

June 2017

# East Amman Area-Based Livelihoods Assessment






# Objectives

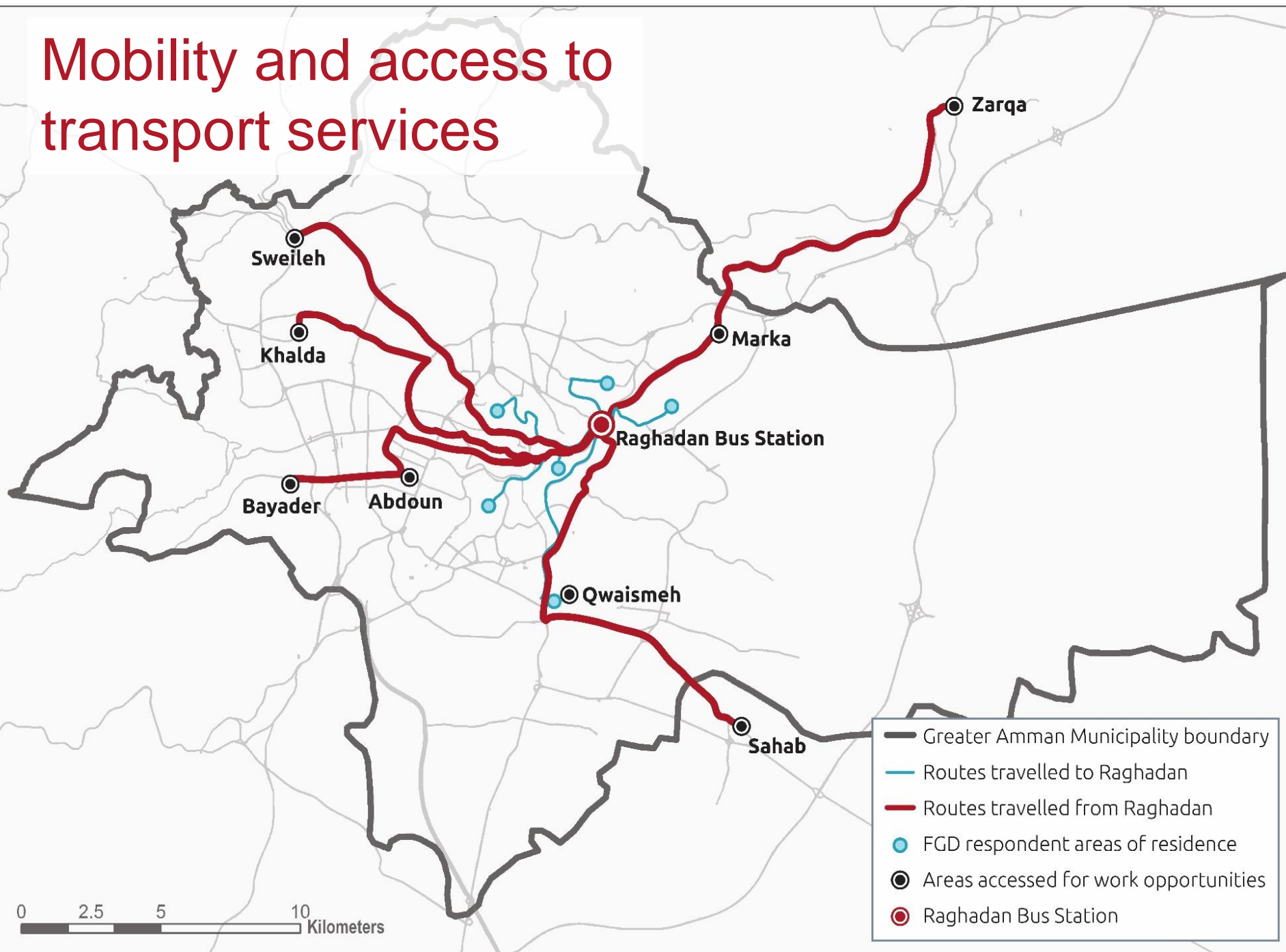
- > **Context:** Rising unemployment rates in Jordan; Challenges faced by Syrian refugees in accessing formal employment opportunities
  - ↳ Growing interest among humanitarian and development actors towards developing sustainable livelihood solutions
- > **Primary objective:** Support humanitarian and development actors implementing livelihoods programmes in East Amman
  - ↳ Providing a deeper understanding of the barriers faced by Syrians and Jordanians seeking to access work opportunities and employers seeking to provide work opportunities in East Amman
- > **Hypothesis:** Mobility is the main barrier to accessing income generating opportunities for Syrians and Jordanians living in East Amman
  - ↳ Identified by DRC and REACH teams based on programmatic observations
  - ↳ DRC observed that users of job matching services frequently stated that opportunities were too far away or transport services were too expensive for them to use
- > **Approach:** Qualitative area-based assessment, with East Amman as the target unit

