or complement traditional training courses in some way.

Ideation Skills Training

The ideation training aims to help job seekers to come up with applicable solutions that can be transferred into commercial services or products. The training provides a systematic methodology for analyzing the gaps in the market and creating innovative solutions to address such gaps. Specifically, it is an intensive training and coaching program that accelerates a team's ability to innovate, which aims to leverage human potential and collective intelligence to generate innovative solutions for complex problems in order to create new products and business models.



Benefits for participants

- Understanding the application of a new mindset that enables the solution of complex problems and accelerates innovation.
- Learning prototyping methods in practice.
- Fostering collaboration among different areas, improving teams' efficiency by leveling off knowledge and expertise.
- Accelerating innovation, speeding up projects while making progress more tangible.
- Enabling the creation of new products, services, and business models through an innovative mindset.

Methodology

The following six training design stages help participants innovate better:

1. Understand: What are the user needs, business needs, and technology capacities?
2. Define: What is the key strategy and focus?
3. Diverge: How might we explore as many ideas as possible?
4. Decide: Select the best ideas so far.
5. Prototype: Create an artifact that tests the ideas with users.
6. Validate: Test the ideas with users, business stakeholders, and technical experts.

⁴⁵ Mr, Ziyad Obeidat, the Head of the VTC in Jordan, Interview with Jordan TV, 19 December 2020.

Conclusion

The summary of the findings showed that there is a common agreement that general house maintenance is the most needed service for both Syrians and Jordanians. In terms of employment opportunities, there are very limited opportunities, but the unemployed can enhance their competence through soft skills to obtain or create new jobs. Results indicated that it is important to complement vocational training courses with soft skills training for VT graduates, such as employability skills, entrepreneurship skill, and creative thinking for new businesses. The labour market is saturated with the supply of skills in hairdressing, sewing, and food processing and preservation while there is a demand for specific purposes within these categories and agriculture-oriented products.

Different groups of respondents have different perspectives in terms of skill demand. Among many obstacles to find a job or business, refugees reported that the most significant obstacle is related to governmental policies and regulations. Finally, when respondents look to the future in case of expanding the areas or improvement in the status of economy in Jordan, the most promising employment opportunities are agriculture oriented and technology-based jobs.

The assessment results led to a conclusion that there is no agreement between different groups of respondents on the market demand. Each group claims that they know the priority skills needed within the labour market. However, this claim is usually based on personal relations and communications instead of data driven guidance. In general, this disagreement is a result of many factors, namely the lack of data, the lack of coordination between stakeholders, and the lack of efficient awareness raising activities in relation to the labour market in Jordan.

In order to capture some of the solutions that refugees and Jordanians in host communities would like to see implemented, stakeholders in this study were asked to provide recommendations of their own. As a result, the recommendations below include a mix between those provided by stakeholders, and the recommendations based on the analysis of the results.

Recommendations

Based upon the findings, the key recommendations are made as follows:

1. For ICMC Programming

- *Complementary employability training courses.* ICMC should keep on providing complementary employability training courses for VT graduates (i.e., communication skills, product marketing, career guidance, consulting job platforms) to increase the possibilities of access to jobs.
- *Administration of vocational training courses.* To ensure the efficiency of the vocational training courses, it is recommended to extend the daily training hours, promote continuous communication with the participants, and provide the needed support for the participants as requested, while maintaining the training to achieve its objectives through periodic monitoring and evaluation using online applications, especially during the current pandemic situation.
- *Incentives paid for trainees.* The amount of incentives paid for trainees have to be revised and increased in order to efficiently cover the cost of transportation, one meal (lunch), and pocket money during the life of the training course. An alternative to reduce the cost of transportation could be the provision of shared shuttle bus for trainees to reach the VTC.
- *Career counseling.* ICMC and other humanitarian partners should contribute to improving the capacity of the VTC to deliver an efficient career counseling course and establish an efficient graduate follow-up and monitoring system in each VTI.
- *Job seeker-Based Research Component.* While the findings indicated that formal job opportunities are limited, the stakeholders recommend equipping job seeker with

entrepreneurship and ideation skills to contribute to the creation of new job opportunities. It is therefore recommended to develop a job seeker-based research component to include a larger number of participants in a participatory capacity building approach. This component has the potential to become a very innovative strategy and to be scaled-up and implemented in all governorates and/or with different beneficiary groups, such as those who are differently abled (disabled). The proposed component should include capacity building activities such as research skills development and ideation training as key elements to open the minds of job seekers to future jobs.

ICMC can implement the research component through providing a capacity building on how to conduct research and providing a research incubator to job seekers in targeted areas on relevant livelihood issues within the framework of ICMC programming. Also, this component should include engaging job seekers in public spaces and events through presentation of their findings. Concrete training on how to conduct research will provide more information about the context for future interventions while providing job seekers with a tangible experience to include in their portfolio for their careers and what they are able to pursue.

- *Develop a guide for the VTC trainers.* Vocational skills development in refugee contexts should contribute to social cohesion. Therefore, ICMC and other humanitarian partners are invited to develop a guide for the VTC trainers to strengthen their understanding of conflict sensitivity, handling complaints, and gender mainstreaming, training skills, training management, career counseling, and labour law in Jordan to enable them to create inclusive learning environments, and to promote social cohesion through skills training.
- *A mechanism to enable cooperation between refugees and Jordanians.* Refugees, especially Syrians are used to working in the agriculture sector and industrial factories. However, there could be a big opportunity for a group of women to formulate an association “cooperative” and establish a small factory. ICMC and other humanitarian partners need to support GoJ to formulate a cooperative system to enable refugees and Jordanians to work under the umbrella of the existing cooperatives or establish new groups in order to coordinate with the private sector and encourage partnerships with investors who have certain businesses or factories and are willing to open another subsidiary factory in the selected governorate where skillful human resources are available at reasonable wages.

2. For Donors and the International Community:

- *Promising Vocational Training Courses.* In order to create employment opportunities for refugees and Jordanians, international donors should support the VTC in Jordan in establishing new vocational courses. The key promising topics are:
 - General Home Maintenance
 - Machine Operator and Maintenance
 - Assistive Technology: Operation and Maintenance
 - Agriculture Production
 - Sewing for Specific Products (handbags, school bags, children clothes)
 - Online Commerce
 - Maintenance of AC Invertor
 - Guards for Housing and Commercial Buildings
 - Pipe Welding
 - Maintenance of solar PV and solar water heating systems

None of these proposed VT courses exist as a regular course at VTIs. While some of them conducted as short-term training based on a request from trainees such as Online Commerce and Pipe Welding.

- *Innovative Ideas of Entrepreneurs.* Innovative ideas of entrepreneurs for micro and small businesses among refugees, especially women, should be supported and encouraged. Humanitarian agencies can create the space for entrepreneurs to think creatively in order to support self-sustainability of new income generating activities. To achieve this recommendation, one of the options is to introduce to each vocational training course a new component related to business skills, such as administration and accounting, business planning, how to communicate with customers, procurement, and resources mobilization (banks, donors, investors, etc.). This component should include a practical exercise for the development of a full business idea and business plan, based on real cases proposed by the trainee.
- *Renewable Energy Initiatives.* Regardless of how vulnerable refugees and Jordanians from host communities pay for their basic needs or whether they have their own household income or depend on humanitarian assistance, cash assistance is not a durable solution. Donors and the international community need to look for a multipurpose intervention to ensure that basic services are achieved. It is strongly recommended to implement projects related to renewable energy, in which solar water heaters (SWH) and solar PV systems are installed in the housing hosting refugee families in return for reducing the rent price and decreasing the electricity bill. Furthermore, humanitarian funded projects are increasingly looking for opportunities to employ both Jordanians and refugees and provide useful training. Therefore, the use of renewable energy technologies would be an excellent example that could positively impact the livelihood of refugees. It is recommended that the training design should be as comprehensive as possible to include the installation of solar PV cells to generate electricity, solar water heaters, and energy-saving lamps. Renewable energy technicians should be trained to operate and maintain solar PV and solar water heating systems.
- *Including People with Disabilities (PwDs).* Findings showed that there is a significant percentage (10.7%) of job seekers have a certain type of disability who are eager to learn new skills to boost their employment opportunities. PwDs want to spend time in a better productive way through offering training or support to shift from cash assistance to self-employment. For example, Assistive Technologies (AT) are tools that could contribute to improve the quality of life of the disabled and differently abled people, especially in areas of education, mobility and accessibility, communication, and employment. Donors and the international community are invited to support this vulnerable category through building local capacities on how to use efficiently these technologies and repair them.
- *Garden Tiller Distribution.* Syrian refugees would be more financially stable if they could work in the same sector of employment they held in Syria, prior to the conflict in 2011. Many Syrian refugees explained that they could easily find a freelance work opportunity and earn their living without receiving cash assistance if they had an *azzaqa*, a garden tiller powered by a diesel engine. Refugees do not have to own or rent a piece of land, instead refugees (or Jordanians) can own a garden tiller and use it as a freelancer on other lands for landowners. Also, as many stakeholders highlighted, agriculture-oriented jobs have promising opportunities. It is highly recommended to design an initiative that includes the distribution of *azzaqas* to Syrian refugees.
- *Registration of New Businesses.* It has been noted that the number of refugees interested in vocational training opportunities is on the decline or they are not looking for the available training. Therefore, it is important to consider the refugee needs highlighted in this study, such as simplified registration of new businesses, joint venture businesses between refugees and Jordanians, and tools for self-employment or home-based businesses. Donors and international community are invited to support Government led initiatives to simplified registration of new businesses, joint venture businesses between refugees and Jordanians, and tools for self-employment or home-based businesses. This recommendation requires the introduction of flexible policies allowing refugees to legally import raw materials.

