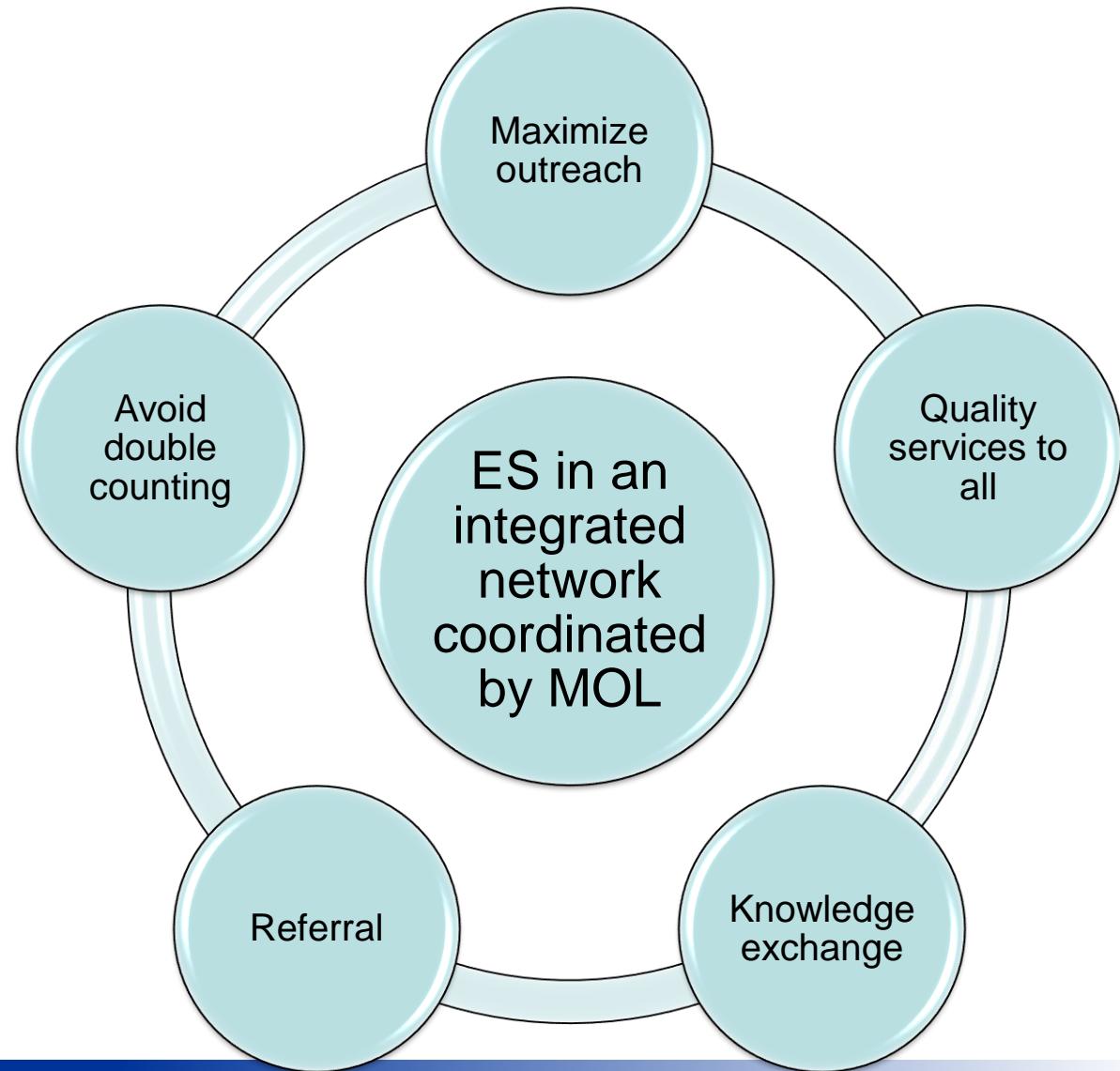


Employment services and Labour Market policies under Syrian refugee crisis

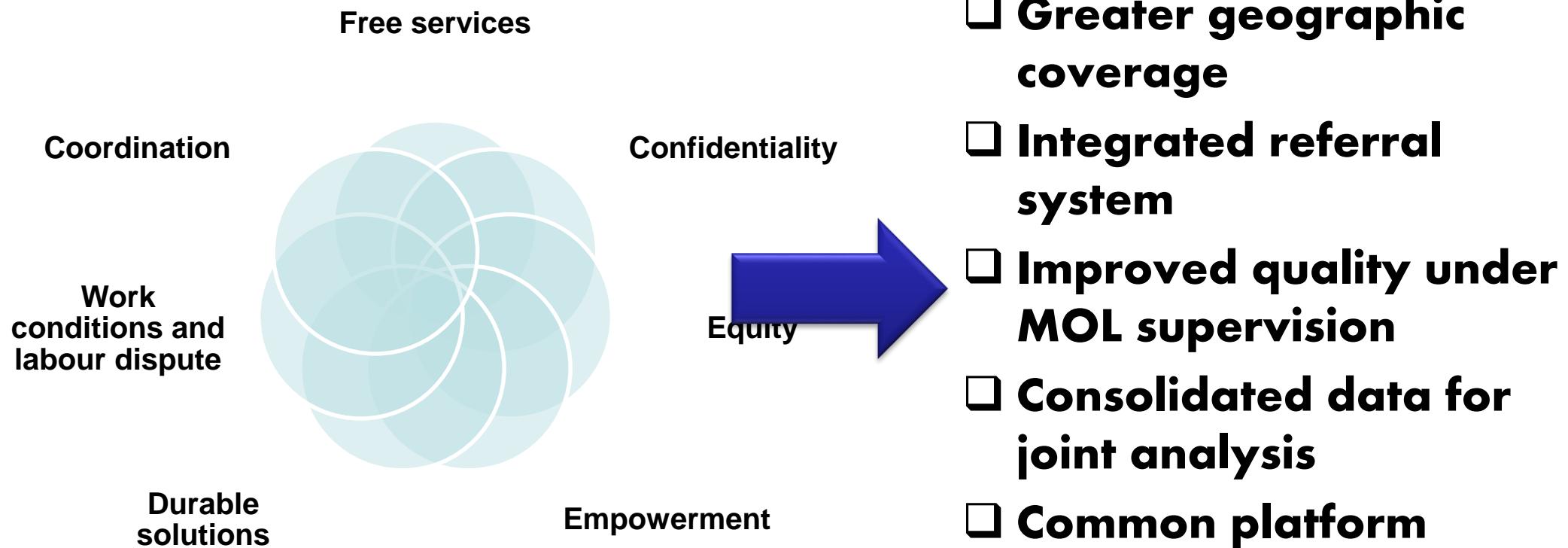
**Dr. Maha Kattaa
Crisis Response Coordinator**



Objectives



Core principles to harmonize Employment Services



Main Employment Service Centers supported by the ILO

Agriculture

10 cooperatives in Mafraq

12 Cooperatives in Irbid

1 cooperatives in Jordan Valley

Construction

Jordan Construction Contractors Association JCCA

Jordan General Federation Trade Unions JGFTU

Manufacturing

MOL directorate Sahab

MOL directorate - Karak

MOL directorate-2 Irbid

MOL directorate -Mafraq-

MOL directorate - Zarqa

MOL directorate-Dulile

MOL directorate- Madaba

MOL directorate-Jarash

Camps

With UNHCR in Zaatari camp

With UNHCR in Azraq camp

Main services of Employment Service Centers

Registration of Job Seekers and Vacancies

Common format job seekers and vacancies

3 hours group based job search

2 hours career guidance

Job search plan

Services to employers

Job matching and placement

Matching criteria

No Child labour

Work permit and social security

Referral

Active labour market programmes

Training + certification

Competency based

Occupational Safety and Health

In class and OJT

Entrepreneurship and BDS

Labour market information and analysis

Monthly consolidation and analytical update

Same classifications

ESCs analysis of barriers to decent work

Open database for the best interest of job seeker

Data analysis Sep-Dec 2017

Since opening the 11 ESCs, 3,000 Syrian and Jordanian job seekers have been registered, out of which 781 have been placed in jobs.

This report provides an initial analysis of data from the ILO's 11 ESCs.

738 workers of both nationalities and genders who were successfully placed in jobs with the support of the ILO.

follow-up interviews with 541 of the 738 initially placed workers.

