EHAGL Economic Inclusion Working Group | Jan 2024

Improving Digital Livelihood Opportunities for Refugees

Using community-based workshops to co-create solutions

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The UN Refugee Agency

What, Why, How, Who and Where

- **62** workshops in Urban and Camp locations in **Kenya, Ethiopia, Uganda, Egypt, Iraq, Lebanon, and Jordan**.

- **541** total participants (**47%** of participants were female and **53%** were male; **93%** refugees, **7%** host community members)

- Average ages ranged from **25–37** years old.

▶ **Pre-work journey**   ▶ **Work journey**

Awareness & interest | Access | Skills & learning | Finding work | Doing work | Sustainability & decent work
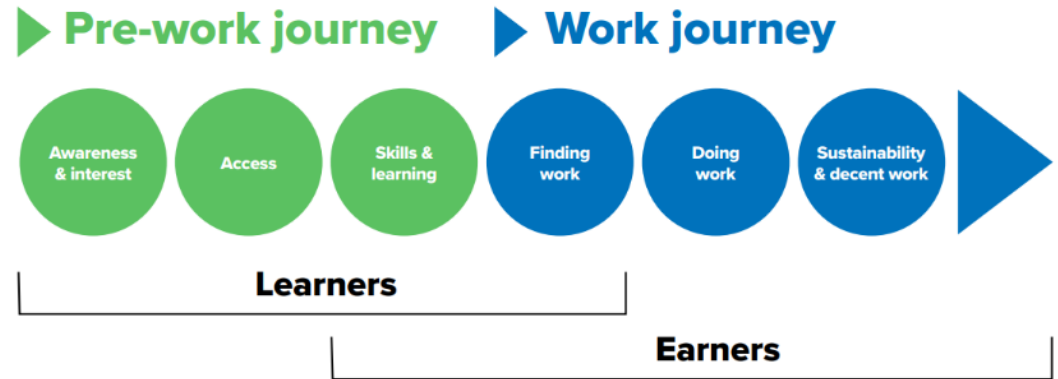
Learners

Earners

- Sessions were divided up between **Learners** and **Earners** with insights and solutions developed at each stage of **Learning to Earning Journey**

What, Why, How, Who and Where
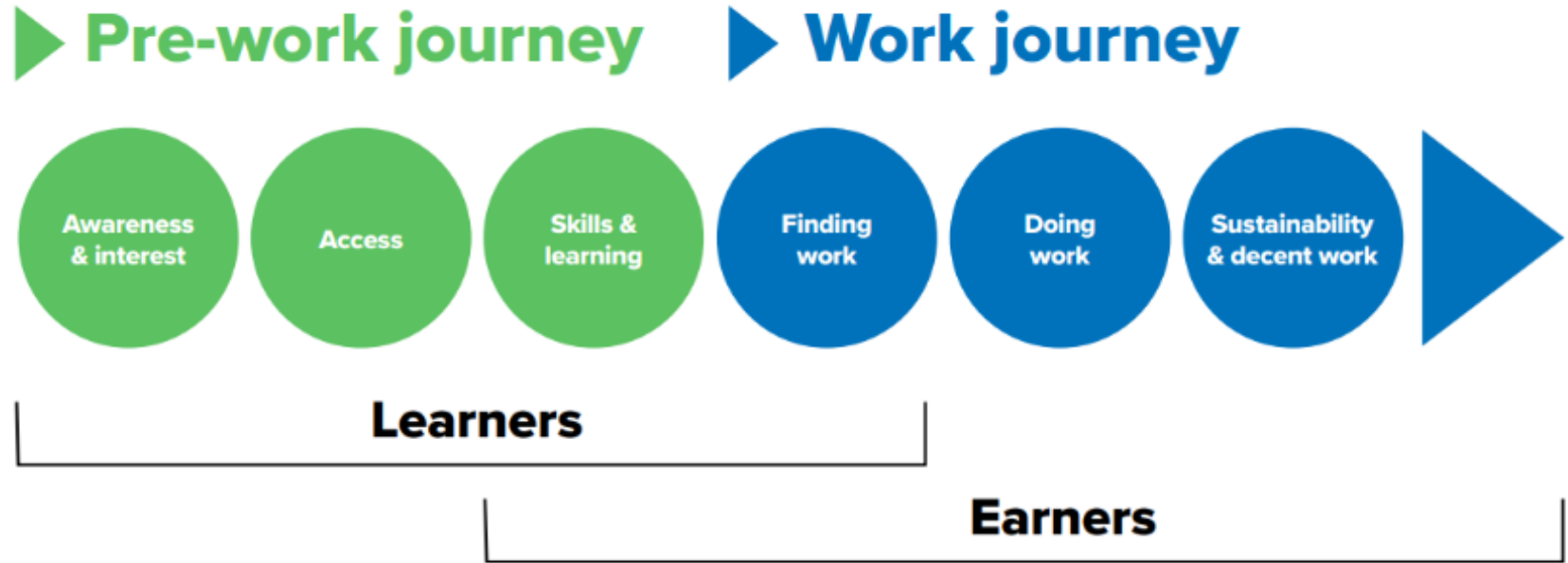
01 Digital Work & Refugee Communities: A snapshot