3. For Vocational Training Corporation (VTC)

- *Vocational Training Course Design.* Due to numerous complaints received pertaining to the design of the courses, notably the short duration, it is highly recommended to design VT courses in consultation with employers and in the line with the business sector to ensure that the trainees will learn the best practices and skills and have the appropriate tools for work. Based on feedback from past graduates of the VTC courses, the training provided was too short to the extent that employers tend not to hire them. The revision of the VT course design is important to avoid the risk of further alienating beneficiaries by providing them with training that will ensure they become gainfully employed. This can be performed by establishing an advisory committee or reference group from the private sector for each training topic and consult with them prior to the start of the course to ensure that the course is up to date and covers all the skills and work tools needed for the trainees.

4. For the Government of Jordan:

- *Consequences of the COVID-19 Pandemic.* Jordan policymakers need to develop and adapt measures to address the consequences of the COVID-19 pandemic in order to include refugees and host communities in a sustainable recovery. They also need to enact development strategies and preserve the fragile gains made in securing livelihoods.
- *Home-Based Businesses (HBBs).* Revising HBB policies and simplifying the registration process is highly recommended to enable refugees, especially women and people with disabilities, to generate income by encouraging forms of business they can engage in. HBBs could be more encouraged by facilitating access to capital investments, financial tools, and technical training.
- *Work Permits.* GoJ is invited to facilitate obtaining of work permits for Syrian refugees through revisiting job permit in terms of eligible sectors and instructions of renewing expired work permits.
- *Labour Market Coordination Mechanism.* The cooperation and coordination mechanism between labour market stakeholders needs to be strengthened. This recommendation may lead to the formation of a labour market advisory committee for partnership and networking and draft instructions to enable the committee to carry out their task under an official umbrella. The key objectives of such a coordination mechanism would be to avoid duplication of efforts in assessing the labour market, to ensure that the LMA is comprehensive and desegregated, and to stimulate positive relationships between the private sector and public sector in relation to vocational training and employment opportunities.
- *Job-Matching Platforms.* In order to improve job-matching services and referrals, as well as having dynamic labour market information, the GoJ needs to promote the job-matching platforms, namely “Sajjil” and/or “ForUs.” These two platforms are available in web-based applications but there are no mobile applications developed yet. A mobile application would be more accessible to both job seekers and employers, which would be the key to unlocking job matching services, guidance, counseling services, labor market trends and updates, and available training courses. The GoJ could seek support from international donors⁴⁶ for developing these tools and marketing them among job seekers.
- *Labor Market Information System.* There is no task force or a unit exists in Jordan to in charge of conducting a labour market information assessments. A core team from the VTC, MoL, and other related governmental agencies should be formed, and its capacity have to be built so

⁴⁶ INGOs or leading companies in the world, i.e., Microsoft, Google, Ford, Amazon, and Apple.

that they can conduct professional labour market assessments in order to construct a dynamic labour market information system. The GoJ surely needs technical support from INGOs to establish a centralized and dynamic labour market information system.

- *Guards for Housing and Commercial Buildings.* These positions are usually filled illegally by Egyptian labour force in Jordan. GoJ need to develop new policies that build the capacities of Jordanians and encourage them to fill these positions, which also should improve the quality of the services provided in housing and commercial buildings in terms of safety, security, and environmental health. VTC has already the curriculum elements to train job seekers on the required skills for Guards (housekeeping and basic security skills).

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List of Annexes

Annex I: Consultancy Terms of Reference

Labour Market Assessment Consultant – National Position

About ICMC

The International Catholic Migration Commission (ICMC) is an international operating non-governmental organisation serving and protecting uprooted people – refugees, internally displaced persons and migrants – regardless of faith, race, ethnicity or nationality. ICMC advocates for rights-based policies and durable solutions directly and through a worldwide network of member bishops conferences, and alongside government and non-governmental partners.

ICMC has been operational in the Middle East since 2002, implementing humanitarian assistance programs in support of refugees in Lebanon, Jordan and Syria. Most recently, ICMC is providing emergency humanitarian assistance to Syrian refugees in Jordan with funding support from the U.S. State Department’s Bureau of Population, Refugees and Migration (BPRM).

ICMC is recruiting a qualified and experienced consultant to conduct a labour market assessment which will inform its livelihoods program in Jordan funded by the Bureau of Population, Refugees and Migration (BPRM)

PRIMARY RESPONSIBILITIES AND PURPOSE OF THE LABOUR MARKET ASSESSMENT:

Specific Objectives:

1. To identify local demand for specific goods and services, as well as areas where there is a limited, or lack of demand, in various sectors.
2. To carefully investigate the local labour market and document formal employment and self-employment (including home-based business) opportunities for refugees and Jordanians from host communities especially persons with disabilities to improve their current livelihoods options.
3. To identify the occupational interests of the target population.
4. To identify specific skills/capabilities needed for the target population to engage in the identified employment opportunities.
5. Assess the barriers for VT graduates to gain employment or start their own business in the industry of their choice and/or to be successful in their employment.
6. Identify the weaknesses of the current vocational training offer based on feedback from past ICMC VT graduate and their employers and provide recommendation for a demand driven VT offer.
7. To map the existing livelihood and vocational training programs provided by other partners, to avoid duplication and oversaturation in specific geographic locations.
8. To document the training resources needed to improve livelihoods opportunities for the target population. To identify private sector partners, business associations and job-matching platforms which could facilitate access to employment for ICMC VT graduates.
9. To make specific and achievable recommendations for ICMC’s livelihoods program to improve the quality and impact of its vocational training activities in the country.

Scope of the Market Assessment:

Local Supply and Demands

1. Analysis of goods and services in demand and their available supply.
2. Documentation of emerging and declining markets in the local economy.
3. Existing Employment Opportunities.
4. Review of existing formal employment opportunities by the sectors identified.
5. Potential for home-based business/self-employment opportunities by the sectors identified.
6. Differences in opportunities by nationality (i.e. refugees of various nationalities VS Jordanians) noting how these are informed by existing legal frameworks and ability.
7. Occupational Interests and Skills of the Target Population.
8. The occupational interests of the target population for the program.
9. The required skills/capabilities in various sectors and occupations based on consultation with local employers.
10. Mapping of Available Services.
11. Review of existing vocational training opportunities provided by both humanitarian and national actors, avoiding oversaturation/duplication.
12. Identification of existing job-matching resources and platforms that can be utilized with graduates of the program.
13. Documentation of the training resources needed to improve livelihoods opportunities for the target population.
14. Identification of private sector businesses and trade associations could partner with to facilitate access to employment for VT graduates.
15. Sustainability and Impact.
16. Specific and achievable recommendations for ICMC's livelihoods program to improve the quality and impact of its vocational training activities and access to employment in the country.

Methodology:

1. Literature review of the existing labour market based on available resources from both governmental and non-governmental resources.
- 2.
3. Focus group discussions with individuals from the target population (representative of gender, age, ability, nationality, and geography) who have an interest in livelihoods training. Semi-structured interviews with local employers and job matching service providers.
4. Semi-structured interviews with members of the national vocational training center (VTC).
5. Field visits to the project areas (Mafraq and Irbid) and field observations.
6. Stakeholders, including ICMC staff and program participants, as well as local partners, should be meaningfully involved in the market assessment process.
7. The consultant will adhere to Core Humanitarian Standards and the 'Do No Harm' principle at all stages. Tools and the specific methodological approach will be discussed and agreed upon between ICMC and the consultant.

a. Required Qualifications and competencies:

1. Master's degree in Development Studies, Economics, Measurement and Statistics or a closely related field from a recognized University
2. At least 3-5 years of experience conducting labour market research and assessments for humanitarian and development livelihoods programs in Jordan/ Middle East region.
3. Demonstrated expertise in markets systems analysis, approaches, and assessments conducted in the Jordan context.
4. Knowledge of the vocational training sector.