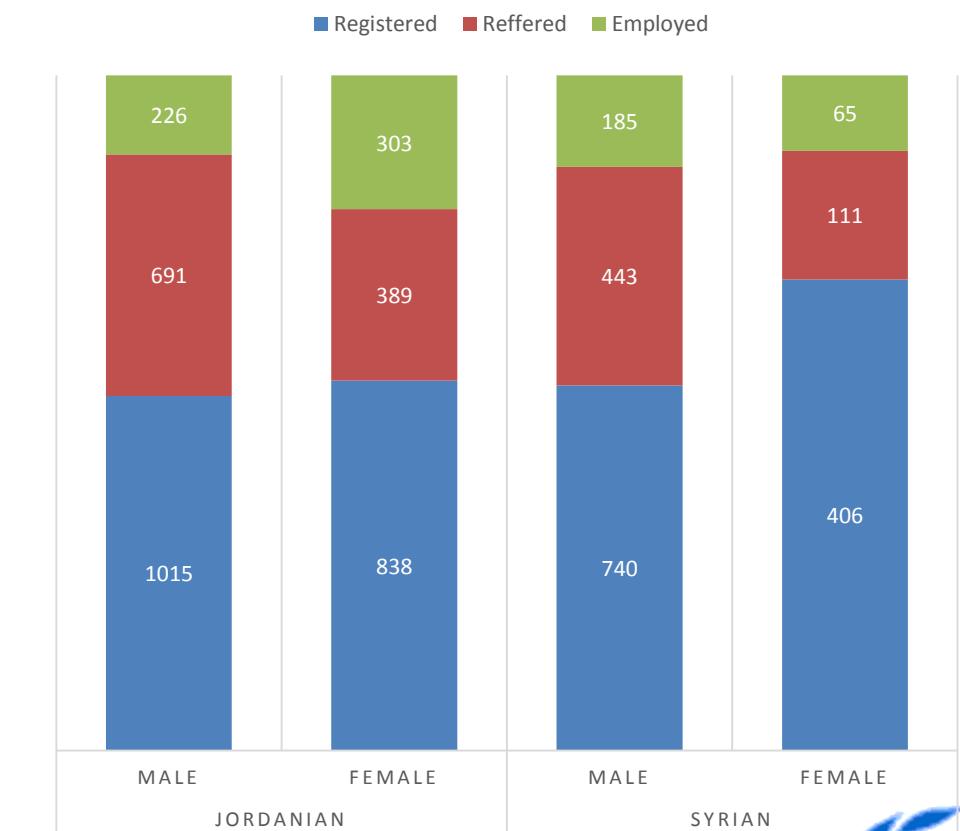
Findings contribute to a better understanding of the ECSs' achievements, obstacles and remaining challenges.

It responds to initial concerns and issues raised by employers, workers, ESC staff and other key stakeholders.



Placement/gender and nationality

781 Jordanians and Syrians were successfully placed in occupations by 11 Employment Service Centres in the period September-December 2017.

