



CARE International in Jordan

**Building Resilience Among the Crisis Affected in Jordan
Outcome Assessment Report
April 2017- March 2020
Funded by Ford Foundation**

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Abbreviations

FGD: Focus Group Discussion

GoS: Government of Syria

GoJ: Government of Jordan

JD: Jordanian Dinar

RoO: Rules of Origin

SME: Small, Medium Enterprises

Executive Summary

Summary of Findings

The *Building Resilience among the Crisis Affected in Jordan* project falls under CARE Jordan's Urban Protection Program that aims to provide labor market linkages and improved access to vulnerable Syrian refugees and host community Jordanians in targeted urban areas in Jordan. The expected outcomes of the project include:

1. Improved access to the labor market for the most vulnerable refugees.
2. Increased access for refugees and host communities to market linkages and economic resilience.
3. Expanded opportunities for dignified employment for refugees in new sectors.

One of the two outcome indicators was achieved for the project. Outcome 1 indicator achieved a total of 24.2% average-for which the target was 20%- for those who reported improved access to the labor marker and when disaggregated by sex, males reported a slightly higher access at 26.1% while females reported 20% on average.

Table 1: Outcome Indicator Achievements

Outcome	Indicator	Target	Achieved
Outcome 1: Syrian refugees obtaining information for accessing work permits and jobs	The most vulnerable refugees (those obtaining a work permit = 200 refugees) reporting improved access to the labour market.	20%	24.2% Total
			20% Female Avg
			26.1% Male Avg
Outcome 2: Refugees and vulnerable Jordanians Provided with Life Skills and Other Training Followed by Brief Internship with a Large Company or SME	Refugees and vulnerable Jordanians report an increase in their self-esteem, workforce readiness and social cohesion as a result of the attended trainings	65%	53.88% Total Avg
			51.78% Female Avg
			63.75% Male Avg

The target for outcome 2 indicator was 65% and achieved 53.88% averaged total. Again, there was a slightly higher reporting of increased self-esteem, workforce readiness, and social cohesion by males (at 63.75% average) than females (51.78%). However, there was substantial improvement in self-confidence, self-esteem, and feelings of being more prepared for the workforce, particularly for the work preparedness training participants.

Additionally, for outcome 3 (Witnessed expansion opportunities for refugees within new sectors), 4 studies were implemented that help to support the advocacy component of expanding the working sectors for Syrian refugees and providing analyzed information on initiatives that have been conducted which include:

- Baseline Asset Mapping: Mapping of Employment Opportunities available to Syrian Refugees in Jordan
- Policy Paper on the Value of Expanding the Professions for Syrian Refugees
- Critical Analysis of the Jordan Compact (Rules of Origin and Work Permits)
- Feasibility Study on Satellite Factories

Recommendations

Improve Literacy among Syrian Refugees: One theme that emerged from the focus group discussions was the desire for additional training on topics related to English language and literacy. It would be beneficial to include reading, writing, and technology literacy.

Track interviews and job opportunities to better understand efficacy of intervention: To gauge the long-term impact and efficacy of the capacity building, and to provide more accurate feedback as to the effect the training has on helping participants get a job, it may be beneficial to take a sample of the groups and track their progress over a longer period of time to see if they are actually pursuing work and what kind of result they are getting. Indicators don't necessarily need to translate into a job, but can be something like the number of interviews gotten by sending the revised CV, etc.

Continue lobbying and advocacy efforts: Now, armed with a variety of studies and information, advocacy efforts should continue to be made to ensure that more sectors are open for Syrian refugees and that more barriers are addressed particularly when it comes to women.

Focus on Work Preparedness: This training component had a better response in the quantitative component of the data collection and was also mentioned repeatedly throughout the focus group discussions with males and females. Participants mentioned that they would like to have more training on similar topics so that they can better build themselves and their own careers/businesses in the future.

Introduction

Background

For the past 8 years, the Syrian crisis has resulted in a substantial number of refugees fleeing to neighboring countries. Jordan currently has 670,238 registered Syrian refugees, with approximately the same number who are unregistered, with the majority of them residing outside of the camp-545,613-in urban areas around Jordan. Amman governorate has the highest concentration of Syrians at 29.5%, followed closely by Mafrq at 24.4%, Irbid at 20.9%, and Zarqa at 14.4%. (UNHCR, April 2019)

The influx of Syrian refugees since 2011 has caused tremendous strain on Jordan and according to reports, between 2011 and 2016 the direct cost to the country in hosting Syrian refugees comes to around \$4.2 billion USD. (Alshoubaki, 2018) Furthermore, prior to the crisis, there was significant trade and transit business done between Jordan and Syria which came to a halt in 2015 when the Nassib border crossing closed and as a result of continued instability in southern Syria. With a GDP growth rate of only 2% in Q3 of 2018 and a ballooning public debt-estimated to be \$28.5 billion USD, 94% of GDP-Jordan faces substantial economic challenges. (Baseline Asset Mapping, CARE, 2019)

In the summer of 2018, the Government of Syria (GoS) took control of south Syria and as a result much of the conflict halted. In October of 2018, the Nassib border crossing re-opened allowing Syrians to return, however as of 26 February 2019, only 12,846 had returned since the opening of the border, indicating that many do not have the intention to return in the near future and will remain in Jordan until the political situation in southern Syria stabilizes. (Ghazal, 2019)

To add to the challenges, the unemployment rates are rising in the Kingdom, from 18.4% of Q1 2018 to 18.7% in Q4 2018. Youth have a disproportionately high rate of unemployment at 47.3% for those ages 15-19 and 38.1% for those ages 20-24. Bachelor degree holders also have a high rate of unemployment with males at 23.2% and females at 78%. (Jordan Department of Statistics, April 2019)

The high-unemployment rate, dire economic conditions, and reduction in aid to Syrian refugees has provided ample conditions for the informal work market. The Ministry of Labor estimates that the number of Syrians participating in the workforce is between 150,000-200,000, with a majority in the informal sector. (Baseline Asset Mapping, CARE, 2019)

As a result of the economic conditions and to promote the legal status of Syrians to work in Jordan-ensuring that they have the protection and rights afforded to them through working legally-the international community and Jordan came together to develop the Jordan Compact.

The aim of the Jordan Compact, which was developed in 2016, was to combine legislative and policy changes with economic stimuli through concessional loans and relaxed rules of origin (RoO) on exports to Europe which would, in turn, provide a more stable and growth oriented economic environment for Jordanian institutions, the private sector, Jordanian citizens and Syrian refugees. (Gough, 2019) As part of the compact, the Jordanian government is required to provide legal work permits for Syrian refugees in selected sectors. Other requirements include thresholds for the percentage of Syrian refugees (15%) for companies operating within the special economic zones. (Gough, 2019)

Despite these efforts, barriers remain for Syrian refugees in gaining legal employment in Jordan. According to CARE's analysis of the Jordan Compact and RoO, some reasons why Syrians are not participating in the formal market range from fear of losing aid and assistance to a preference for working in the informal market. Those living in the refugee camps face the challenge of getting an exit permit to work outside of the camp. Additional barriers exist for women insofar as the sectors available for Syrians to work in are traditionally not sectors in which women work. Long distances to jobs and inadequate transportation are also potential barriers for women. Typically, they prefer to work from home. (CARE, Critical Analysis Study of the Jordan Compact (Rules of Origin and Work Permits), 2019)

Project Summary

The *Building Resilience among the Crisis Affected in Jordan* project falls under CARE Jordan's Urban Protection Program that aims to provide labor market linkages and improved access to vulnerable Syrian refugees and host community Jordanians in targeted urban areas in Jordan. The expected outcomes of the project include:

4. Improved access to the labor market for the most vulnerable refugees.
5. Increased access for refugees and host communities to market linkages and economic resilience.
6. Expanded opportunities for dignified employment for refugees in new sectors.

The targeted urban communities were Amman, Zarqa, and Azraq Camp and the project duration was from 1/5/2017 until 1/5/2019.

Evaluation Methodology

This outcome assessment took a mixed methods approach relying on feedback through quantitative surveys that were provided to three beneficiary groups: those who participated in basic life skills training, work preparedness training, and those who obtained work permits through the project. The quantitative component was supplemented by focus group discussions that were conducted with groups in the urban areas of Zarqa and Amman as well as Azraq Camp.

Quantitative data was collected by CARE Jordan volunteers and provided to the consultancy team in raw form. The data was then cleaned and coded to be put into SPSS for analysis. The compilation of the raw, cleaned, SPSS, and disaggregated data can be found in Annexes 1 and 2 of this report. A total of 339 respondents participated in the quantitative data collection with 124 taking part in Basic Life Skills, 87 in Work Preparedness, and 128 in Work Permits.