# Methodology

Data collection was conducted by REACH in **March 2017**, in collaboration with the Danish Refugee Council, using a **qualitative, area-based approach**

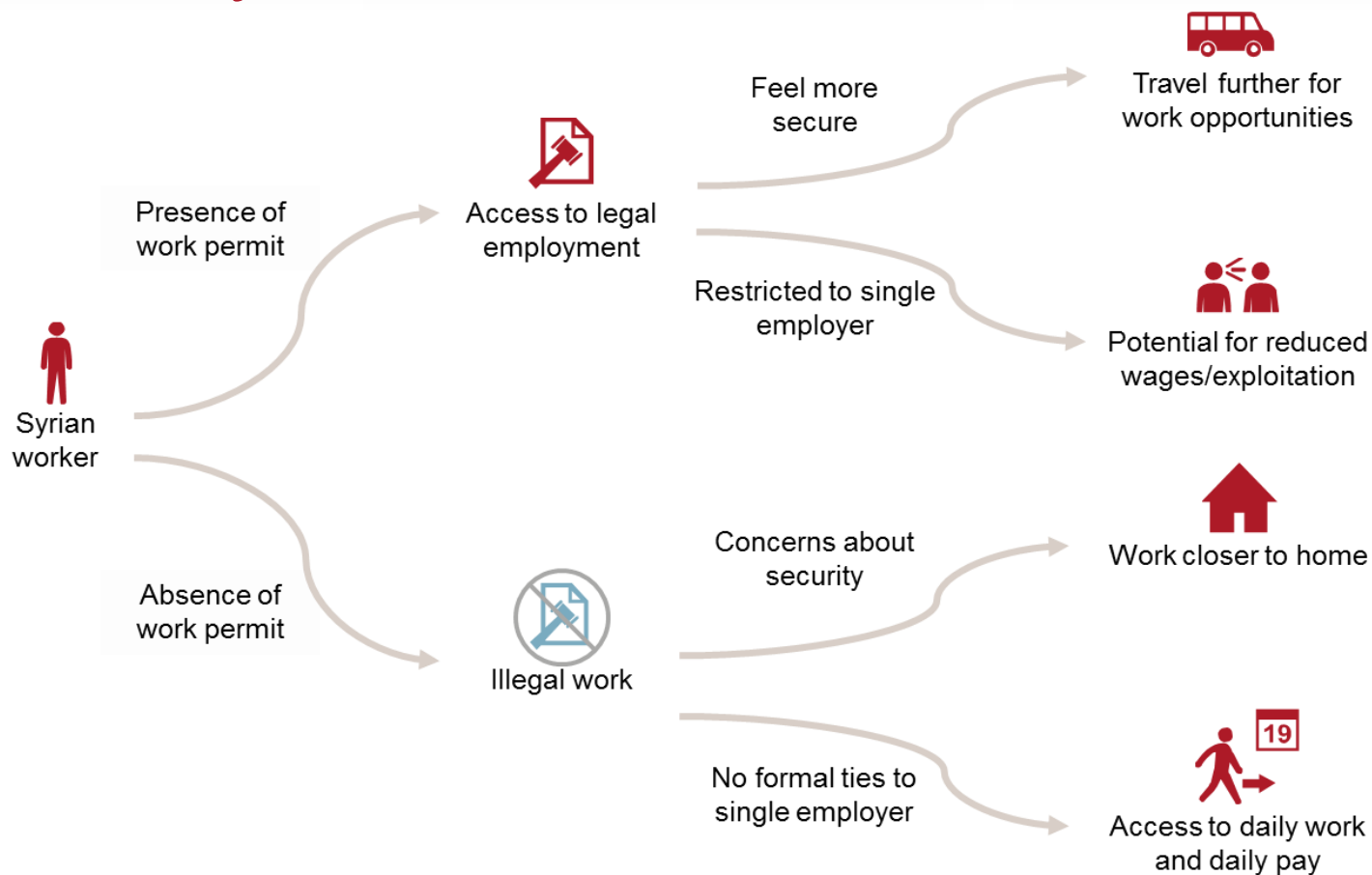
Data collection method	Specific objectives	Sample disaggregation	
 Focus group discussions with Jordanians and Syrians looking for work	<ul style="list-style-type: none"> <li>Identify <b>barriers</b> to accessing work</li> <li>Identify <b>economic catchment zone</b>, based on proximity to transport routes and trade sectors, through <b>participatory mapping</b></li> </ul>	<b>Syrian</b>	<b>Jordanian</b>
		<b>Female</b>	2
		<b>Male</b>	8
		<b>Total</b>	<b>10</b>
 Key informant interviews with business owners	<ul style="list-style-type: none"> <li>Identify challenges with <b>hiring</b> staff</li> <li>Identify employers' hiring <b>preferences</b> in terms of <b>skill sets</b> and <b>profiles</b></li> <li>Identify employers' propensity to provide <b>training</b> and other <b>benefits</b></li> </ul>	<b>Sector</b>	<b>Kills</b>
		Construction	3
		Food processing	3
		Restaurants	3
		Retail	4
		Services	3
 Key informant interviews with stakeholders	<ul style="list-style-type: none"> <li>Understand <b>roles</b> and <b>responsibilities</b> of <b>external parties</b> in improving access to livelihood opportunities</li> </ul>	<b>Type</b>	<b>Kills</b>
		CBOs/NGOs	2
		Business associations	4
		Government	1