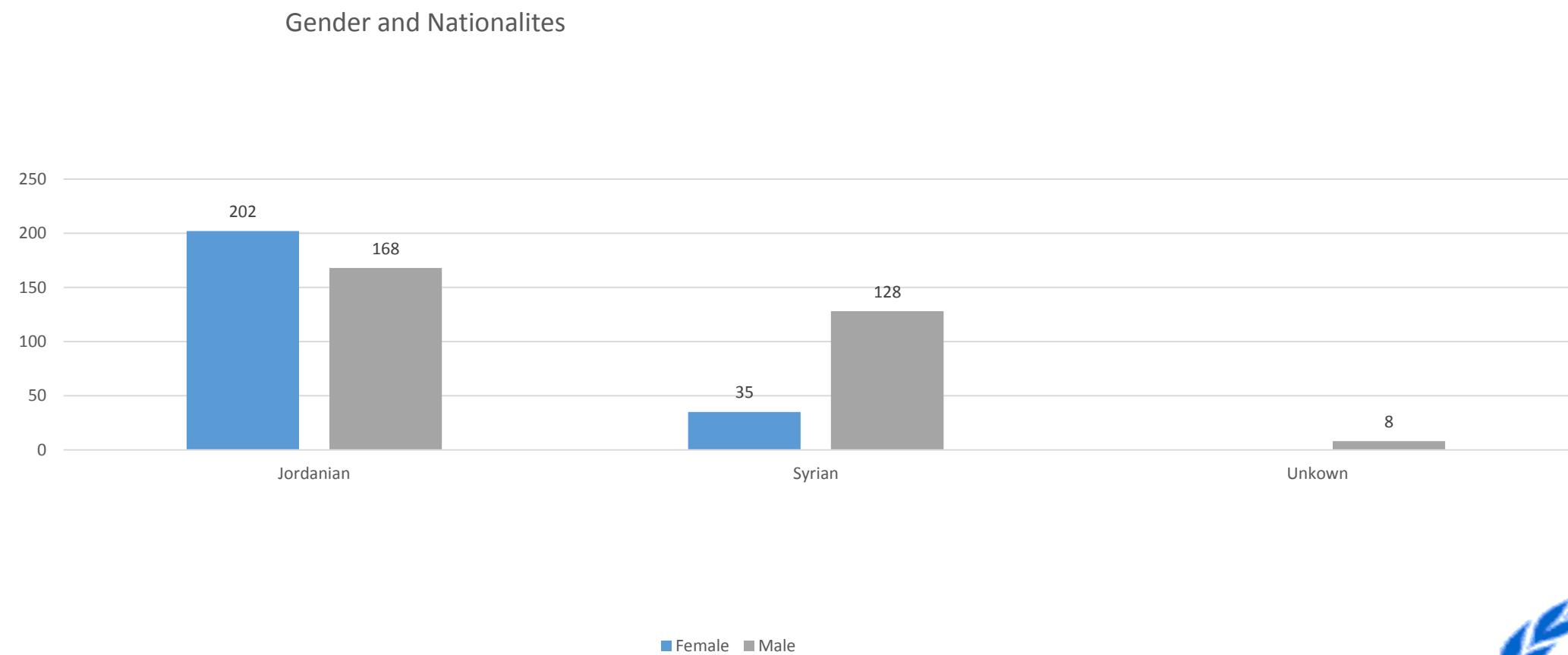


Distribution of Employed Workers Among Employment Service Centres

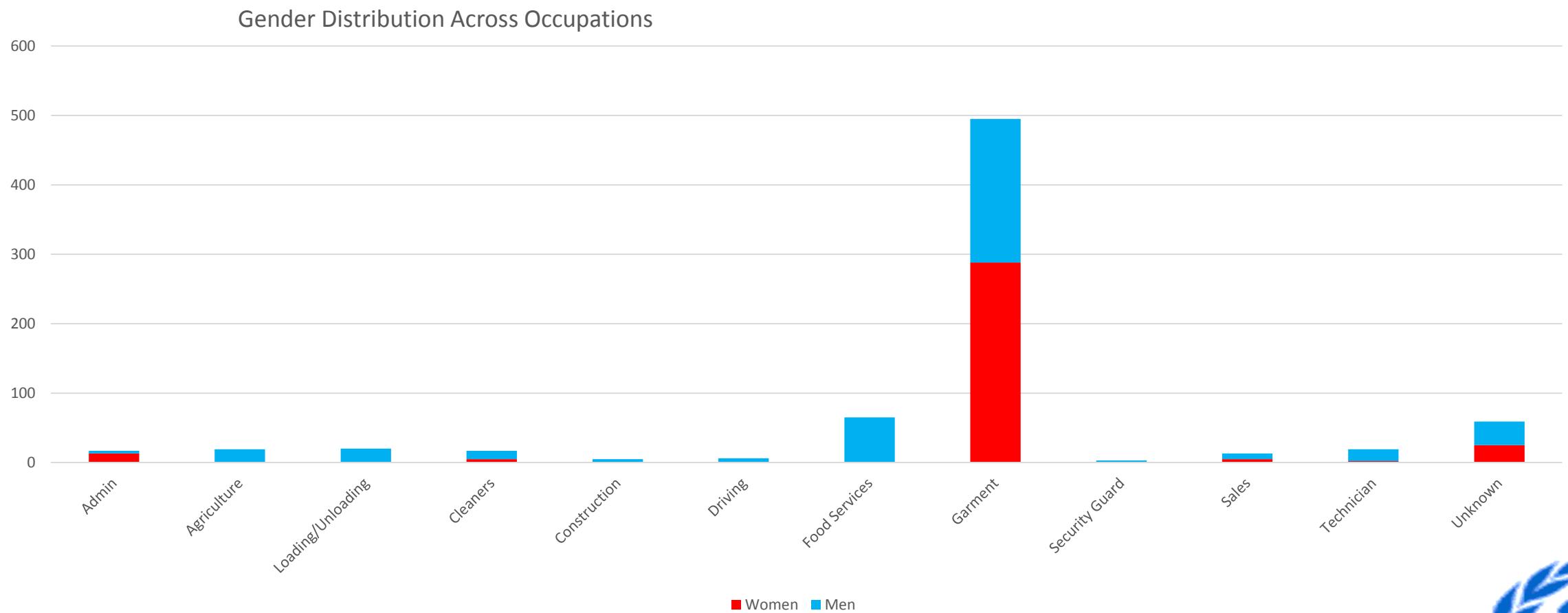
	<i>Al Hassan IEZ</i>	<i>Azraq</i>	<i>Dulail</i>	<i>Irbid</i>	<i>Jerash</i>	<i>Karak</i>	<i>Madaba</i>	<i>Mafraq</i>	<i>Sahab</i>	<i>Zaatri</i>	<i>Zarqa</i>	<i>Grand Total</i>
<i>Total</i>	37	42	73	48	168	45	51	50	93	93	38	738
%	5%	6%	10%	7%	23%	6%	7%	7%	13%	13%	5%	100%