Table 2: Quantitative Survey Respondents

Quantitative Surveys														
Activity name	Gender		Nationality		Age					Location				
	F	M	Syrian	Jordanian	18-28	29-39	40-50	51-59	60 +	Amman	Zarqa	Azraq camp	Maifraq	Irbid
Work Permit	40	88	128	0	43	46	23	11	5	20	19	0	81	8
Basic Life Skills Training	124	1	73	51	53	43	26	1	1	26	33	65	0	0
Work Preparedness Training	69	18	29	58	85	0	2	0	0	46	41	0	0	0

Focus group discussions began with an icebreaker to help create a friendlier and inviting environment as well as to begin the process of helping participants to focus on the topics to be discussed. Results from the icebreaker can be found in Annex 3. FGDs were recorded, transcribed and translated for analysis. Forty-eight (48) individuals participated in the FGDs and 1 individual who was part of the internships program participated in an interview. A breakdown of the participants can be found in the tables that follow.

Table 3: Focus Group Discussion Participant Demographic Information

Focus group discussions														
Activity name	Gender		Nationality		Age					Location				
	F	M	Syrian	Jordanian	18-28	29-39	40-50	51-59	60+	Amman	Zarqa	Azraq camp	Mafrag	Irbid
Life Skills and Work Preparedness	25	4	20	9	8	11	10			9	4	16	0	0
Work Preparedness	8	0	0	8	8	0	0	0	0	8	0	0	0	0
Work Permit	11	0	11	0	7	1	1	2	0	0	11	0	0	0
Internships (1, in-person and 2 phone)	3	0	0	3 (2 Palestinian and 1 Jordanian)	3	0	0	0	0	3	0	0	0	0

Findings

Summary

Overall, the project achieved the outcomes it set out to by providing increased self-esteem, workforce readiness, and social cohesion, access to the labor market, improved access to market linkages and economic resilience, and access to livelihoods opportunities and expansion of labor market opportunities through new sectors for Syrian refugees.

Figure 1: Theory of Change

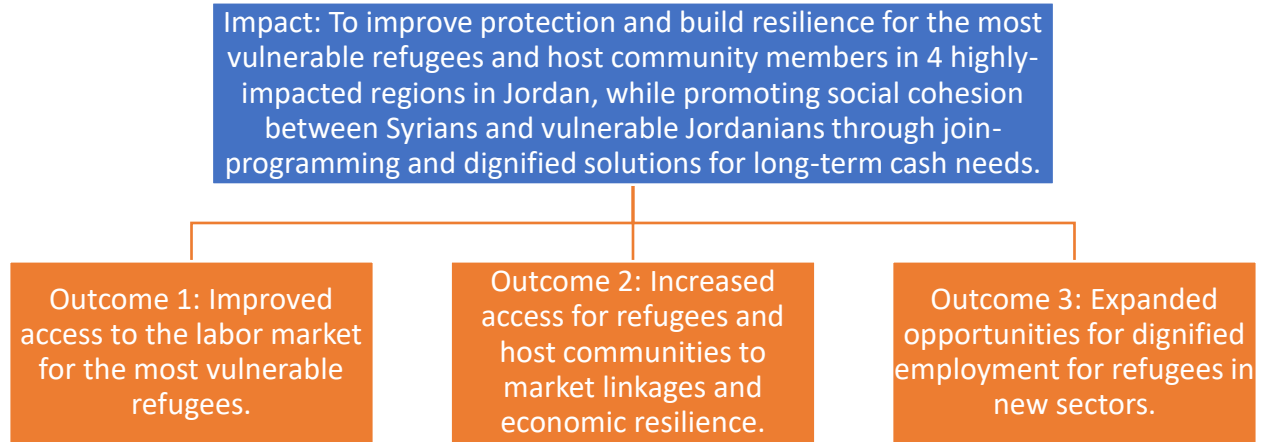


Table 4: Outcome Indicator Measurements

Outcome	Indicator	Target	Achieved
Outcome 1: Syrian refugees obtaining information for accessing work permits and jobs	The most vulnerable refugees (those obtaining a work permit = 200 refugees) reporting improved access to the labour market.	20%	24.2% Total
			20% Female Avg
			26.1% Male Avg
Outcome 2: Refugees and vulnerable Jordanians Provided with Life Skills and Other Training Followed by Brief Internship with a Large Company or SME	Refugees and vulnerable Jordanians report an increase in their self-esteem, workforce readiness and social cohesion as a result of the attended trainings	65%	53.88% Total Avg
			51.78% Female Avg
			63.75% Male Avg

For outcome 1, Syrian refugees did get improved access to the labor market through the obtaining of work permits. However, the access to work permits, for some of the participants, was not the end they were seeking when participating in this project. Instead, some were looking for safety and security rather than jobs. As far as the indicator achievement, of those surveyed, 24.2% stated that they have improved access to the labor market with 9.4% stating they have increased access because they have never worked before and 14.8% stating that they have increased access since they did not work regularly before. For female respondents, particularly those who participated in the focus group discussions, some did not obtain the work permits with intention of working but rather did so as a measure to better secure their sense of safety. For males and females who were currently working with a permit, less than half of them intended to stay in that job (37.5% females and 44% males). Those who mentioned they did not intend to stay in the job stated that either personal reasons (children who needed to be cared for, pregnant, for example), or that the job was not consistent.

Additional results indicate that the work permits had an effect on the way that participants felt about themselves and their external environment, specifically insofar as they had an increase in their self-esteem (57% male, 24.22% female), feel safer (45.88% male, 21% female), increased life satisfaction (27.34% male, 18.75% female) and have an increased sense of belonging (34.38% male, 12.5% female).

Furthermore, for outcome 2, which consisted primarily of building the capacity of participants, the feedback on the impact it had on skill levels for topics-such as CV writing-was stated by participants. There was also an increase in their confidence and self-esteem as a result of the training. Though it didn't translate directly into a higher rate of employment, there were notable achievements made through these activities regarding their confidence, self-esteem, and feeling that they have improved skills as a result of the training.

The target for outcome 2 was not achieved, so it is worth looking at this further by breaking it down by the topics that went into determining the indicator value which are:

Table 5: Outcome Indicator 2 Comparison

Description	Total	Basic Life Skills	Work Preparedness
Increased self –esteem	89%	85%	88.5%
Increased skills related to preparedness and work readiness:	77.25%	40%	96%
Helped integrate more with Jordanians	29%	30%	29%
Improved the feeling of belonging	46%	42%	56.5%
Increased ability to cover basic needs	38%	22%	54%
Improved positive coping mechanisms	44%	31%	51%
Total Average	53.88	41.67%	62.5%

As can be seen in Table 12, there is a significant difference between the results from the Work Preparedness training group and the Basic Life Skills group. According to the results, the Work Preparedness group scored at the same percentage rate or higher in every topic that constitutes this indicator.

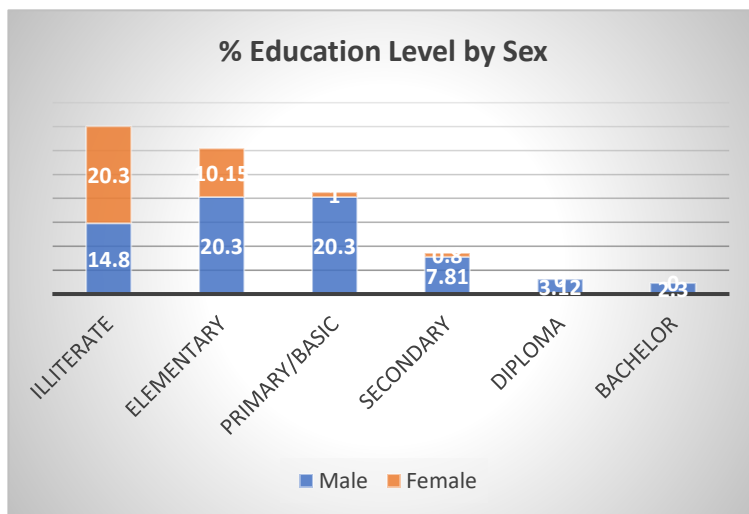
Finally, through outcome 3, assessments were conducted that more thoroughly explored the context in which the project was operating and provided substantial data and information that can be used for policy and advocacy purposes to further open doors for Syrian refugees in the Jordanian labor market.

Outcome 1: Improved access to the labor market for the most vulnerable refugees.

Activities under this outcome included providing information through media campaigns and sessions aimed at ensuring that Syrian refugees have accurate information about the work permit process and helping refugees in the application process and in obtaining work permits.

Of the 128 who participated in the quantitative component, 68.7% were male and 31.25% were female. Most of the respondents were from Mafraq (62.5%), followed by Amman (15.62%), Zarqa (14.84%), and Irbid (6.25%). A majority of the respondents were married (85.15%) with 11.27% single, 2.34% widowed, and .78% separated. When asked if they had dependents, only 30.47% indicated that they have dependents.

Figure 2: Education Level Disaggregated by Sex



Education levels for respondents ranged from illiterate to bachelor degrees, with female respondents having a lower level of education than their male counterparts. None of the female respondents had above a primary/basic education level as seen in Figure 2.

The primary sectors that participants obtained work permits in were Agriculture, Forestry, and Fishing (63%), followed by construction (28%), other (4%), and Quarrying and Mining (1.5%). Other sectors that had .8% respondent each were: Education, Water Supply and Waste Management, Electricity, Gas, and Air Conditioning, and Manufacturing. Female participants obtained work permits in Agriculture, Forestry, and Fishing (92.5% of females) and other (7.5%) only. A majority of the respondents (95.3%) stated that the process to get these work permits was easy.