# Mobility and access to transport services



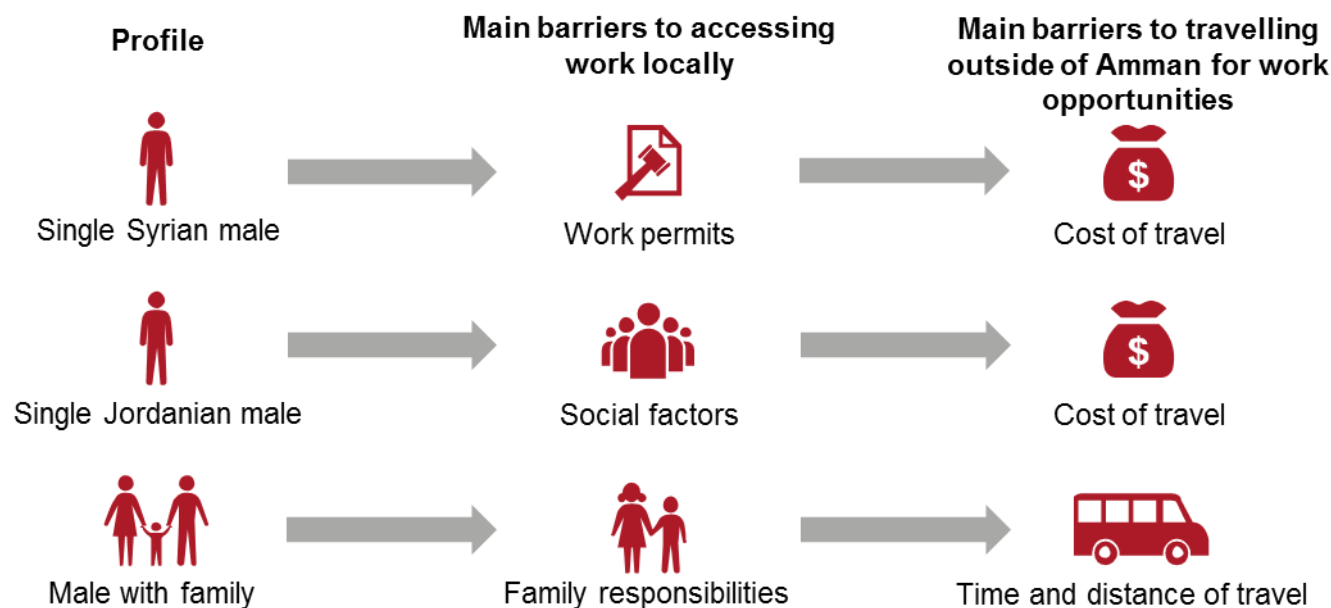


# Nationality



## Family structure

- > For those with families, the willingness to travel to specific areas is largely constrained by the **time spent away from the home**
  - ↳ Maximum journey time was typically between 2 and 4 hours each day (or 12 to 14 hours spent away from the home in total)