Follow-up interviews with 541 of the 738 initially placed workers by Gender and Nationality



Gender Distribution Across Occupations

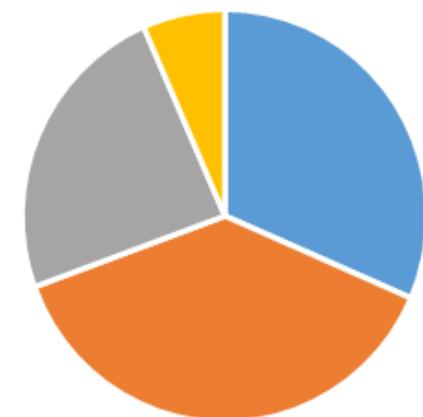


Workers Retained in Initial Job Placement

<i>Working Status</i>	<i>Count</i>	<i>Percentage</i>
No (Not working)	168	36.13%
Yes (Still Working)	297	63.87%
<i>Grand Total</i>	465	100.00%

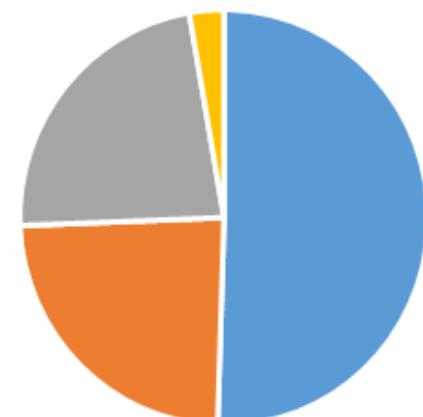
Workers Retained in Initial Job Placement/gender and nationality

Workers Initially Employed



■ Jordanian Men ■ Jordanian Women
■ Syrian Men ■ Syrian Women

Workers Still Employed



■ Jordanian Men ■ Jordanian Women
■ Syrian Men ■ Syrian Women

Reasons for Leaving Job

<i>Reason for leaving</i>	Jordanian	Syrian	Total
<i>Health Issues</i>	10	8	18
<i>No Specific Reason</i>	18	3	21
<i>Personal Issues</i>	37	20	57
<i>Working Conditions</i>	50	21	72
<i>Total</i>	115	52	168

Lessons Learned

Worker retention is a challenge, but varies most by occupation and gender.

Female workers have lower rates of job retention, although Jordanian women outnumber male workers in the pool of initially employed workers.

Different groups of workers have different reasons for leaving their jobs, but almost half relate to “decent working conditions.”

Recommendations

Collect evidence to better assess female workers reservations about employment in occupations where they are generally absent.

At a minimum, provide job seekers with information on expected working hours, commute time, wage and detailed job requirements and tasks.

Help employers accurately articulate the work that is expected from workers in job advertisements, and manage workers' expectation in return.

Encourage employers to host job orientations at the place of work and provide workers a grace period to determine if the employment opportunity meets their expectation.

For the scheduling of labour inspection visits, add targeting criteria for places of work where there are high rates of worker turn over. Assessments should be made to determine if decent work deficits are driving workers from these jobs and in such cases, provide employers with recommendations to address them.

Collect qualitative data with different groups of workers to identify reservations about employment in different sectors and occupations.