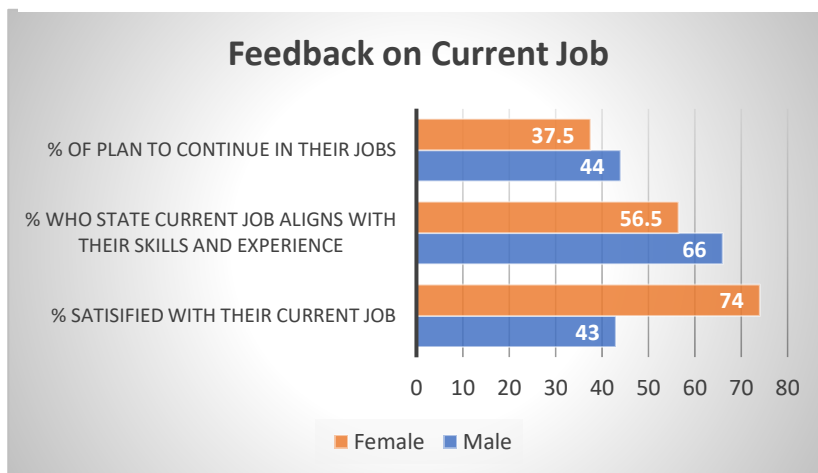
When asked if they worked informally before getting the work permit, a majority of participants (71.88%) said yes, with 22.82% female and 77.17% male. However, only 3.13% females and 3.13% of males stated that they had a home-based business or market stall before obtaining the work permit.

Table 6: Improved Access Work Permits

		Gender	
		Men	Women
Have you improved your access to the labor market as a result of CARE's assistance to obtain a work permit?	Yes, Since I never worked before	10%	7.5%
	Yes, since I did not work regularly before	16%	12.5%
	There is no difference, since I was working before that	37.5%	37.5%
	There is no difference, I could not find a job	33%	2.8%
	There is no difference, I do not want to work but I have got the work permit for other reasons	3.4%	25%

When asked about no difference in their improved access to the labor market after obtaining the work permit, with 3.5% of males and 25% of females stating they do not want to work but got the permit for other reasons, 33% of males and 2.8% of females stating that they could not find a job, and 37.5% each stating they were working before. However, it should be noted that male respondents did have a slightly higher percentage of responding that yes, the work permit did provide them with improved access in comparison with their female counterparts at 16% indicating improved access because they did not work before (compared with 12.5% of females) and 10% stating improved access because they have never worked before (compared with 7.5% of females).

Figure 3: Feedback on Current Employment



Notable is the 25% of females who mentioned that they obtained the work permit for other reasons, which is consistent with what was said in the focus group discussions with participants.

We have obtained permits for safety and security.

I feel more safe and secure every time I leave the house.

-Female Zarqa FGD Respondents

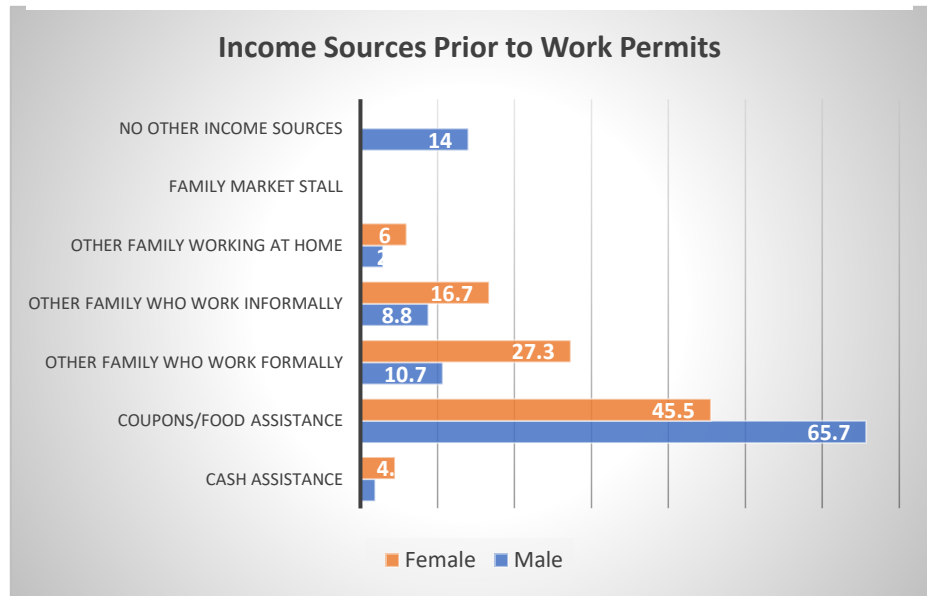
For those who currently have jobs, there was mixed feedback about their satisfaction and intention to stay in those jobs as can be seen in Figure 4, with 38.3% of respondents not answering the questions. Only 37.5% of females and 44% of males plan to stay in their current job though 74% of females and 43% of males indicated that they are satisfied with their jobs.

According to the responses, there is still some irregularity in the salaries and payment with 48.75% of the participants stating that their payment was irregular in comparison with the daily (20%), weekly (8.75%), and monthly (21.25%) salary payments. However, when asked about problems encountered in current jobs, 77% stated that they had none of the problems listed (74% of females and 78.5% of males) while 14% stated they had problems with salary, 1.3% with a problem with the work process, 6% with the working hours, and 2.5% had problems with coworkers. Again, 37.5% of respondents did not answer these questions.

Female respondents indicated that the majority of the issues that they faced were related to home responsibilities (34.7%) and transportation (3), while 31 indicated that they hadn't had any specific issues.

In focus group discussions with female participants from Zarqa, two explicitly stated that they did not get the work permit with the intention of getting a job, but rather because they were told that it would provide them with safety and security. This highlights the foundational challenge in this kind of intervention insofar as gaining the ability to legally work does not necessarily mean that this will improve participants' abilities to become employed and enhance their economic condition. This is further highlighted in the responses to income sources prior to the obtaining of work

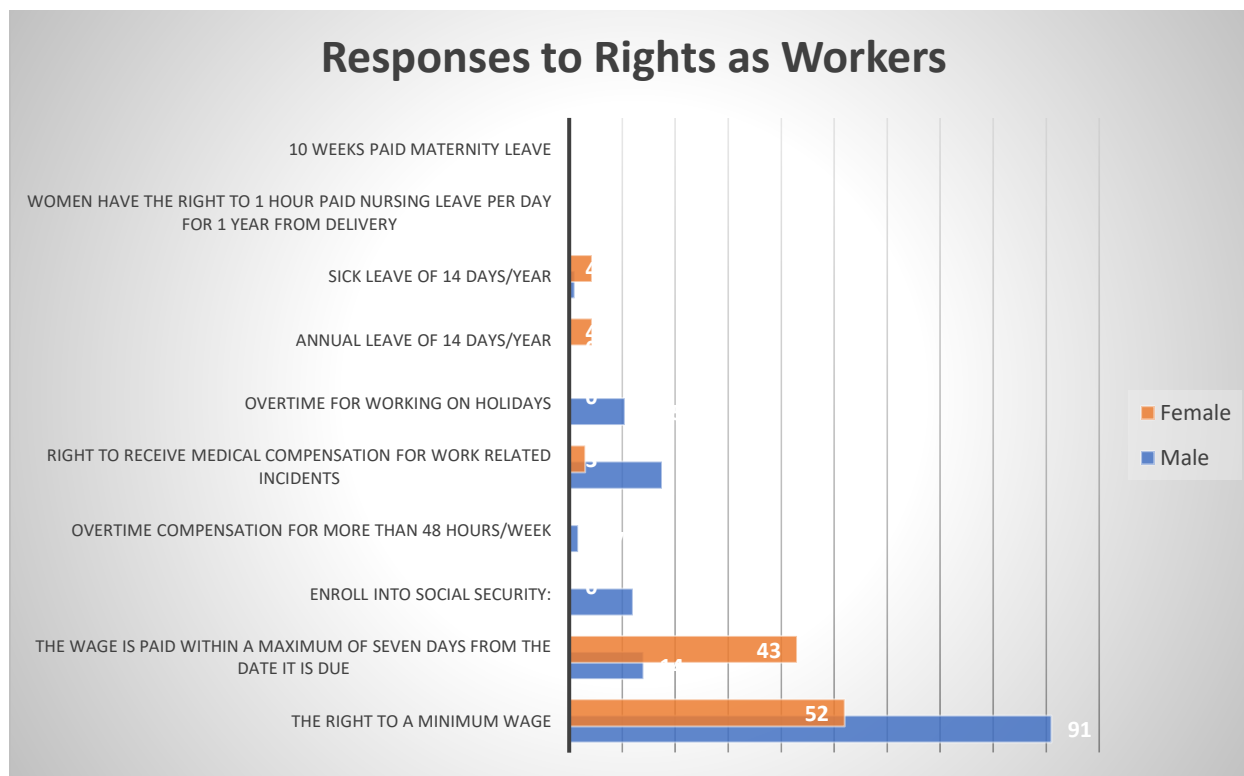
Figure 4: Income Sources Prior to Obtaining Work Permit



permits in that 75.7% noted that they relied on coupons/food assistance, and only 11% had no other source of income. Furthermore, the average salary prior to obtaining a work permit was 118 JD/ month while the average after obtaining the work permit at only 126 JD/ month, which indicates only a slight increase in the average monthly salary.