5. Experience working with the public and private sectors for humanitarian livelihoods program development.
6. Expertise in business analysis, including market recovery, risk and challenges is desirable.
7. Experience working with government and donors is an advantage.

Annex II: Data Collection Tools

Annex 2: Data Collection Tools أدوات جمع البيانات

Tools List:

Data Collection Tool # 1:	Consumer Needs Analysis Protocol for Heads of Households
Data Collection Tool # 2:	Employers Semi-Structured Interview Protocol
Data Collection Tool # 3:	KIIs Semi-Structured Interview Protocol
Data Collection Tool # 4:	Structured Questionnaire for Individual Interviews
Data Collection Tool # 5:	Mapping Form
Data Collection Tool # 6:	Field Observation Note

Data Collection Tool # 1: Consumer Needs Analysis Protocol for Heads of Households

أداة جمع المعلومات رقم 1: تحليل احتياجات المستهلكين عن طريق جمع المعلومات من أرباب البيوت

Governorate المحافظة: Irbid إربد Mafraq المفرق Zarqa الزرقاء
Jerash جرش Ajloun عجلون

Participants information معلومات المشاركين:

Age العمر	Nationality الجنسية	Sex الجنس	Marital Status الحالة الاجتماعية	Education Level المستوى التعليمي	Ability التحديات الصحية

Consumer Needs احتياجات المستهلكين

1. Think about your daily life... What are the goods and services that you use and need on a daily basis and you encounter challenges or difficulties to get them?

1. فكروا بحياتكم اليومية... ما هي الأشياء والخدمات التي تستخدمونها وتحتاجونها بصورة يومية في البيت، وتواجهون تحديات أو صعوبات في الحصول عليها؟

1A. What do you need and use daily at home?

1A. ماذا تحتاج وتستخدم يوميا في البيت؟

1B. What do you need and use daily for work?

1B. ماذا تحتاج وتستخدم يوميا في العمل؟

1C. What do you need and use daily for your children?

1C. ماذا تحتاج وتستخدم يوميا لأطفالك؟

2. To what extent do you get these goods and services?

In consultation with participants, choose the most important three items from the lists بالتشاور مع المشاركين، اختر أهم ثلاثة أشياء أو خدمات من التي ذكرت، كي يتم التركيز عليها في الأسئلة التالية

2. إلى أي مدى هذه الأشياء والخدمات متوفرة في المنطقة؟

3. Are there any problems directly related to those goods and services? What are they?

3. هل هناك مشكلات ترتبط بالحصول على هذه الأشياء أو الخدمات؟ ما هي؟

4. What are the goods and services that you need but cannot get? Why can you not get them? Why are they important?

4. ما هي الأشياء والخدمات التي تحتاجها ولكنك لا تستطيع الحصول عليها في المنطقة؟

5. What do you take into consideration when purchasing goods and services? (Examples: type, price, quality, personality of seller, availability, proximity to home?)

5. ما هي الأمور التي تأخذها بعين الاعتبار عند شراءك الأشياء أو الخدمات؟ (مثل: النوعية، السعر، الماركة، شخصية البائع، توفرها، ملاءمتها لظروف السكن، ... الخ).

6. Now let us think on weekly/ monthly/ season basis, what are the goods and services that you need and only purchase from time to time... not a daily commodity?

(researcher gives examples such as cooking oil, and maintenance)

6. دعونا نفكر الآن على مدى أسبوع/شهر/فصل، ما هي الأشياء أو الخدمات التي تحتاجونها وتشترونها من فترة إلى أخرى... وليس بشكل يومي؟ - أمثلة: غاز الطبخ، تصليح أشياء، ... الخ

7. What are the goods and services that you buy on special occasions, for example for a wedding or funeral or other incidents, please specify incident and goods and services?

7. ما هي الأشياء أو الخدمات التي تحتاجونها وتشترونها بمناسبات خاصة، مثل حفلات الزواج أو الوفاة، أو حوادث أخرى، أالخ).

8. What challenges do you face in getting these occasional goods and services?

9. ما التحديات التي تواجهونها في الحصول على هذه الأشياء التي تحتاجونها بالمناسبات؟

10. When the area expands and its residents increase in number or decrease, can you think of goods and services that could witness increased demand? Why?

8. في حال تم توسع المنطقة أو نقصان الأعداد، هل تعتقد بأن هناك أشياء أو خدمات سوف يتغير الطلب عليها (سواء زيادة أو نقصان)؟ لماذا؟

Data Collection Tool # 2: Employers Semi-Structured Interview Protocol

أداة جمع المعلومات رقم 2: مقابلة أصحاب الأعمال

(to collect data from employers in order to identify existing employment opportunities, emerging, and declining markets in the local economy through individual interviews). Employers to be interviewed will be selected those who recruited past ICMC VT graduate.

Governorate المحافظة: Irbid إربد Mafraq المفرق Zarqa الزرقاء

Jerash جرش Ajloun عجلون

Employer اسم صاحب العمل:

Product/المنتج/s:

1. Satisfied demand for local consumers

1. تلبية احتياجات المستهلكين المحليين

1. Are there situation where you are not able to meet the demand of some of your current or potential customers for the product? Yes No

(If respondent immediately answers none, ask him/her to think of the past few weeks or cycle. If the answer is still none or not any more, go to next section)

1. هل هناك حالات لا يمكنك فيها تلبية طلبات زبائنك الحاليين أو المحتملين؟ (إذا كانت إجابة المستجيب (لا)، اطلب منه التفكير في الأسابيع أو الموسم الماضي؟ إذا كانت الإجابة نعم، ما هي هذه الحالات؟

2. What do you see as the reason/s for your not been able to supply the demands of all your current or potential customers?

- lack of raw material
- lack of finances to buy more
- difficulty in transporting raw materials
- lack of tools/ equipment
- outdated/ old implements
- need more workers (specify type)
- lack of information on raw material
- outdated/ inefficient technology
- low quality of products
- high cost of production
- design and/or style are inappropriate
- others (specify)

2. أسباب عدم القدرة على تلبية الطلبات

ما الذي ترى أنه سبب عدم قدرتك على تلبية طلبات عملائك الحاليين أو المحتملين؟ بإمكانك اختيار أكثر من سبب:

- نقص المواد الخام
- نقص الموارد المالية لشراء المزيد من المواد الخام
- صعوبة نقل المواد الخام
- نقص الأدوات / المعدات
- أدوات ومعدات قديمة / قديمة
- تحتاج المزيد من العمال (حدد النوع)
- نقص المعلومات عن المواد الخام
- تكنولوجيا قديمة / غير فعالة
- انخفاض جودة المنتجات
- ارتفاع تكلفة الإنتاج
- التصميم و / أو الأسلوب غير مناسبين
- أخرى (حدد).....

2. Potential for expanding/improving production

a. Willingness to expand/ improve production

Do you intend to expand or improve your production?

- No (go to next section)
- Yes (continue in this section)

b. Per cent increase if production is expanded/improved

If you do expand/improve your production, by what percentage would you increase the volume of your product per day/week/ month/cycle?

c. Actions to be taken to insure success in expanding production.

If you go ahead with the expansion/improvement of your production, what actions will you take to be successful?

(Refer back to section 1, point 3, and review if actions to be taken match the reasons given for inability to supply demand.)

d. Need for workers in case of expansion/improvement

If you go on to expand/improve your production, will you need?

- Additional workers
- To train your current workers
- No additional workers or training of current workers? (Go to next section)

If you hire additional workers, how many and what type of workers do you think you will need?

2. إمكانية توسيع / أو تطوير الإنتاج

أ. الاستعداد لتوسيع / تطوير الإنتاج: هل تنوي توسيع أو تطوير إنتاجك؟

لا (انتقل إلى القسم التالي)؛ نعم (تابع في هذا القسم)

ب. زيادة النسبة المئوية إذا تم توسيع / تحسين الإنتاج: إذا قمت بتوسيع / تطوير إنتاجك ، فما النسبة التي ستزيد بها حجم منتجك في اليوم / الأسبوع / الشهر / الموسم؟

ج. ما الإجراءات التي يجب اتخاذها لضمان النجاح في التوسع في الإنتاج؟

إذا واصلت توسيع / تطوير إنتاجك ، فما هي الإجراءات التي ستتخذها للنجاح في عملك؟

د. الحاجة لموظفين في حالة التوسع / التحسين: إذا واصلت توسيع / تطوير إنتاجك ، فهل تحتاج؟
عمال إضافيين

تدريب العاملين الحاليين لديك

لا أحتاج موظفين أو تدريب العمال الحاليين

إذا احتجت إلى تعيين عمال إضافيين ، فكم عدد ومهن العمال الذين تعتقد أنك ستحتاجهم؟

العدد Number	طبيعة العمل Type of

If your current workers need training, what kind of skills do they need to learn and how many of them will be trained?