Electronic Counselling System

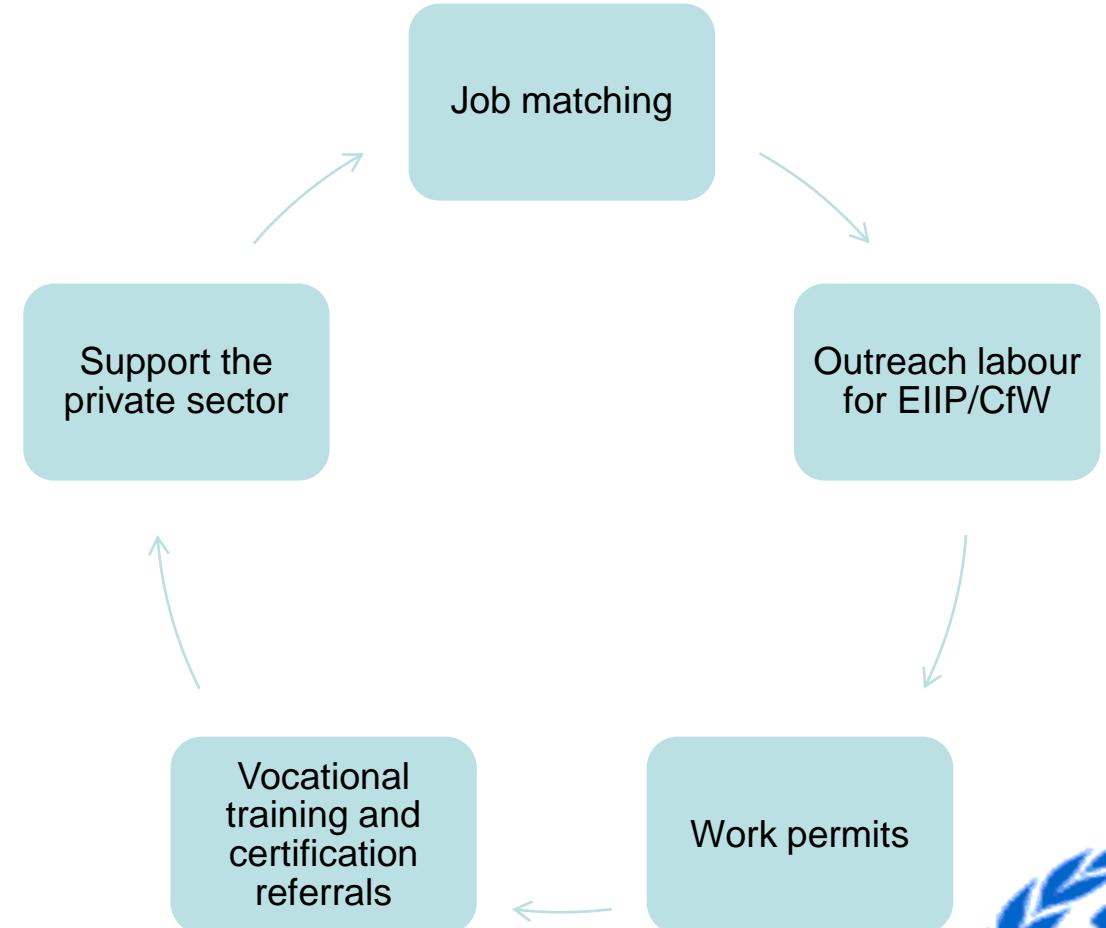
(Cloud based web application)