## Skill sets and experience

Employer sector	Job role	Preferred profile	Reason
Retail	Low profile roles such as service workers or drivers	Syrians or Egyptians	Jordanians will not accept such low profile roles
Restaurant	Cashier	Jordanian	Can only trust Jordanians
Food processing (sweet shop)	Hospitality	Syrians	Have good communication skills
	Kanafe chef	Jordanians	Only Jordanians are capable of this role
Services (mechanics)	Technical roles	Jordanians	New hybrid cars are not common in Syria

## Main Conclusion

- > Mobility is a key factor in ensuring access to work opportunities and is determined by the profile of the household, rather than the individual alone
- > Work permits offer increased mobility for some but do not necessarily represent a catch-all solution in their current format
  - > The loss of flexibility with regards to labour mobility once a work permit is obtained is a significant disincentive and often outweighs the benefits of having of work permit in terms of personal security;
- > Employers face few challenges in finding staff to meet their needs but staff retention and commitment levels are the main problems faced
- > High level of dynamism and change in the labour market is a key consideration for those engaging in livelihoods programming

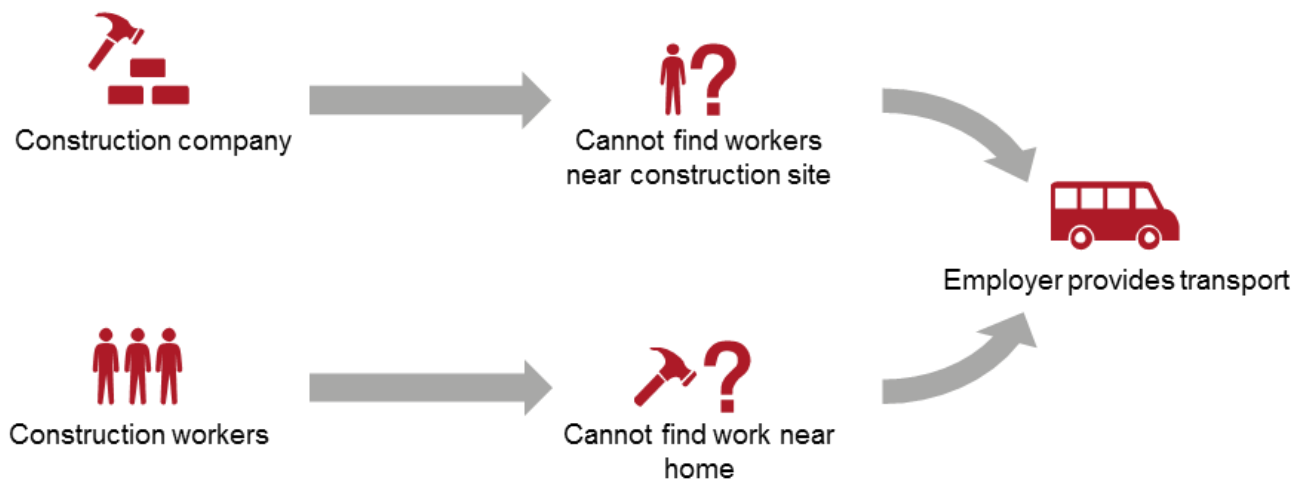


# Recommendations

- > Skills matching programmes should start at the neighbourhood level in order to overcome the more immediate issues of physical transportation and personal security
- > Livelihoods programmes need to address high staff turnover and challenges with commitment
- > Financial support should be considered for those who are unable to cover transport costs during the first months of employment.
- > Support should be provided to smaller businesses who lack the financial or staff capacity to stay up to date with work permit legislation.
- > Efforts should be made to ensure Syrians are well informed on issues related to work permits and ongoing monitoring of the working conditions of those with work permits should be considered.
- > Existing measures made by employers to improve employee mobility should be supported and replicated elsewhere

## Capitalizing on current actions

- > Employers prioritise **local staff** because it reduces the potential for commitment issues
- > However finding staff locally can be a **challenge** – concerns around interacting with friends, relatives, and neighbours
- > One solution put in place by multiple business owners is to **provide transport** to employees



# Provision of other employee benefits