Respondents were also not able to readily identify their rights as workers after obtaining work permits as can be illustrated in Figure 7 in which participants were able to identify that they have the right to a minimum wage but were unable to significantly identify their other legal rights as workers in Jordan. This is particularly the case for the annual and sick leaves as well as the rights related to maternity leave and nursing mother leave. It should be noted that 37.5% of the respondents did not answer the question.

Figure 5: Responses to Rights as Legal Workers in Jordan



However, respondents did indicate that the work permit did provide other benefits not related to working but rather to their self-esteem and world view. The most selected effects are related to the increased self-esteem (81.25%), feeling safer (66.4%), the increased life satisfaction (46.88%), and the increase in life satisfaction (46%). These responses are consistent with what was uncovered in the focus group discussions insofar as, particularly female participants, did not intend to obtain jobs after getting the work permit, but rather proceeded to feel more safe and secure in the country. That feeling of safety and security may then have a trickle effect in increasing the sense of belonging and life satisfaction-regardless of the reality that exists legally-because they feel as if they have grounds to stand on as part of Jordanian society rather than the fears that exist being refugees.

Because of having a work permit, now we have security and safety in the case of finding some work for a short period of time, we can provide some sort of sustenance.

Female Zarqa FGD Participant

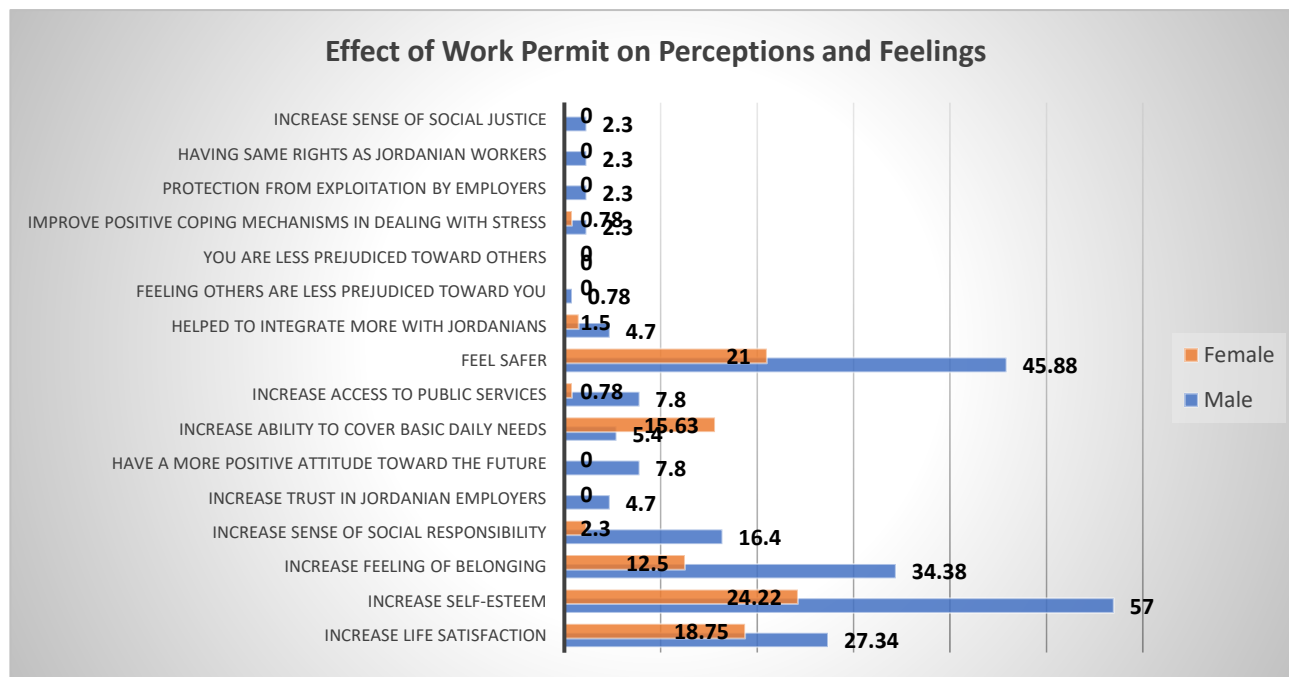
security may then have a trickle effect in increasing the sense of belonging and life satisfaction-regardless of the reality that exists legally-because they feel as if they have grounds to stand on as part of Jordanian society rather than the fears that exist being refugees.

The selections that were made the least were related to their feelings of prejudice

toward others or toward them, having the same rights as Jordanian workers, improving the positive coping mechanisms to deal with stress, and an increased trust in Jordanian employers.

Furthermore, the effect that the work permits had on their feelings and perceptions were most poignant in the category of feeling safe for both male and female respondents in which 45.88% of males and 21% of females selected that having the work permit helped them to feel safer.

Figure 6: Satisfaction and Feedback on CARE's Role



As far as their feedback on CARE’s role and performance in the project, participants were asked about their satisfaction with the information received about obtaining work permits for which 37% (out of which 30% women and 44% men) stated that the information was very good while 35.75% (out of which 57.5% women and 14% men) said it was average and 27.25% (out of which 12.5% women and 42% men) said it was poor as the received information was not detailed and comprehensive.

There was a difference between males and females, with a higher percentage of males (42%) stating the information received was poor while only 12.5% of females stating the same. There was a similar deviation when satisfaction is disaggregated by gender in the average category with 57.5% of females stating the information was average and only 14% of males stating the same. Of those who were not satisfied with the information they indicated that they had not received the information about the work permits while others indicated that they received the information through a third party. Others mentioned that the information was not detailed and they were provided with a brochure.

Table 7: Feedback on CARE's Role in Getting a Work Permit

How would you assess the role of CARE in the process of getting a work permit?			
	Poor	Average	Good
Male	2%	65%	33%
Female	5%	40%	55%

There were more favorable responses when asked about assessing CARE’s role in the work permit process, for which 33% of males and 53% of females stated that it was very good, 65% of males and 40% of females said it was average, and only 5% of females and 2% of males indicated that it was poor. However, depending on the expectations of the participants-obtaining the work permit to actually get work, or for other reasons, may have skewed the results of their satisfaction.

Outcome 2: Increased access for refugees and host communities to market linkages and economic resilience.

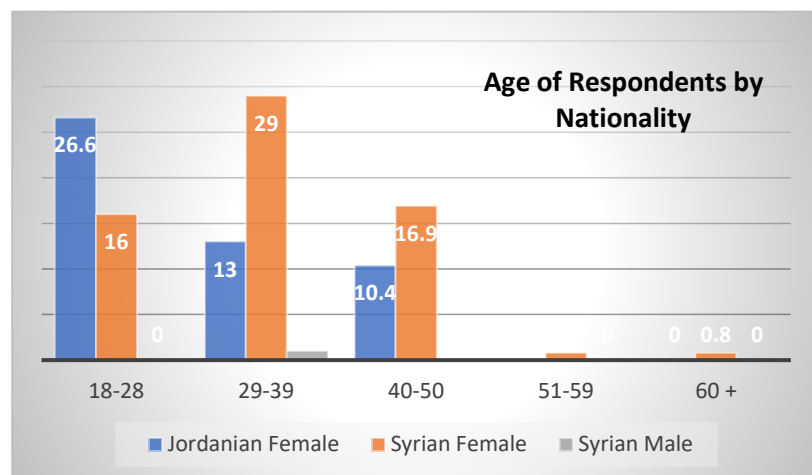
The primary activities under this pathway in the Theory of Change were to provide basic life skills and work preparedness training courses in order to equip beneficiaries with the tools, knowledge, and skills needed to become more economically resilient. Additional components included linking the participants with internships and volunteer opportunities for those in Azraq camp.

At the beginning of the project, it was proposed to establish 2 satellite factories attached to the CBOs in order to allow for project participants to work in these factories, however, after a feasibility study was conducted, it was determined that this was not a practical and cost-effective activity. According to the feasibility study, an economically feasible factory (one that is profitable-from investor perspectives) should have the capacity for 500 or more employees and have at least 5000 square meters of space, with the average cost at 570,000 JD (\$800,000 USD) (CARE, Feasibility Study for Satellite Factories in Two Urban Areas in Azraq Camp), which was far out of the scope of work and budget for the project. Therefore, resources were shifted to focus more on work-preparedness training as well as establishing more internships.

Basic Life Skills Training

Participants received Basic Life Skills training that included topics such as: finance and budgeting, work ethics, self-esteem, workforce readiness, social cohesion, and information on the Jordanian Labor Law. A total of 124 people participated in the quantitative survey for this component with 41% of them Jordanian females, 58.2% Syrian females, and .8% Syrian male. Respondents were from 3 governorates in Jordan, Amman (21%), Zarqa (26.6%), and Azraq Camp (52.4%).