إذا كنت ستقوم بتدريب عمالك الحاليين ، فما نوع المهارات التي يحتاجون إلى تعلمها وكم منهم سيتم تدريبهم؟

3. Sources of financial and technical assistance

1. Sources of financing

If you do not mind my asking, what are the sources of financing for your business? (self; family; relatives; friends; cooperatives; bank; NGO; Other:.....)

2. Sources of technical assistance

To improve your business operations, do you get advice from anyone? (self; government agency; NGO; Consultant; Other:

3. مصادر التمويل المالي والمساعدات الفنية

1. مصادر التمويل

إذا كنت لا تمانع في الإجابة عن هذا السؤال ، ما هي مصادر تمويل عملك؟ (ذاتية ، الأسرة ، الأقارب ، الأصدقاء ، جمعيات ، البنوك ، المنظمات غير الحكومية ، أخرى..... :

2. مصادر المساعدة الفنية

لتحسين عمليات عملك، هل تحصل على ارشادات من أي جهة؟ (ذاتية؛ مؤسسة حكومية، منظمة غير حكومية؛
مستشار؛ أخرى.....:)

4. Potential for employment creation

1. *Suggestion for utility of unused/abundant raw materials*

- There are a number of unused/underused raw materials available in the community. In your opinion, what products could be made out of them?
- If you were to begin another business, which two of the products you mentioned above would you produce?

2. *Other new product (s) that can be profitably produced?*

Regardless of where the raw materials come from and/or where the market will be, what other new products could be produced in the community? And why is it needed?

- ##### 3. Are there any legal benefits, challenges, legal requirements, processes, and procedures that should be considered in your businesses?

4. إمكانية إيجاد فرص عمل

1. اقترح للاستفادة من المواد الخام غير المستغلة والمتوفرة في المنطقة.
 - هناك عدد من المواد الخام غير المستغلة المتوفرة في المنطقة. في رأيك، ما هي المنتجات التي يمكن صنعها منها؟
 - إذا كنت ستبدأ بإنتاج منتج جديد، فما المنتجان اللذان ذكرتهما أعلاه ستنتجهما؟
2. منتج (منتجات) جديدة أخرى يمكن إنتاجها بشكل مربح؟
بغض النظر عن مصدر المواد الخام و / أو مكان وجود السوق، ما هي المنتجات الجديدة الأخرى التي يمكن إنتاجها في المجتمع؟ ولماذا؟
3. هل هناك أي حوافز أو تحديات أو متطلبات قانونية يجب مراعاتها في أعمالك؟

Data Collection Tool # 3: KIIs Semi-Structured Interview Protocol

أداة جمع المعلومات رقم 3: مقابلة ممثلي المنظمات والمؤسسات العامة

Governorate المحافظة: Irbid إربد Mafraq المفرق Zarqa الزرقاء
 Jerash جرش Ajloun عجلون

SECTION A: BASIC INFORMATION

1. Organization/Institution المؤسسة/المنظمة : اسم المنظمة/المؤسسة

.....

2. Interviewee Name اسم الشخص المستجيب :

.....

3. Position الوظيفة :

.....

4. Area of Work/Nature of Work مجال العمل :

.....

SECTION B: BACKGROUND QUESTIONS معلومات أساسية

1. What kind of interventions do your organization/institution have?
1. ما نوع التدخلات التي تقوم بها منظماتكم / مؤسساتكم؟
2. How did you target young people (male, female, Syrian, Jordanian, people with disabilities)?
2. كيف تصلون إلى الشباب (ذكور ، إناث ، سوريون ، أردنيون ، ذوو إعاقة)؟
3. How many youth have been employed as a result of your interventions? In what positions?
3. كم عدد الشباب الذين تم توظيفهم نتيجة لتدخلاتكم؟ في أي أعمال؟
4. In your opinion, what are the most important skills/qualifications for the job market?
4. ما برأيك ما أهم المهارات / المؤهلات التي يطلبها سوق العمل؟
5. If your organization has been shortlisted by an international donor to implement a livelihood project in your community, and the donor requested project implementation plan; to what extent you are confident that your organization has the institutional capacity to prepare these plans? Or you will seek external support?
5. إذا تم إدراج منظماتكم في القائمة المختصرة من قبل مانح دولي لتنفيذ مشروع لتحسين سبل العيش في هذه المنطقة، وطلب المانح خطة تنفيذ المشروع؛ إلى أي مدى أنت واثق من أن مؤسساتكم لديها القدرة المؤسسية لإعداد هذه الخطط؟ أم ستسعى للحصول على دعم خارجي؟

SECTION C: CAREER OPPORTUNITIES فرص العمل

6. Do you provide training opportunities for youth in your area?
6. هل تقوم منظماتكم بتقديم برامج تدريبية للشباب السوريين أو/و الاردنيين؟
7. Are there training opportunities for youth in your area?
7. هل يوجد جهات تقدم فرص للتدريب في المنطقة للشباب السوريين أو/و الاردنيين؟
8. How do you share opportunities with community members? Do you specifically target types of youth? (Gender, disability, etc.)? How effective is this?

8. إذا اطلعتم على توفر فرص للتدريب أو العمل في المنطقة، فكيف تقومون بمشاركة هذه المعلومات مع الفئات المستهدفة؟ وما مدى فاعلية هذه الطريقة؟

9. Are there vacant jobs in your area?

9. هل يوجد فرص للعمل في المنطقة؟

10. Has your organization run career-counselling programmes?

11. هل تقدم منظمتكم برامج للإرشاد الوظيفي والتدريب على مهارات التوظيف؟

12. If yes:

- ما هو عنوان برنامج الإرشاد الوظيفي؟
- ما مدته؟ Duration?
- إلى أي مدى ترى بأنه مفيد للفئة المستهدفة؟ How it is useful to youth/beneficiaries?

SECTION D: EMPLOYABILITY SKILLS

13. How many youth you have equipped them with improved skills to enable them entering working life? How?

11. كم عدد الشباب الذين ساهمت منظمتكم بتطوير مهاراتهم لتمكينهم من دخول سوق العمل؟ كيف؟

14. In which topics you run interventions/training activities in all this geographical areas? Which are the most successful/Why not? What would you need to start?

12. ما هي المجالات التي تقدمون فيها التدريب في هذه المنطقة؟ وما هي الأكثر نجاحاً / لماذا لا؟ وماذا تخططون أن تبدأوا لاحقاً؟

15. What are the skills in demand in the job market that are likely to lead to employment, potential employers / sectors and their requirements?

13. ما هي المهارات المطلوبة في سوق العمل والتي من المحتمل أن تؤدي إلى التوظيف؟

16. What types of skills will see increased demand in the future? What type of skills will see reduced demand? Why?

15. ما أنواع المهارات التي ستشهد زيادة في الطلب في المستقبل؟ ما نوع المهارات التي ستشهد انخفاضاً في الطلب؟ لماذا؟

17. Does your organization have the capacity to refer on young people with specific training needs (counselling, vocational training, etc.)

15. هل لدى مؤسستكم القدرة على إحالة الشباب للجهات التي تقدم التدريب المناسب لهم (دعم فني، تمويل، التدريب المهني، إلخ)؟

18. How many jobs you have created for youth who graduated from one of the training?

16. كم عدد الوظائف التي استطاعت مؤسستكم إيجادها للشباب الذين تخرجوا من أحد التدريبات التي قدمتموها؟

19. What scenarios do you have for the growth of the employment opportunities and the marketplace in your community?

18. ما هي السيناريوهات التي لديك لنمو فرص العمل والسوق في مجتمعك؟

if the interview with a representative of a training institution, add the following

section:

هل تقدم منظمتكم برامج تدريبية للشباب، فاسأل عن طبيعة التدريب، على النحو الآتي:

Training Courses Offered:

Training Course # 1:

- Course Title اسم البرنامج التدريبي :
- Durations مدة البرنامج :
- Target groups الفئات المستهدفة :
- Levels المستوى :
- Fees (if any) الرسم (إن وجدت) :
- Incentives (if any) حوافز للمتدربين :
- Notes معلومات إضافية :

Data Collection Tool # 4: Structured Questionnaire for Individual Interviews

أداة جمع المعلومات رقم 4: استبانة مقابلة الشباب

Good morning/afternoon,

صباح الخير/مساء الخير،

1st Enumerator: Thanks for taking the time to join us to talk about employment opportunities, skills, and challenges in this area of our country. My name is and assisting me is

الباحث الأول: شكرا لحضورك كي نتحدث عن فرص العمل، والمهارات، والتحديات في هذه المحافظة. أنا اسمي واسم زميلي/زميلتي

2nd Enumerator: We are interviewers for conducting a study, for ICMC, and interested to know more about your employment status and thoughts. The results of this study will go back to ICMC staff to help them plan their projects.