- **Freelancing** in micro work tasks like transcription or translation or higher skilled tasks like web design, software engineering.

- **Online sales and marketing** of goods and services via social media

- **Emerging sectors** including less common, more sporadic ways people are earning - from digital content creators (eg. Youtube, TikTok) through paid advertising, to SM marketing.

02

Addressing a Lack of Awareness and Understanding

Findings and Insights

- High level of misconceptions amongst community members about online work.

- Awareness often driven by training programs rather than awareness driving the desire to participate in training programs.

- Need to build a better understanding of what digital work opportunities look like, and have an upfront understanding of the challenges and risks associated

02 Addressing a Lack of Awareness and Understanding

Recommendations

- Developing awareness campaigns on digital work,

- Creating or sharing a digital work resource websites

- Getting community organisations more involved so they can cascade learning

- Integrate risk awareness and expectation management into training programs.

Findings and Insights

- Digital work initiatives do not always adequately set people on a clear path for success in finding and doing digital work.

- It is essential to script clear tangible steps that refugee participants can take in order to succeed in various types of digital work.

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ipants in a Nairobi workshop build out a portrait of a typical refugee's experience with digital work.

" **Digital marketing skills don't go deep, the courses only offer basics. Advanced skills are very expensive.** "

(Male earner from Nairobi)

Recommendations

- Most effective programs or trainings are ones that focus on teaching specific marketable skills.

- Invest in narrower scopes - focus on targeting appropriate participants and going deeper in content.

- Provide practical experience during training

- Adapt the metrics of success to reflect the proportion of participants who actually find work after trainings end.

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Creating an enabling environment for innovation within UNHCR

Findings and Insights

- In order to fully participate in the digital economy, FDP communities require necessary tools eg.

  - Infrastructural elements like data, wifi, electricity, hubs.

  - financial systems (bank accounts).

  - enabling policy environments.

- UNHCR Displaced and Disconnected

- More from: ILO, GSMA, MCF, UNHCR

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04 Ensure Access to Necessary Tools

Recommendations

- Digital work cannot be sustained effectively without connectivity in the places refugees are living
(See: UNHCR Connectivity Agenda)

- Advocate for better local payout options for work conducted globally.

- Provide intermediation with freelance platforms. (See: UNHCR X Gebeya)

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05 Ensuring Sustainable Support, Encourage Continuous Learning

Findings and Insights

- Sustaining digital work is extremely challenging. Drop off is high especially amongst women.

- Significant service gap for newly trained digital workers.

- Need to invest in building the momentum and confidence of new digital workers, especially women.

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05
Ensuring Sustainable Support, Encourage Continuous Learning

Recommendations

- Mentorship programs to offer support and boost confident

- Creating Physical communities of practice and workers collective models

- Helping organically formed community led collectives get more formalisation and financial support

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Country report: Ethiopia
Country report: Egypt
Country report: Iraq
Country report: Jordan
Country report: Kenya
Country report: Uganda

Workshop guides

Workshop guides

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