Figure 7: Basic Life Skills Respondents by Sex and Nationality



The majority of respondents fell into the age category of 18-28 years old (43%), followed by the 29-39 age category (35%) with only 21% respondents in the 40-50 category and 1 (.8%) respondent each in the 51-59 and 60+ categories.

The Jordanian respondents were notably younger than the Syrian respondents, with the majority of Jordanians in the 18-28 category while the majority of Syrian respondents in the 29-39 category. Syrians also represented the majority in the categories of 40-50, 51-50, and 60 + categories.

In regards to marital status, 31% respondents were single (28 Syrian, 10 Jordanian), 60% married (19 Syrian, 55 Jordanian), 5% widowed (4 Syrian, 3 Jordanian), 2.4% divorced (1 Syrian, 2 Jordanian), and 1.6% separated (Jordanian).

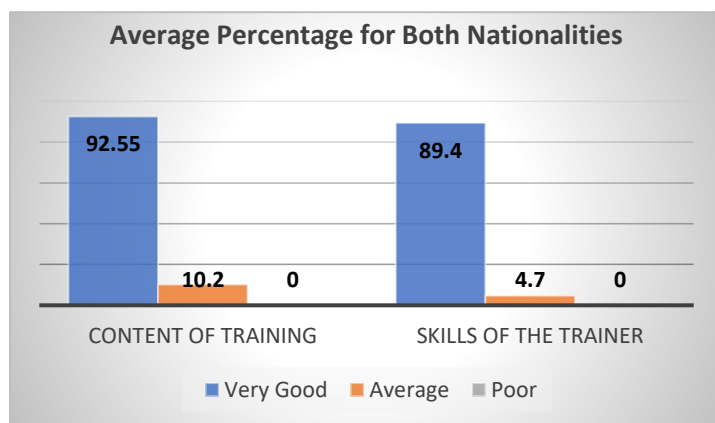
As far as education, there is a significant difference between Jordanians and Syrians as can be seen in Table 1 below. Jordanian respondents had a higher level of education than their Syrian counterparts in that a majority of them had completed secondary and above education while the majority of Syrian respondents had an education level of basic/primary education and below with 10 respondents indicating they were illiterate.

Table 8: Education Level of Respondents

Respondent Group	Illiterate	Elementary	Basic/ Primary	Secondary	Diploma	Bachelor	Vocational
Syrian Female	10	14	29	12	4	3	0
Jordanian Female	0	1	4	26	12	7	1
Jordanian Male	0	0	0	01	0	0	0

Overall, the feedback on the training was positive, with participants expressing that it was very good and provided them with much needed information and skills. When asked about the content of the training, an average of 92.05% (89% of Syrians and 96.1% of Jordanians) of respondents stated that the content was very good while the remaining (5.5 % Syrian and 3.9% Jordanian) stated that the content was average.

Figure 8: Basic Life Skills, Satisfaction with Training Content and Trainer



Results were similar when participants were asked about the skills of the trainer in that the total average for both nationalities at 89.4% indicating very good. There was a slight variation between Syrians and Jordanians in that Jordanians indicated the training was very good at 84.3% while Syrians stated it was very good at 94.5%.

Results were similar when participants were asked about the skills of the trainer in that the total average for both nationalities at 89.4% indicating very good. There was a slight variation between Syrians and Jordanians in that Jordanians indicated the training was very good at 84.3% while Syrians stated it was very good at 94.5%.

The feedback for the location of the training, 100% of Syrians and 84.3% of Jordanians were satisfied with the location, leaving 15.7% of Jordanians not satisfied with the location. Some reasons given for the dissatisfaction include that the place was not clean or ideal for the training, it was not warm enough, and it was uncomfortable.

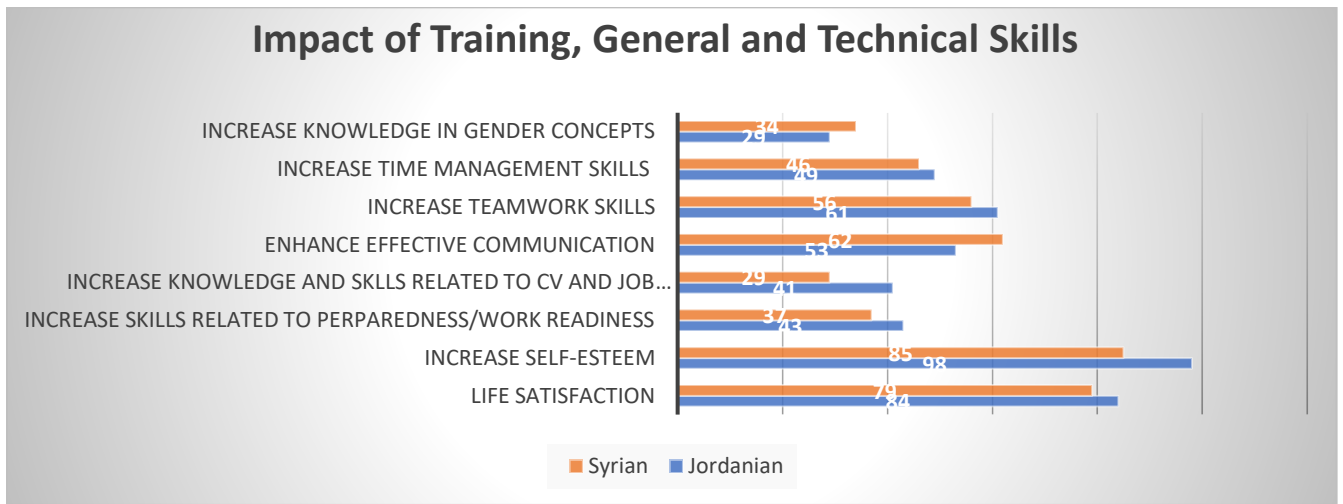
For the duration of the training, 78.05% felt it was appropriate while 13.8% indicated it was not enough-too short, and 6.25% stated that the duration was too long.

We have benefitted from not stopping at the obstacles and overcome them-such as a lack of work-and how to continue life despite the difficulties.
 -Azraq Camp FGD Participant

To understand the effect, the training had on different aspects of participants' lives and world-views, they were asked to identify (multiple selection) in which ways the training impacted their lives. For the majority of both Jordanians and Syrians, the

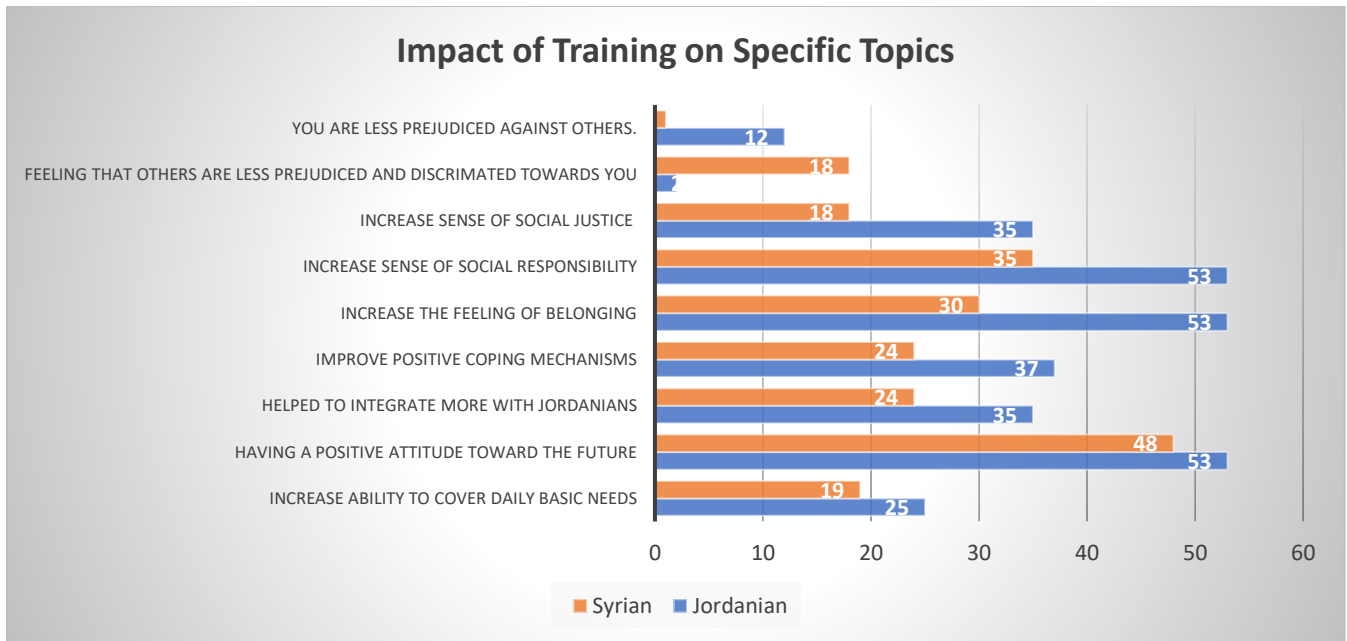
training did have a positive impact on their self-esteem and life satisfaction. Syrian respondents also selected-more so than Jordanians-that the training enhanced their communication skills. Only 1 (.8%) of the respondents was male, so the results in Figures 11 and 12 are therefore disaggregated by nationality

Figure 9: Basic Life Skills, Impact of Training Part 1



Likewise, there were similarities in the selection of Jordanians and Syrians related to social cohesion, coping, and topics related to feelings and attitude. For example, the top 3 selections by Jordanians and Syrians were that the training helped them to have a more positive attitude toward the future, increased their sense of social responsibility, and increased their feeling of belonging. While the least selected options were related to prejudice-either toward others or the feeling that others are less prejudiced toward them, and increased ability to cover daily basic needs.