الباحث الثاني: نحن نقوم بإجراء دراسة لصالح منظمة ICMC، ونرغب بالتحدث معك عن وضعك الوظيفي، ووجهة نظرك بموضوع التوظيف، ونتائج المقابلة سيستفيد منها فريق عمل منظمة ICMC حيث ستساعدهم في تخطيط مشاريعهم بصورة أفضل – إن شاء الله.

1st Enumerator: You were invited for this interview for the purpose of this study only, as we expect you will say very helpful things, but this interview doesn't mean you have been selected to this program.

الباحث الأول: لقد قمنا بدعوتك إلى هذه المقابلة بهدف جمع معلومات للدراسة التي نقوم بها، لأننا نتوقع أنك ستقدم لنا الكثير من المعلومات التي تفيد هذه الدراسة، ولكن هذا لا يعني انه تم اختيارك للمشاركة في المشروع.

2nd Enumerator: Please note that all the information that you give us will be treated in a strictest confidence and we will not share the data with any other party, or use this information for any other purpose except scientific research.

الباحث الثاني: كما نرجو أن نؤكد لك بأن المعلومات التي ستشاركها معنا سوف تعامل بسرية تامة ولن نشاركها مع أي طرف آخر، ولن تستعمل هذه المعلومات لأي غرض آخر سوى الأهداف العلمية الخاصة بتطوير مشروع منظمة ICMC.

1st Enumerator: You've probably noticed the microphone. People often say very helpful things in these interviews, and we can't write fast enough to get them all down. So, may I ask your permission to make an audio recording of our interview to make sure I'm getting an accurate record of your thoughts?⁴⁷

الباحث الأول: لا بد أنك لاحظت هذا الميكروفون الذي أمامنا. نحن نرغب بتسجيل المقابلة صوتيا لأننا لا نريد أن نفوت أي شيء من الأفكار التي ستطرحها. فالشباب غالبا في مثل هذه اللقاءات يتحدثون عن أشياء مهمة ومفيدة جدا، وربما لا نستطيع تدوين كل شيء، لذا هل توافق على تسجيل هذه المقابلة صوتيا؟

2nd Enumerator: There are no wrong answers but rather differing points of view. We won't use any name in our report. You may be assured of complete confidentiality. So please feel free to share your point of views. Also, you can also withdraw at any stage without giving a reason.

الباحث الثاني: ونود أن نذكرك بأنه لا يوجد إجابة صحيحة واحدة أو خاطئة؛ بل وجهات نظر مختلفة. واسمك لن يذكر في تقرير الدراسة، فيمكنك الاطمئنان بوجود السرية التامة. لذا لا تتردد بمشاركة وجهة نظرك، كما يمكنك عدم الإجابة عن أي سؤال لا ترغب بالإجابة عنه.

SECTION A: BASIC INFORMATION⁴⁸

قسم أ: معلومات أساسية

Please tell us a little about yourself:

من فضلك، نريد أن نتعرف على بعض المعلومات عنك:

1. Name:

.....
.....

الاسم:

Zarqa المفرق Mafrq إربد Irbid عمان Amman ⁴⁹ المحافظة Governorate الزرقاء

⁴⁷ If refused, tell the respondent that instead of recording, you will take notes in the notebook.

إذا رفض المستجيب التسجيل الصوتي، أخبره أنك ستكتفي بكتابة الملاحظات بدلا عن التسجيل.

⁴⁸ The data collector will not read out the heading.

لن يقوم الباحث بقراءة العنوان.

⁴⁹ هذه البيانات سيدونها الباحث من دون سؤال المستجيب.

2. Sex⁵⁰: Female أنثى Male ذكر

الجنس:

3. Age: 15 – 18 19 -22 23 – 25 > 25

العمر:

4. Marital Status: Single أعزب Married متزوج
 Separated/Divorced منفصل/ مطلق Widowed أرمل

الحالة الاجتماعية:

5. Do you have children? Children: Yes نعم No لا

هل لديك أطفال؟

6. Education Level: Elementary/Preparatory School المرحلة الابتدائية Secondary School
المرحلة الثانوية Diploma دبلوم University Degree شهادة جامعية
 Vocational Education or Training تعليم أو تدريب مهني/أو شهادة مزاولة مهنة

المستوى التعليمي:

7. Nationality:

الجنسية:

SECTION B: BACKGROUND QUESTIONS

القسم ب: أسئلة عامة

8. Have you ever been employed?

هل سبق لك أن توظفت؟

Yes نعم No لا

- If answered (Yes), was it full time or part time?

إذا كانت الإجابة (نعم)، هل كان دوام كامل أم دوام جزئي؟

Full Time دوام كامل Part Time دوام جزئي

- If answered (No), how long was your unemployment duration?

إذا كانت الإجابة (لا)، كم كانت مدة عدم توظيفك؟

- Less than 3 months أقل من 3 أشهر
 Between 3 to 6 months بين 3 و6 أشهر
 Between 6 months and 1 year ما بين 6 أشهر وسنة
 More than one year أكثر من سنة وأقل من سنتين
 More than two years أكثر من سنتين

9. Are you currently employed?

هل أنت حالياً موظف؟

Yes نعم No لا

- If yes, what support did you receive to get a job?

إذا كانت الإجابة (نعم)، ما هو الدعم (المساعدة) الذي تلقيته للحصول على وظيفة؟

- Support from my family, friends, or relatives ساعدتني العائلة، أو الأصدقاء، أو الأقارب.
 Provided with training/support from acting agency حصلت على الوظيفة مع التدريب الذي تلقيته أو بدعم من إحدى المنظمات.
 Received skills-training from acting agency ساعدتني المهارات التي تدرت عليها من قبل إحدى المنظمات.
 No support received. لم أتلقي أي دعم.

⁵⁰ هذه البيانات سيدونها الباحث من دون سؤال المستجيب.

- How do you feel about your current work in terms of remuneration, your tasks and responsibilities?
كيف تشعر بخصوص عملك الحالي: من حيث الراتب، والمهام، والمسؤوليات المطلوبة منك؟
- Very satisfied Satisfied Somewhat unsatisfied Very unsatisfied
راض جدا راض نوعا ما غير راض غير راض أبدا

SECTION C: CAREER COUNSELLING

القسم ج: الإرشاد الوظيفي

10. Have you ever had career counseling?

هل سبق أن تلقيت إرشاد وظيفي؟

- Yes No
نعم لا

- If (Yes):

إذا كانت الإجابة - نعم - أي جهة قدمت لك الإرشاد الوظيفي؟

a. where did you receive the counselling?

- School University Acting agency Other
مدرسة جامعة منظمة غير ذلك

- If (Other), please specify?

.....

إذا كانت الإجابة (غير ذلك)، أرجو التحديد؟

b. How useful for your career?

ما مدى فائدة الإرشاد الوظيفي لسيرتك الذاتية/أي عند تقديمك لطلب توظيف؟

- Very useful Useful Not very useful Not at all useful
مفيد جدا مفيد نوعا ما غير مفيدة غير مفيد على الإطلاق

إذا كانت الإجابة (مفيد)، الرجاء تحديد تأثير الإرشاد الوظيفي على حياتك الخاصة أو العملية؟

- Better understanding and access to services in my community.
فهم وقدرة أفضل للوصول إلى الخدمات المجتمعية.
- Motivated me to participate in activities in my community.
حفزتني على المشاركة في الأنشطة المجتمعية.
- Motivated me to improve my educational level.
حفزتني على تحسين مستواي التعليمي.
- Provided me outlets for self-expression.
قدمت لي خيارات للتعبير عن الذات.
- Provided me skills to respect others.
أكسبتني مهارات لاحترام الآخرين
- How to seek a job
تعلمت كيف أبحث عن وظيفة
- Better relations with peers.
علاقات أفضل مع الزملاء والأصدقاء.
- Career counselling provided me with new skills.

- What are these skills?.....

الإرشاد الوظيفي زودني بمهارات جديدة.

- ما هي هذه المهارات؟

- If (Not Useful), please explain why?