ILO and MOL- Jordan



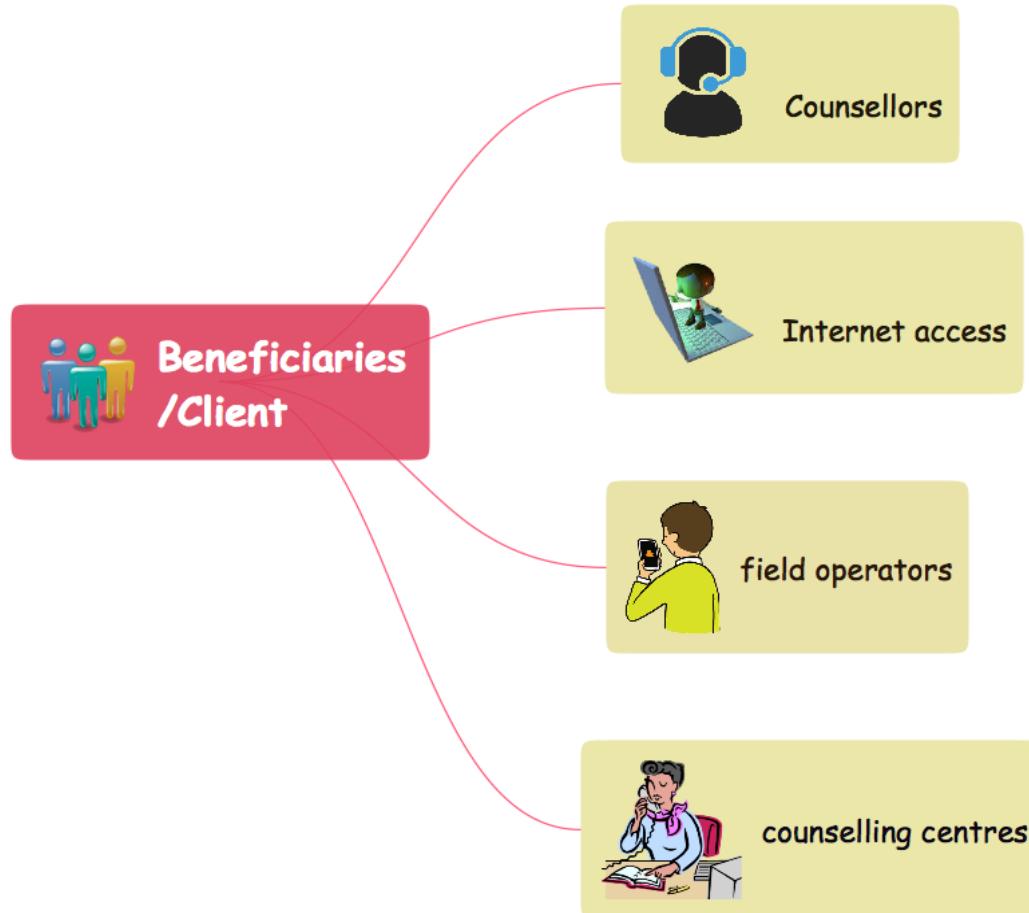
E-Counseling System

- A unified system that connects Syrian and Jordanian job seekers, employment service and training providers, and private sector employers through intranet and telecom infrastructure.



Main Beneficiary(ies):

- **Syrian and Jordanian Job seekers, those looking for training or internship opportunities, those trying to find social security, insurance or advice to enhance one's livelihood situation.**
- **Private sector employers in need of a qualified and competent work force**





Clients



ECS Cloud
Application



Counsellors

NGOs

Training providers

Employers / Employers
Associations



ECS makes it possible for:

- **Job and training seekers are registered in a common data base shared by service providers for jobs, training, permits, potential employers and other job search sites operating in Jordan**
- **Enables collaboration amongst service providers and shows current status of all interventions**
- **Provides potential to be transparent about interventions and scope for midcourse corrections**
- **Each stakeholder can focus on what they can do best and rely on the help of others to provide a holistic set of services**



Platform Functionalities for Job Seekers

- **Register on the platform**
- **Update job profiles (CV)**
- **Seek help with information about available Jobs**
- **Seek assistance in obtaining a work permit (Syrians)**
- **Find out and connect to training opportunities**
- **Find out about internship opportunities**
- **Seek career advice and guidance**
- **Seek information about self employment opportunities**
- **Seek information about possible financing / investment opportunities**
- **Seek information about how to start a business**
- **Register or seek information about health and accident insurance**
- **Seek information on how to register a complaint about a work place/ situation**



The ECS functions as a web application, an Android app for the use of field operatives and a call center that's setup to connect job seekers and service providers.

Four ways to connect:

1. **Call a help-line: A common number, made popular through information campaigns.**
2. **Walk in to any of the 11 ILO Employment Service Centres**
3. **Get in touch with a field operator from a participating UN agencies or NGO**
4. **Go to the ECS web portal**



- **The E-counselling system will not compete or replace existing job sites (public or private), but partner and assist in making referrals and finding the best resources.**
- **The platform will have links and exchange information from all interested job sites.**
- **UN Agencies and NGOs already providing employment services have a key role to play in unifying employment services across Jordan.**



Current Status

- **The system has been designed and the technology choices have been made and execution is in progress.**
- **The system is built by a Spanish UN approved vendor and the first version is expected to be available in the next three months**
- **The system is using Drupal CMS as the core web application and other open source software for the telecom and project management**
- **The system is designed to store data in a fully encrypted manner and the data of users is secure. All activity of all users is logged and a structure of permissions can be set**



Thank you

byrne@ilo.org