Figure 10: Basic Life Skills, Impact of Training, Part 2



When further probed about this in focus group discussions with participants, they stated that the training was really valuable to them and provided them with practical knowledge that they were able to immediately apply to their everyday lives. Several female respondents from Hashmi Shmali stated that the course provided them with more confidence and better self-esteem which helped them to communicate more effectively with people and have the motivation to be more self-reliant. Other female

My own confidence was reinforced and my time was invested properly, I had the ability to accomplish and organize time, to inform the community and inform myself.

-Female Azraq Camp FGD Participant

respondents from Azraq Camp mentioned that they were able to manage their time more efficiently as a result of the training and applied some of the concepts learned in dealing with their children. Overall, these respondents found the training course to be very valuable and applicable to their everyday lives in that they were to more effectively

communicate with their children and family members and were capable of better managing their time.

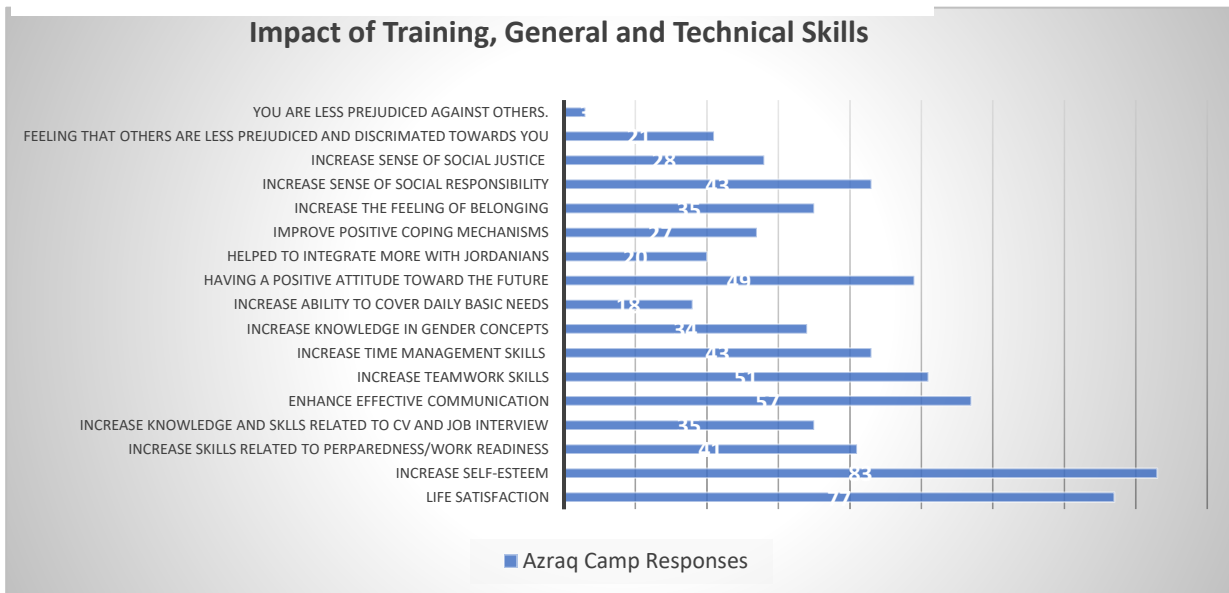
In addition to the positive effect on participant’s feelings, self-esteem, and self-confidence, the training also resulted in new opportunities for participants. Of those who responded to the quantitative portion of the Basic Life Skills training, 19.2% of Syrians and 33.3% of Jordanians stated that they used the knowledge and skills gained through the training to get a job while 7.8% of Jordanians and 2.7% of Syrians stated that their access to the labor market improved as a result of their participation in the training as they did not work regularly before.

Only 6.8% of Syrians and 3.9% of Jordanians stated that they did not get better access to the labor market as they have been working for some time. However, almost half of the respondents indicated that they

did not achieve better access to the labor market as a result of their participation in the CARE training. Of the respondents, 69.9% of Syrians and 54.9% of Jordanians stated that they had not been working for a long time.

For participants from Azraq Camp, 27% indicated that they had improved access to the labor market and able to use new skills and knowledge to get a job, while 3% stated that they were able to gain better access to the labor market as a result of the training because they had not worked before. The remaining, 67%, stated that they had not gained better access and have not been working for a long time.

Figure 11: Azraq Camp Responses



When asked about how the program impacted their lives, the highest rate of response was to increased self-esteem and increased life satisfaction, as can be seen in Figure 11, with 83% stating that they increased their self-esteem and 77% stating they increased their life satisfaction. The lowest impact was on being prejudiced against others (3%) and increased ability to cover daily basic needs (18%).

In focus group discussions with female participants in Azraq Camp about the Life Skills and Work Preparedness training, the response was positive and the ladies indicated that the topics were very helpful in providing them with the tools needed to better manage their time and

Additional feedback indicated that the ladies wished there was daycare services for their children during the training and that there be linkage to actual jobs. One participant mentioned that she didn't believe that women should work more than 4 hours per day because of the need

We wish the organization would provide us mothers with jobs. We have the ability to be productive and we love to achieve and prove our worth, but the only obstacle is the lack of jobs for us.

-Azraq Camp FGD Participant

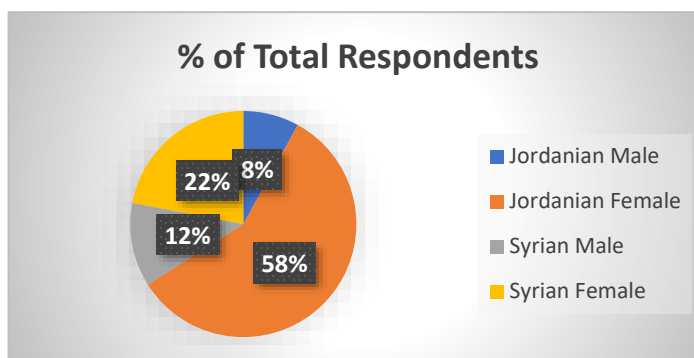
to balance work with domestic duties in the household. Another participant indicated that home-based businesses were more practical.

Based on the feedback, the ladies did find them quite useful but barriers continue to exist in their ability to link their skills and knowledge to actual gainful employment

Work Preparedness Training

Entering the Labor Market, Preparing a CV, Job Interviews, Communication Skills, Time Management, Teambuilding and Team Skills, Self-Awareness, Gender Concepts and Awareness, were some of the topics covered in the Work Preparedness training. A total of 87 respondents participated in the quantitative portion of the data collection for the work preparedness training. Of those 8% were Jordanian

Figure 12: Work Preparedness Respondents



males, 58% Jordanian females, 12% Syrian males, and 22% Syrian females. Virtually all of the respondents (except 2, 2.3% who were between 40-50 years old) fell into the age range of 18-28 years old.

Jordanian respondents completed at least a secondary education and above, with the majority of the female Jordanian respondents (70%) having at least a bachelor degree. For the Syrians, they had a higher education level than those who participated in the basic life skills training, with all having at least a basic/primary level of education and above.

Table 9: Education Level of Work Preparedness Respondents

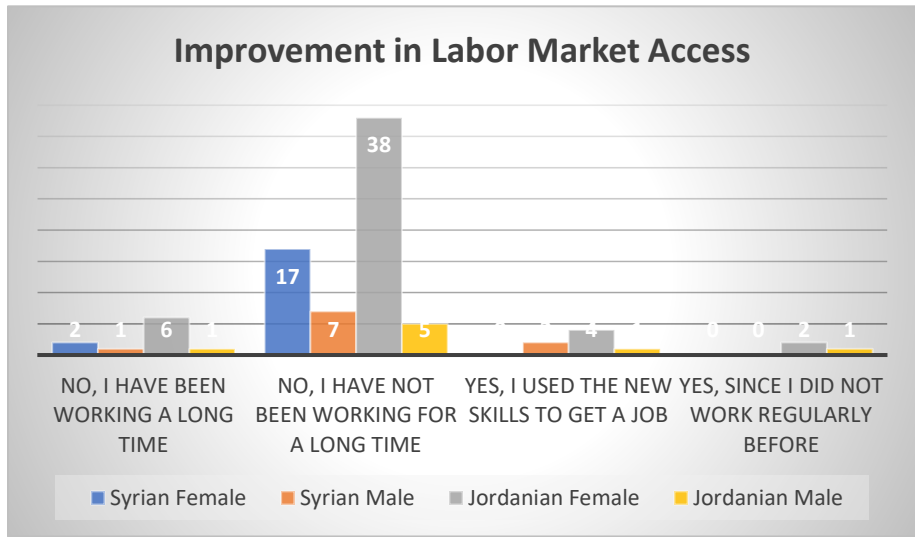
Respondent Group	Illiterate	Elementary	Basic/Primary	Secondary	Diploma	Bachelor	Vocational
Syrian Female	0	0	1	8	3	7	0
Syrian Male	0	0	0	2	4	4	0
Jordanian Female	0	0	0	7	2	40	1
Jordanian Male	0	0	0	1	0	6	1

There was a very high-level of satisfaction with this training across all respondent groups. Of the respondents, 94.4% indicated that the content was very good, with the remaining stating that it was average. There was a similar result when asked about the skills of the trainer for which 95.5% stated that the trainer was very good and the remaining stating the trainer was average. Slightly lower percentages were stated for the location (88.8% were satisfied) of the training and the duration (81% stating appropriate) of the training.