إذا كانت الإجابة (غير مفيد)، أرجو بيان السبب؟

11. Would you be interested in joining such a career counseling activity?

هل ترغب بالإلتحاق بفعاليات للإرشاد وظيفي؟

- Yes No

- لا نعم
- If (Yes), what skills would you be interested in developing?
إذا كانت الإجابة (نعم)، ما هي المهارات التي ترغب في تطويرها؟
- If (No), please explain why?
إذا كانت الإجابة (لا)، أرجو بيان السبب؟

SECTION D: CAREER GOAL ORIENTATION

القسم د: توجهاتك الوظيفية

12. How confident would you be if you were asked to explain your career's goals or business vision?

- إلى أي مدى أنت تثق بقدرتك على توضيح أهداف الوظيفية أو فكرة تأسيس مشروع خاص بط؟
- Strongly Confident
ثقة عالية
- I am able to describe in some detail
قادر على توضيح بعض التفاصيل
- I can say something
استطيع تقديم توضيح بسيط
- I would have some difficulty
سأواجه بعض الصعوبة
- Not at all confident
غير واثق على الإطلاق

13. How confident would you be if you were asked to explain the following concepts to another person who does not know anything about you?

ما مدى ثقتك بنفسك إذا طلب منك توضيح المفاهيم التالية لشخص آخر لا يعرف أي شيء عنك؟

Concept	1*	2	3	4	5
<input type="checkbox"/> Your business/employment skills طبيعة عملك\مهاراتك الوظيفية					
<input type="checkbox"/> The needs of the labour market متطلبات سوق العمل					
<input type="checkbox"/> Knowledge and information on how to search for suitable jobs معرفتك عن كيفية البحث عن وظيفة					
<input type="checkbox"/> How to represent yourself to employers كيف تقدم نفسك للشركات أو أصحاب العمل					

1. Strongly Confident
ثقة عالية
2. I am able to describe in some detail
قادر على توضيح بعض التفاصيل
3. I can say something
استطيع تقديم توضيح بسيط
4. I would have some difficulty
سأواجه بعض الصعوبة
5. Not at all confident
غير واثق على الإطلاق

14. Please select at least one of the following options that apply to your status:

يرجى اختيار واحدة مما يلي والتي تنطبق على مع وضعك الحالي:

- I plan to start my business at a future date
أنا أخطط لإنشاء مشروع تجاري مستقبلاً
- I do not plan to start a business
لا أخطط لإنشاء مشروع تجاري
- I am undecided about whether to start a business

لم أقرر بعد عن إنشاء مشروع تجاري أم لا

- I am currently seeking wage-employment not to start a business
أنا أبحث عن فرصة عمل فقط، وليس إنشاء مشروع تجاري
- I am currently employed
أنا حالياً موظف

15. What is the sector of your planned job/ business (if any)?

في قطاع أعمال تخطط أن تتوظف أو تنشئ مشروعك؟

- Education** (i.e. Childcare, Teacher, Teaching Assistant, afterschool teaching)
قطاع التعليم (مثال: رعاية أطفال، معلم، مدرس خصوصي).
- Health and Beauty** (i.e. Caregiver, Certified Nursing Assistant, Nurse, Elderly Care, Cosmetologist, Hair Stylist, Manicurists, Personal Services, Personal care, Salon, Spa, Fitness, Social Services)
الصحة والجمال (مثل: مقدم رعاية شخصية، ممرض، رعاية مسنين، أخصائي تجميل، مصفف شعر، أخصائي تجميل اظافر، عناية شخصية، صالون تجميل، منتج صحي، لياقة بدنية، خدمات اجتماعية).
- Information and Communication Technologies (ICT)** (i.e. computer, software, online marketing, mobile app design, graphic design, programming)
تكنولوجيا المعلومات والاتصالات (مثل: الكمبيوتر، البرمجيات، تصميم جرافيكي، البرمجة).
- Humanitarian Aid** (i.e. human rights services, environmental, social, advocacy, economic, and political development)
المساعدات الإنسانية (مثل: خدمات حقوق الانسان، البيئة والتنمية الاجتماعية، التنمية الاقتصادية والسياسية).
- Automotive** (i.e. repair, Assistant Managers, Service Technician, Lube Technician)
السيارات (مثل: ميكانيكي سيارات، كهربائي سيارات، تجليس).
- Construction and Maintenance** (i.e. Construction works, Electrician, Plumber, Installation, Repair, Janitorial, Landscaper)
البناء والترميم (مثل: أعمال البناء، كهربائي، موسرجي، تركيب، صيانة منازل، حراسة، تنسيق الحدائق).
- Office Services** (i.e. Driver, Administration, Analyst, Banker, Teller, Data collection, Public Relations, Customer Service, Cashier, Merchandiser, Case Follow-Up, Legal services, Security)
خدمات مكتبية (مثل: سائق، باحث أو محلل، صراف، جمع بيانات، علاقات عامة، خدمة العملاء، أمين الصندوق، تاجر، متابعة حالات، خدمات قانونية، الأمن).
- Hotel and Hospitality** (i.e. Attendant, Housekeeper, Service Worker)
الفنادق والضيافة (مثل: مرافق، مدبرة منزل، عمال خدمات).
- Restaurant**
المطاعم.
- Stores and Marketing** (i.e. Apparel, Convenience Stores, Department Stores, Sales Associate, Telemarketer, communications)
المخازن والتسويق (مثل، الملابس، المحلات الصغيرة، المحلات، المبيعات، التسويق عبر الهاتف، الاتصالات).
- Agriculture** (i.e. farming)
الزراعة (مثل: مزارع).
- Production and manufacturing**, please specify:
الانتاج والصناعة، أرجو التحديد:
- Other?** Please specify:
غير ذلك؟ أرجو التحديد:

16. Would you consider this sector your career path?

هل تعتبر هذا القطاع هو مسار حياتك المهنية؟

- Yes No
نعم لا

- If (No), please explain why:

إذا كانت الإجابة (لا)، الرجاء توضيح الاسباب:

- If (Yes), to what extent are you confident to continue in this career path?

إذا كانت الإجابة (بنعم) ، إلى أي مدى أنت واثق بأنك قادر على الاستمرار في هذا المسار الوظيفي؟

1. Strongly Confident

ثقة عالية

2. I am able to describe in some detail

قادر على توضيح بعض التفاصيل

3. I can say something

استطيع تقديم توضيح بسيط

4. I would have some difficulty

سأواجه بعض الصعوبة

5. Not at all confident

غير واثق على الإطلاق

- If (Confident), please explain why:

.....

إذا كانت الإجابة (أملك الثقة)، الرجاء توضيح الأسباب:

- If (Not Confident), please explain, why:

.....

إذا كانت الإجابة (لا املك الثقة)، الرجاء توضيح الاسباب:

SECTION E: AWARENESS OF JOBS AND TRAINING OPPORTUNITIES

القسم هـ: الوعي بالفرص الوظيفية والتدريب

17. Are there vacant wage-employment opportunities in your area?

هل هناك فرص وظيفية في منطقتك؟

Yes No I don't know

نعم

لا

لا اعرف

- If yes, where do you learn about jobs/employment opportunities?

إذا كانت الإجابة (نعم)، من أين تعرف عن الفرص الوظيفية المتاحة؟

Friends, family, or relatives

الأصدقاء، والعائلة، والاقرباء

Social Media

وسائل التواصل الاجتماعي

Newspaper / Print media

الصحف الورقية

Online employment websites

مواقع التوظيف الالكترونية

NGOs

المنظمات غير الحكومية

Other? Please specify:

إذا كانت الإجابة (غير ذلك)، أرجو التحديد:

- If yes, how often do you learn about jobs/employment opportunities?

إذا كانت الإجابة (نعم)، متى في الغالب تعرف عن وجود فرص وظيفية؟

As-it-happens

مجرد الإعلان عنها

At most once a day

مرة في اليوم

At most once a week

مرة في الأسبوع

Other? Please specify:

إذا كانت الإجابة (غير ذلك)، أرجو التحديد:

18. Are there training opportunities in your area?

هل هناك فرص تدريبية في منطقتك؟

- Yes No I don't know
نعم لا لا اعرف

- If (Yes), what are they?

إذا كانت الإجابة (نعم)، ما هي الفرص التدريبية؟

19. Since you have left school/or graduated from the university/or arriving in Jordan – for Syrians, have you contributed economically to the household?

منذ أن تركت المدرسة / أو تخرجت من الجامعة / (أو وصلت إلى الأردن – للسوريين) ، هل ساهمت اقتصاديا مع عائلتك؟

- Yes Sometimes No
نعم احيانا لا

- If yes (or sometimes), what is your main source of income?

