

Za'atari Cash For Work - Focus Group Discussions

Community Feedback on 2015 CFW Guidelines

As part of the UNHCR community based approach, the Needs Based Working Group conducted focus group discussions (FGDs) in order to survey the refugee community perspective on the proposed 2015 CFW guidelines. The FGDs were facilitated by IRD social workers in coordination with UNHCR, JEN, ACTED, SCI and OXFAM. The following report briefly summarizes the community's feedback.

# of FGDs	Date	Districts	Participants Women / Men		Partner Agencies Attendance
1	8 July	D 1, 2, 3, 12	13	0	IRD / UNHCR JEN
1	9 July	D 5, 6, 7, 8	19	0	IRD / UNHCR JEN
1	13 July	D 5, 6, 7, 8	0	10	UNHCR/ ACTED/ JEN/ IRD
1	14 July	D 4, 9, 10, 11	15	0	UNHCR/ IRD / OXFAM/ JEN / SCI
1	14 July	D 4, 9, 10, 11	0	8	IRD
1	15 July	D1, 2, 3, 12	0	10	UNHCR/ ACTED/ JEN IRD
75 - Total Participants (received CFW – 35 /never received CFW – 40)			47 W	28 M	

I) Explanation of CFW Guidelines

IRD facilitators explained why UNHCR and partners are revising the current CFW system in Za'atari Camp. The participants expressed frustration in the current approach of CFW and the need for imminent change. Overall, the community also emphasized their appreciation for partaking in the CFW discussion.

II) Explanation of RAIS assistance Module

The community welcomed and appreciated the new proposal as they agreed the new system will increase transparency in the CFW recruitment and rotation processes. Participants emphasized the need for the proposed changes and expect a positive outcome if all agencies adapt to the proposed changes.

III) Information Sharing on Recruitment

All participants expressed frustration about the current recruitment and lack of advertisement processes. The following additional means of community were suggested: SMS alerts, verbal community through field staff, al-Tareeq magazine, verbal announcements mosques (as means to target illiterate groups), and written announcements at the following locations NGO centers, public WASH facilities, NRC, hospitals, main market, and malls. Several participants raised illiteracy as challenge for the community not receiving information.

IV) Selection Criteria

a) Prioritizing Vulnerable Groups:

All district groups agreed prioritizing semi-skilled vulnerable cases in CFW system expected for one group of men (district 5, 6, 7, 8). This group of men argued that all refugees in Za'atari are vulnerable.

Female Headed Households (FHH) - the community noted that neighbors and relatives should care for children and/or agencies should offer child care services to take of children.

Disability – community emphasized the discrimination towards PWDs as a challenge for their participation

Elderly – many elderly cases are vulnerable and cannot work themselves, thought need the additional cash assistance

b) Qualifications/Skills

The community agreed to the categories proposed: semi-skilled/skilled/professional/piece rate labor. The community supported the idea of agencies matching skill level to job performance.

V) Rotation

98% of the participants prefer weekly rotation; 2% for bi-weekly; and 0% for monthly. The overarching consensus was that more frequent rotation allows for more individuals to benefit. Several participants suggested allocating two or more employees for the same position and splitting the salary (especially for non-rotational positions).

VI) Wages/ Remuneration & Working Hours:

Following the explanation of the CFW limitations in salary allocation (local labor market & voluntary stipends), the community agreed with the guidelines' proposal: 1JD – semi-skilled labor; 1.5JD skilled labor; 2JD professional labor. A small number of participants suggested increasing the salary scale by .5 JDs on the account of high costs in the camps.

Most participants favored 5 to 6 working hours per day. The female groups noted the responsibilities of family duties and the challenge of work/home balance.

VII) Other Issues:

- The refugees request certificates to be rewarded for their performance.
- Most of the participants emphasized that CFW positions for women should be limited to certain fields: teaching, handicrafts/tailoring, and cleaning (NGO centers, base camp, schools). However, the men's groups emphasized that women should not clean on the public streets.