We have acquired the skills on how to write a CV and how to behave during interviews. We found more benefit than theoretical things. It was valuable.
-Female Hashmi Shmali FGD Respondent

Through focus group discussions, there was a significant amount of praise for the CV letter writing component, participants were very happy with this particular topic and were able to apply it immediately. Participants had the same sentiment regarding the topic related to interviewing skills. Though most of the FGD participants mentioned that they did not get a job yet, they did feel more comfortable in the interviewing process and were able to recognize what mistakes they had made in the interviewing process and were able to correct them. They were also able to contribute more in their current jobs as their skills and confidence improved.

Figure 13: Access to the Labor Market after Training

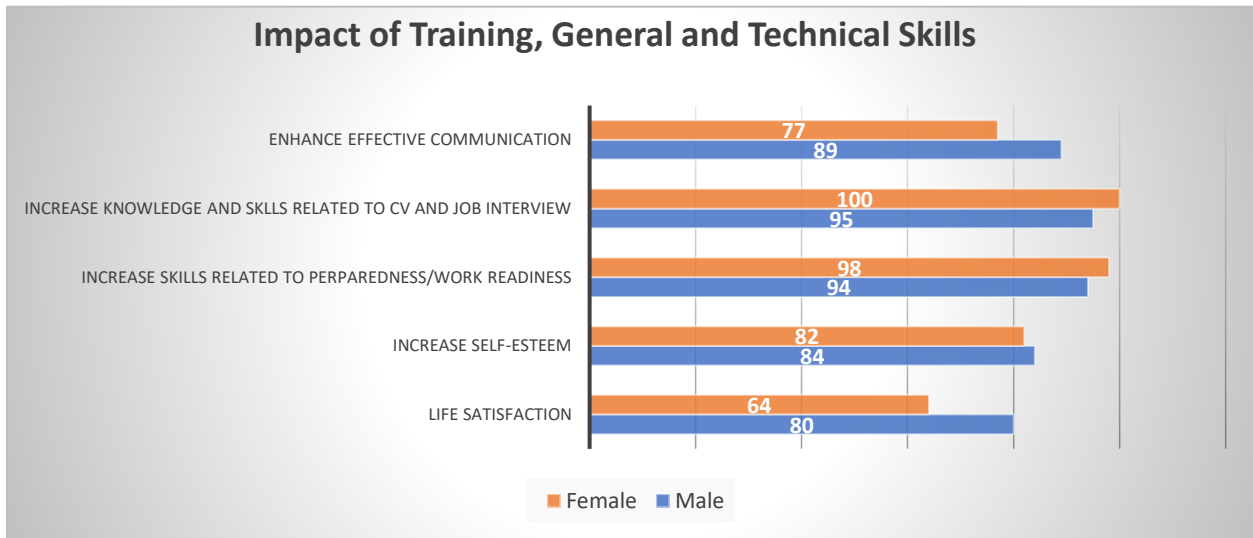


I learned the method of marketing and took advantage of the training at work, I informed my manager that we should consider a way to attract customers, for example, before the expiry (product) and offer it at a cheaper price.
 -Male FGD Participant

There is still a gap in the translation of the skills to gainful employment as can be seen in figure 12 which highlights that the majority of participants still have not been working for a long time. The group that did see a change, was Jordanian females, of which 4 expressed that they were able to use the skills to get a job and 2 who have improved access since they did not work regularly before.

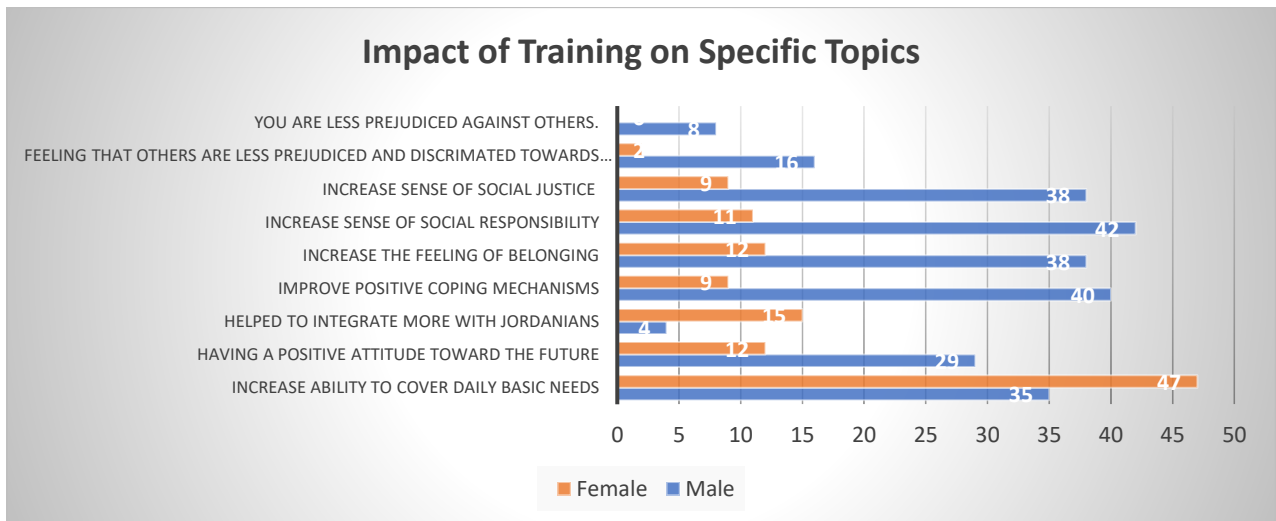
Similar to the basic skills training group, there was impact on non-employment related topics for participants. Unlike the basic life skills training group, there was more consistent improvements across all topics from increased self-esteem to enhanced communication skills for general and technical skill topics.

Figure 14: Work Preparedness, Impact Part 1



There was less consistency when it comes to social cohesion and feelings related to social topics. For example, with Syrians, there was little to no response on the topic of the feeling of prejudice against others or the feeling that others are less prejudiced against you. However, there were high responses to the feeling of social responsibility, increased feeling of belonging, improved positive coping mechanisms, and increased ability to cover daily basic needs.

Figure 15: Work Preparedness, Impact 2



Internships were also part of this outcome and for the purpose of the assessment, 3 interviews were conducted with female respondents who participated in internship opportunities through the CARE project. Their ages were 24, 27 (2), and two of them were single while one was married. Interestingly, the respondents who were single did indicate that they were working while the respondent who was married stated that she was not working, but did work from home.

When asked about their motivation for participating in the internship, the ladies stated that they wanted to learn with the ultimate goal of using the internship as a launching point for getting work or including it on their CVs.

College studying was not useful, the internship experience was different. The internship prepared me for what I will face in the work environment. It focused on certain issues. It prepared me to mingle and work in a mixed environment (men and women). It increased my self-confidence, improved the way I talk.

-Female Internship Participant

Participants were very happy with their internship experiencing, stating that it provided them with both on-the-job skills as well as with confidence and self-esteem that they did not previously have. As far as the work experience, all of the participants interviewed said that the internship provided them with practical experience in working with one respondent stating that internships should be the stepping stone between for fresh graduates because they “have no idea what to expect” and an internship provides the opportunity to gain experience.

When asked about what they found most valuable about this experience, one respondent said that it strengthened her personality, another indicated that the focus on English language (call center) and the allowance provided was the most valuable while the third respondent mentioned that the experience improved her on-the-job skills, which was very important.

Participants were also asked about the least valuable aspect of this experience and none of them mentioned any specific examples of what was challenging or least valuable. One respondent did say that she suffered but communicated with the CARE staff about the challenges she faced.

All of the respondents would participate in this experience again and have been recommending it to others.

Outcome 3: Witnessed expansion opportunities for refugees within new sectors.

As part of the activities related to this outcome, several reports and policy papers were developed to provide support in advocating for the expansion of sectors for Syrian refugees and to provide a comprehensive understanding of the context.