إذا كانت الإجابة (نعم أو احيانا)، ماذا كان مصدر دخلك؟

Permanent job/working full time

عمل جزئي أو عمل كلي

Per-Day work (temporary job)

عمل يومي (عمل مؤقت)

Freelancer work/My own business

عمل حر/ مشروع خاص

Working with family member

عمل مع أحد أفراد العائلة

Other? Please specify:

غير ذلك؟ أرجو التحديد:

20. What opinion have you formed about wage-employment opportunities in your area? (please keep in mind that multiple options are applied in this question)

ما رأيك عن الفرص المتاحة في محافظتك؟ - يمكنك اختيار أكثر من بديل

There are no problems finding decent work in my area

لا يوجد مشكلة في العثور على العمل في المحافظة

There is some job opportunities, but my skillset is inappropriate

يوجد بعض الوظائف لكن مهاراتي لا تتناسب معها

There is some job opportunities, but the high unemployment rate makes it difficult to find decent work

يوجد بعض الوظائف لكن البطالة المرتفعة تجعل الحصول على عمل لائق أمر في غاية الصعوبة

Finding decent work is very challenging, if not impossible

العثور على عمل لائق صعب جدا، إن لم يكن مستحيلا

It is not possible to find a job without 'wasta' or a system of nepotism for employment'

لا يمكن الحصول على وظيفة بدون "الواسطة" او العلاقات الشخصية

Other? Please specify:

غير ذلك؟ أرجو التحديد:

SECTION F: EMPLOYABILITY SKILLS

القسم و: مهارات التوظيف\العمل

21. Have you ever received training in any sector?

هل سبق ان تلقيت تدريباً في أي قطاع/مجال؟

- For any type of training, if (Not useful), Why not?

إذا سبق أن تلقيت تدريباً، هل كان مفيداً؟، أرجو تحديد السبب؟

Irrelevant and unclear training objectives

أهداف التدريب لم تكن واضحة وغير ملائمة

Irrelevant training methods and exercises

أساليب وأنشطة التدريب لم تكن ملائمة

Not useful to find wage-employment

غير كافية للحصول على وظيفة مناسبة

Not useful to start my business

غير كافية للبدء بمشروعي الخاص

Inappropriate training Environment (venue)

بيئة التدريب لم تكن مناسبة

Inappropriate training timing

وقت التدريب لم يكن مناسب

Trainer not being competent enough

المدرّب غير مؤهل بصورة كافية

Family challenges

ظروف عائلية

Child care

العناية بالأطفال

Other? Please specify:

غير ذلك؟ أرجو التحديد:

22. Indicate your competence in English language on a scale of 4 to 1 (4: Excellent; 3: Good; 2: Basic; 1: None)

حدد قدراتك باللغة الإنجليزية على مقياس من 4 إلى 1 (4: ممتاز ؛ 3: جيد ؛ 2: أساسيات ؛ 1: ضعيف)

Type of Training	4: Excellent	3: Good	2: Basic	1: None
نوع التدريب	ممتاز	جيد	اساسي	لا
Speaking				
المحادثة				
Writing				
الكتابة				
Reading				
القراءة				
Understanding				
الاستيعاب				

23. What limits you from engaging in private- entrepreneurial opportunities?

ما الذي يمنعك من إنشاء مشروع ريادي خاص بك؟

Lack of skills

نقص المهارات

Lack of capital

عدم توفر رأس مال كاف

Poverty

الفقر

Absence of opportunities

ندرة الفرص

Limited market

محدودية السوق

Other? Please specify:

غير ذلك؟ الرجاء التحديد:

- How these challenges impact your access to working life?

.....

كيف تؤثر هذه التحديات على حياتك المهنية؟

- How did you overcome these challenges?

.....

كيف تخطيت هذه التحديات؟

- Did anyone help?

هل تلقيت مساعدة من أحد؟

Yes

No

نعم

لا

- If (Yes), how?

إذا كانت الإجابة (نعم)، كيف حصل ذلك؟

SECTION G: DIFFICULTIES SCREENING

القسم ز: التحديات الصحية

This question asks about difficulties you may have doing certain activities because of a HEALTH PROBLEM.

هذا السؤال يتعلق بالتحديات الصحية التي قد تعاني منها عند القيام ببعض النشاطات.

24. Do you have difficulty:

هل تواجه صعوبة في:

	No - no difficulty لا صعوبة	Yes – some difficulty بعض الصعوبة	Yes – a lot of difficulty صعوبة كبيرة	Cannot do at all لا أستطيع أبدا
Seeing, even if wearing glasses? الإبصار، حتى لو كنت ترتدي نظارات طبية؟				
Hearing, even if using a hearing aid? السمع، حتى مع استخدام المعينات السمعية مثل سماعات الأذن؟				
Walking or climbing steps? المشي أو صعود الدرج؟				
Remembering or concentrating? التذكر أو التركيز؟				
With self-care such as washing all over or dressing? العناية الشخصية، مثل الاستحمام أو ارتداء الملابس؟				
Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood? استخدامك لغتك المعتادة، هل تواجه صعوبة في التواصل والتفاهم مع الآخرين؟				

Data Collection Tool # 5: Mapping Form
أداة جمع المعلومات رقم 5: خريطة الجهات المقدمة للتدريب في المنطقة

Institution/organization name اسم المنظمة/ المؤسسة

Training Course # 1 البرنامج الأول :

- Course Title اسم البرنامج التدريبي :
- Durations مدة البرنامج :
- Target groups الفئات المستهدفة :
- Levels المستوى :
- Fees (if any) الرسم (إن وجدت) :
- Incentives (if any) حوافز للمتدربين :
- Notes معلومات إضافية :

Training Course # 2 البرنامج التدريبي الثاني :

- Course Title اسم البرنامج التدريبي :
- Durations مدة البرنامج :
- Target groups الفئات المستهدفة :
- Levels المستوى :
- Fees (if any) الرسم (إن وجدت) :
- Incentives (if any) حوافز للمتدربين :
- Notes معلومات إضافية :

Add more courses, if any أضف المزيد من البرامج إن وجد

Data Collection Tool # 6: Field Observation Note

أداة جمع المعلومات رقم 6: بطاقة المشاهدة الميدانية

Item الفقرة	Comments / Observations المشاهدة
1. Do the participants appear to be enthusiastic? هل أظهر المشاركون الحماس خلال مشاركتهم بالنشاطات؟	<input type="checkbox"/> Yes نعم <input type="checkbox"/> No لا Comments ملاحظات:
2. What is the turnout of participants (women, men, people with disabilities) ? Engaged well?	ما مستوى إقبال المشاركين على الأنشطة؟ هل يشاركون بصورة جيدة؟
3. How well does the <i>event/activity/training</i> and events appear to be organized and run?	ما هو مستوى جودة تنظيم وتنفيذ النشاط؟

Key criteria leading to successful outcomes of event/activity/training

المعايير الأساسية التي تسهم في نجاح النشاط

Key Criteria: To what extent do you see this happening?

إلى أي مدى تعتقد بأن هذا المعيار قد تحقق؟

Item	Very Visible تحقق بصورة واضحة	Somewhat تحقق بصورة واضحة	Not apparent نوعا ما	Not applicable لا ينطبق
1. Activity stimulates interest and motivation of participants 1. النشاط يثير اهتمام المشاركين ودافعيتهم				
2. Activity is enjoyable 2. الأنشطة ممتعة				
3. Activity seems tied to the organization program objectives and indicators and timed to its agenda 3. النشاط مرتبط بمشروع المنظمة ومؤشراته				
4. Activity supports self-confidence in doing well in the topic of the activity 4. النشاط يعزز ثقة المتعلمين بأنفسهم				
5. Practical learning activities linked to daily life and local context 5. الأنشطة تتلاءم مع الاحتياجات التدريبية واحتياجات سوق العمل				
6. Activities contribute in facing the challenges and prepare participants for marketplace 6. الأنشطة تساهم في مواجهة التحديات وتجهيز المشاركين لسوق العمل				
7. How technology is being used in the activity? If any ما هو أسلوب توظيف التكنولوجيا في النشاط؟ (إن وجد)				

Item	Very Visible تحقق بصورة واضحة	Somewhat تحقق بصورة واضحة	Not apparent نوعا ما	Not applicable لا ينطبق
8. Are the resources needed available to support delivering the activity? 8. هل المصادر اللازمة لتنفيذ النشاط متوفرة بصورة كافية؟				

التقييم Evaluation

High points: What did you like best about the event that you are observing? مستوى عالي: ما أفضل شيء أعجبك عند مشاهدتك للنشاط؟	
Could be better: What could be improved? How? فرص للتحسين: ما الذي يمكن عمله بطريقة مختلفة لتحقيق نتائج أفضل؟	
Effectiveness: In what ways does the event seem particularly effective? الفعالية: إلى أي مدى ترى بأن النشاط كان فعالا لتحقيق الأهداف؟	
Success factors: What did you see as the key success factors in this event or activity? عوامل نجاح: ما الذي ترى بأنه سبب نجاح تنفيذ النشاط؟	
Other comments: ملاحظات إضافية	