The four studies cover various topics that provide a holistic understanding of the current context in Jordan:

- **Baseline Asset Mapping: Mapping of Employment Opportunities available to Syrian Refugees in Jordan:** The purpose of this study was to examine the economic opportunities available for Syrian refugees in Jordan and took place in Amman, Zarqa, and Al Azraq town and camp. The primary findings from this study indicate that there are economic opportunities available for Syrian refugees in the commercial, industrial (garment, furniture, engineering, and electrical),

construction, vehicle maintenance, tourism and restaurant, and agricultural sectors. The study also highlighted the skill gaps that Syrians have that are barriers to penetrating these sectors as well as the support required for SMEs to be able to better integrate Syrians into the workforce.

- **Policy Paper on the Value of Expanding the Professions for Syrian Refugees:** The objective of this policy paper was to provide a framework for advocating for the expansion of the sectors and professions for Syrian refugees as well as providing an analysis of some of the barriers facing Syrian refugees in the participation of the formal workforce. The paper outlined 3 specific sectors that was recommended to the Government of Jordan (GoJ): warehousing, cleaning in the private schools and tourism sectors, and support for the construction sector (flooring, carpentry, finishing).

Some of the challenges that emerged from this study include: perception of Syrians by Jordanian employers, suitable opportunities for women, transportation and commuting challenges, delayed salary payments, etc.

The paper also highlighted some of the policy related challenges faced, particularly the contradiction between the Jordan Compact and the National Employment Strategy-which aims to ensure that migrant labor does not compete with the domestic labor capacity.

- **Feasibility Study on Satellite Factories:** The study was part of the project and critically evaluated the technical and financial feasibility of implementing satellite factories in CBOs to promote employment in those areas. The findings concluded that the costs of a functional and economically feasible satellite factory would surpass the budget and scope of the project so funds and resources were rerouted to work preparedness activities.
- **Critical Analysis of the Jordan Compact (Rules of Origin and Work Permits):** This analysis focused on a current state analysis of the Rules of Origin (RoO) agreement in place and the lack of engagement of Jordanian companies participating in this initiative as well as explored the challenges faced in meeting the targets for Syrian work permits as outlined in the RoO agreement. Finally, the analysis also assessed the working conditions and rights of Syrian workers within the Jordanian workforce.

Findings indicate that there are several factors inhibiting Jordanian companies from participating in the RoO agreement including: access to financing opportunities, linking raw materials to buyers, shipping costs to the EU, and completing the chain from Jordanian exporter to buyer.

The results from the study also indicate that there are a substantial number of reasons why Syrians are choosing not to obtain work permits, which include: fear of losing aid, available sectors and jobs aren't of interest to Syrians-particularly women, obtaining exit permits from the camps can be a challenge, jobs in the private sector are low pay, transportation to and from work is substandard, there are more opportunities in the informal sector, cultural barriers that prevent women from working outside the home.

Additionally, a rapid needs assessment was conducted as a result of the work preparedness component, for which funds and resources were allocated after the feasibility study found satellite factories to be beyond the budget and scope of the project.

The assessments and studies provide a toolkit of information that can be used by CARE and other stakeholders to advocate, more credibly, to expand the sectors available for Syrians-similar to what was done in the advocating for legalizing home-based businesses for Syrians.

Furthermore, the information gathered in these assessments provide a foundation for future project and program design targeting similar beneficiary groups, economic empowerment, advocacy, and livelihood interventions.

Conclusion and Recommendations

The project did aim what it set out to achieve by providing a holistic approach to addressing livelihoods opportunities for vulnerable Syrian refugees and host community Jordanians. There is still a substantial gap in the translation of work permits and skills to gainful employment, whether that be in those with work permits or those who took training gaining employment. However, the factors that are inhibiting employment are not fully within the control of the project. For example, while obtaining work permits does grant Syrians the legal authorization for working in Jordan, that does not mean their intent in obtaining the permit is to do so. Likewise, with training and capacity building, just because the participants have the skills and knowledge does not necessarily translate into better opportunities for employment if they don't actively seek opportunities. Other barriers to sustainable employment include:

Availability of Appropriate Jobs: As the unemployment rate is high in Jordan, particularly for youth, the availability of jobs may be a factor in obtaining gainful employment.

Sectors Syrians can Legally Work In: Though substantial lobbying and advocacy efforts have been done by CARE and other stakeholders in the sector, there still remains a gap in the sectors that Syrians can legally work in, which is a particular barrier for women.

Cultural and Social Norms: Through the focus group discussions, some of the women indicated that the ideal working day for them would be shorter than the normal working day, with one respondent stating that 4 hours is ideal. This amounts to

Based upon the constraints and findings from the evaluation, it is recommended to:

- 1.) **Improve Literacy among Syrian Refugees:** One theme that emerged from the focus group discussions was the desire for additional training on topics related to English language and literacy. It would be beneficial to include reading, writing, and technology literacy. This suggestion is primarily aimed at Syrian females as they were the group with the highest rate of illiteracy. Being unable to read and write significantly limits the interactions that they can have in their daily lives as well as their work opportunities.
- 2.) **Track interviews and job opportunities to better understand efficacy of intervention:** To gauge the long-term impact and efficacy of the capacity building, and to provide more accurate feedback as to the effect the training has on helping participants get a job, it may be beneficial to take a sample of the groups and track their progress over a longer period of time to see if they are actually pursuing work and what kind of result they are getting. Indicators don't necessarily need to translate into a job, but can be something like the number of interviews gotten by sending the revised CV, etc.

- 3.) **Continue lobbying and advocacy efforts:** Now, armed with a variety of studies and information, advocacy efforts should continue to be made to ensure that more sectors are open for Syrian refugees and that more barriers are addressed particularly when it comes to women. With home-based businesses now legal again for Syrians, this could be an area of expansion, though market capacities and considerations should be taken into account. Other options may be to provide women-only transportation to and from work spaces and options for child care.
- 4.) **Focus on Work Preparedness:** This training component had a better response in the quantitative component of the data collection and was also mentioned repeatedly throughout the focus group discussions with males and females. Participants mentioned that they would like to have more training on similar topics so that they can better build themselves and their own careers/businesses in the future.

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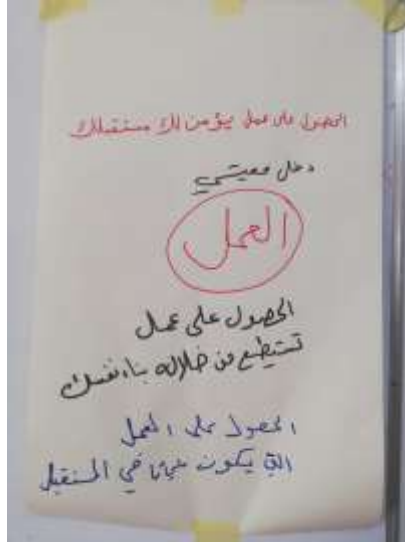
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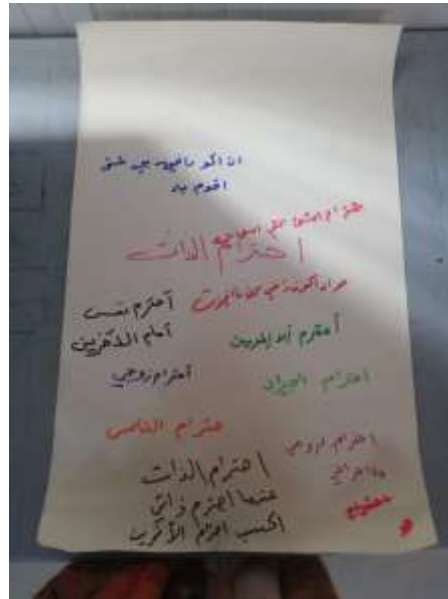
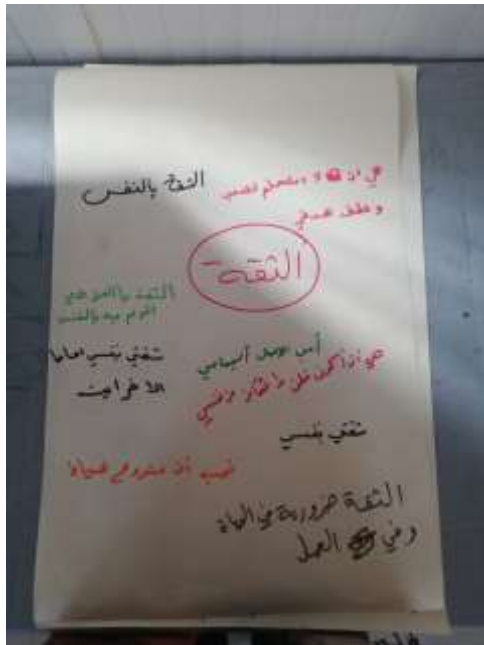
Annex 1: Result 1 Work Permits Raw, Cleaned and Disaggregated Data
Attached as an Excel Spreadsheet

Annex 2: Result 2 Training Raw, Cleaned, and Disaggregated Data
Attached as an Excel Spreadsheet

Annex 3: FGD Icebreaker Exercise Results

Zarqa Males-Life Skills and Work Preparedness







Hashmi Shmali-Work Preparedness