Annex III: List of Key Informants Interviews

#	Name	Position	Organization
1.	Qusay Khazaleh / Tariq Amoush	Excutive Director/General Manager	Afaq Al Riyada for development and training
2.	Abdul Wahab Obaidat	Livelihood assistant	LWF: The Lutheran World Federation
3.	Samia Essam	PSS officer	Islamic Relief
4.	Rowan Al Shair	Livelihood Officer - Referrals and Counseling	Danish Refugee Council DRC
5.	Hussein Rababaa	General Manager	Technical Institute of Korea - VTI
6.	Lubna Muhammad Jamil	President	Arak Charitable Association for People with Disabilities and Orphans
7.	Aya Basbous	General Manager	Arab Women Association - Jordan
8.	Nayef Atallah Al-Momani	Association President	Nour Association for Special Needs
9.	Ahmed Shatiyat	Association President	Tahfeez Association for Leadership and Development
10.	Musa Al-Amoush	Association Director	Youth Capacity Development Association
11.	Bashar Al-Atoum	Executive Director	The Gracia Association
12.	Fatima Al-Badarin	Head of the Employment Department in the Labor Directorate, Mafraq	Labor Directorate, Mafraq
13.	Dr. Youssef Ramathan Al-Shraideh	Director of the Mafraq Vocational Training Center	Vocational Training Institute / Mafraq
14.	Wisam Hesban	General Manager	Afwaj Al-Wesam Center
15.	Hussein Rababaa	Director of the Institute	Vocational Training Institute - Hashemiyah
16.	Fadwa Ajlouni	Director of the Vocational Training Institute / Irbid	Vocational Training Institute / Irbid
17.	Mohammed Al-Atoum	Director of the Jerash Training Institute	Vocational Training Institute - Jerash
18.	Ramzi Al-Shboul	Project administrator	CARE International
19.	Doaa Khreisha	Operation Coordinator	Mercy Corps
20.	Mazen Al-Momani	President of Ibeen Ibleen Sports Club	Ibeen Ibleen Sports Club

Annex IV: List of Selected Employment Companies in Jordan

Company Name	Telephone	Email	Website
Education for Employment-Jordan	+962 6 566 6526	info@efejordan.org	http://efejordan.org/
Mazaya Recruitment Company	+962 6 56 27 205	info@mazayarec.com	http://www.mazayarec.com/
Petra Recruiting Agency	+962 6565 7280	contact@petrarecruitment.com	http://www.petrarecruitment.com
Al Wabel Recruitment Agency	+962 6 5865618	Info@Al-Wabel.net	http://www.al-wabel.net
Target Recruitment Co.	+962 6 5512555	targetjo@targetjo.com	http://www.targetjo.com
Talal Abu-Ghazaleh Organization	+ 962 6 5100900	jordan@agip.com	http://www.tagirecruitment.com
Future Company for Recruitment	+962 79 700 2223	info@futurejordan.com	http://futurejordan.com
Vision Employment Agency	+962 6 5663001	info@vision.jo	http://www.vision.jo
Arabian Gulf Recruitment	+962425165 70	sales@arabian-gulf.net	http://www.arabian-gulf.net
Kawader For Recruitment	+962 6 586 5599	info@kawaderjo.com	http://www.kawaderjo.com

Annex V: Potential Partners and Service Providers

A. Potential business associations and Service Providers

Name (English)	Name (Arabic)	Contact Information
Machine operator and maintenance (manufacturing and agriculture machines)		
Pioneers Academy	أكاديمية الرواد	T: +962 6 516 6422 or +962 79 707 8777 E: info@pioneersacademy.com W: https://www.pioneersacademy.com
Vocational Training Corporation (VTC)	مؤسسة التدريب المهني- مشغل الآت تشغيل محوسبه CNC	T: +962 6 5858481 E: :vtc@vtc.gov.jo W: https://www.vtc.gov.jo/
Dar Amman Academy	أكاديمية دار عمان	Phone: +962 6 56 55 975 Mob.: +962 7 98 94 3445 http://www.darmanacademy.com Email: info@darmanacademy.com
Online commerce; ICT Skills; Remote training and employment		
Talal Abu-Ghazaleh Academy	أكاديمية طلال أبو غزالة	Tel: +96265100900 Fax: +96265100901 Website: www.tag-academy.com E-mail: info@tagitraining.com
Katra Marketing	كاترا للتسويق	T: 00 962 796 349 397 Email: info@katramarketing.com http://katramarketing.org/
The Information Technology Association of Jordan – Intaj	جمعية شركات تقنية المعلومات الأردنية- انتاج	Website: www.intaj.net E-Mail: info@intaj.net Telephone: 065812013
Almond Solutions	الموند للحلول	Phone: +962 6 5601482 Mobile: +962 7 99634782 https://www.almondsolutions.com
Jordanian Graphic Designers Association	جمعية مصممي الجرافيك	Website: Wwww.jogda.com E-Mail: info@jogda.com Telephone: 0796361677
Global Center for Training and Consultation	المركز العالمي للتدريب والاستشارات	T: +962-6-5355506 +962-79-5443566 E: :info@gc-jordan.com W: https://gc-jordan.com
Business development skills for HBBs for women; Employability; life skills		
Sustainable Research and Development Center, SRD	مركز الاستدامة للبحث والتطوير	T: +962 6 515 8569 E: srd@srd.edu.jo W: www.srd.edu.jo https://www.facebook.com/SRDcentre
Professional Consultant and Trainer	المستشار والمدرب المهني	info@pctgroup.net ت: +962 6 5522 539 +962 79 5600 680 https://www.pctgroup.net

Oyoon for Local Community Development and Training – Not for profit	مؤسسة عيون لتنمية المجتمع المحلي والتدريب	E: oyoon.org@outlook.com
General maintenance		
Lead Technology	القيادة للتكنولوجيا	T: +962 791408095 E: https://www.leadtechjo.com
Center of Consultations and Training, Jordan University	مركز الاستشارات والتدريب	E: admin@ju.edu.jo T: 962 6 5355000 W: http://centers.ju.edu.jo
Pipe Welding		
Tala International Training Academy	اكاديمية تالا الدولية للتدريب المهني والتقني	T: +962 796802120 E: etitidal22@gmail.com https://www.facebook.com/TiT.Talaacademy/
Agricultural Products		
Association of Merchants and Producers of Agricultural Materials	نقابة تجار ومنتجي المواد الزراعية	Website: amatpa.net E-Mail: info@amatpa.org Telephone: 06-5676116
Jordan Exporters and Producers Association for Fruits and Vegetables	الجمعية الأردنية لمصدري ومنتجي الخضار والفواكه	Website: jepa.org.jo E-Mail: jepa@jepa.org.jo Telephone: 5699631/2
Association of owners of banana planters	نقابة أصحاب مخامر الموز	Telephone: 064130166 - 0795002682
Jordan olive oil syndicate	النقابة العامة لأصحاب المعاصر ومنتجي الزيتون الأردنية	Website: www.zaytouna.jo E-Mail: zaytounajordan@yahoo.com Telephone: 5338931

B. Chambers of Commerce and Industry

Governorate	Name (English)	Name (Arabic)	Contact Information
All	Jordan Chamber of Industry	غرفة تجارة الأردن	Website: www.jci.org.jo E-Mail: jci@jci.org.jo Telephone: 064643719
Irbid	Irbid Chamber of Commerce	غرفة تجارة إربد	Website: www.irbidtc.com Email: chamber.irbid@gmail.com Telephone: 027242077
	Irbid Chamber of Industry	غرفة صناعة إربد	Website: www.ici.org.jo E-Mail: info@ici.org.jo Telephone: 02-7258222
Jerash	Jerash Chamber of Commerce	غرفة تجارة جرش	Telephone: 6350969 02

Governorate	Name (English)	Name (Arabic)	Contact Information
Ajloun	Ajloun Chamber of Commerce	غرفة تجارة عجلون	E-Mail: ajlounchamber@yahoo.com Telephone: 026422334
Mafraq	Mafraq Chamber of Commerce	غرفة تجارة المفرق	Email: mafraqchamberofcommerce@yahoo.com Telephone: 026234197 / 026234198
Zarqa	Zarqa Chamber of Commerce	غرفة تجارة الزرقاء	Website: www.zarqachamber.org E-Mail: zcc@zarqachamber.org Telephone: 05 38 51 710 - 05 38 51 930 - 05 38 53 307
Zarqa	Zarqa Chamber of Industry	غرفة صناعة الزرقاء	Website: http://alzarqa.bluerayjo.com E-Mail: info@zci.org.jo Telephone: 05-3932841