



Study :
Population Characteristics
of Syrians in Jordan and
Opportunities to Address Asylum
Challenges on the Jordanian
Labor Market

2018



Population Characteristics of Syrians in Jordan and Opportunities to Address Asylum Challenges on the Jordanian Labor Market

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يتحمل المؤلف كامل المسؤولية القانونية عن محتوى مصنفه
ولا يعبر هذا المصنف عن رأي دائرة المكتبة الوطنية أو أي جهة حكومية أخرى.

Foreword

The Higher Population Council for (HPC) is pleased to publish a study entitled "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum on the Jordanian Labor Market" Which aimed at quantitative and qualitative diagnosis to discuss the Syrian asylum and the challenges of the labor market, from the data of the 2015 Census of Population and Housing, as well as a field survey carried out by the (HPC) for a sample chosen by the random way of the Syrian labor force in the capital province, besides focus groups to study the causes, effects and spatial extension of the problem, It was prepared by the (HPC) as part of its efforts to follow up the demographic changes that Jordan is undergoing.

The Syrian asylum to Jordan, which began in 2011, placed great pressure on the Jordanian labor market and weakened the job opportunities of Jordanians, as well as the direct and indirect effects of resorting to all development sectors, which included educational, service and health aspects and economic and demographic dimensions, which requires a set of measures that limit the negative effects of the Syrian asylum crisis and the investment of positive benefits, especially in terms of investment and employment and the establishment of real partnerships between Jordanian and Syrian investors.

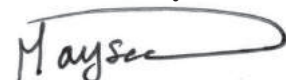
Despite the negative effects of asylum on Jordan, Jordan is committed to its principles and responsibilities in hosting its refugee brothers, taking into account the situation facing the Jordanian economy, it has become necessary to build on the demographic characteristics of the Syrians in Jordan, and the scientific qualifications, skills and practical experience, and to use them in laying the foundations for transforming the challenges imposed by Syrian asylum on the labor market into opportunities and benefit for all parties.

This report is divided into six chapters; chapter one presents the introduction and methodology of the study, while the second chapter presents the previous studies that dealt with the Syrian asylum and international experiences and practices to deal with asylum crises, the third chapter dealt with the demographic characteristics of the Syrians in Jordan from the data of the Population and Housing Census of 2015, the fourth chapter presents the results of the characteristics of the Syrian labor force in the capital Governorate, chapter five dealt with the results of focus groups, the study ended with a chapter discussing the overall results of the study, and made recommendations to turn Syrian asylum in Jordan into investment opportunities.

In conclusion, we are confident that this study will constitute a qualitative addition to national studies; it will be an important tool for policy formulation and preparation of national plans and programs.

May God help us all to serve our dear Jordan and our Jordanian society under the leadership of His Majesty King Abdullah II Ibn Al Hussein, and God has made his steps on the path of goodness and prosperity.

HPC Secretary General



Eng. Maysoon Eid Al Zoubi

Acknowledgments

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We would like to thank the United Nations Population Fund for their financial support for the implementation of this study, hoping that this study will serve as a reference for decision makers and planners, we wish everyone all the best, and to our dear country all progress and prosperity.

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Executive Summary

This study scrutinizes “the demographic characteristics of the Syrians in Jordan and the opportunities to address the challenges of asylum in the Jordanian labor market”, the aim of this study is to conclude with a set of recommendations in all relevant fields to help decision makers in Jordan at all levels, besides employees in national and international institutions to formulate policies and develop programs in addition to amend necessary legislation to balance Jordanian and Syrian employment and absorb Syrian labor in the Jordanian labor market And their impact on the economic, social and demographic situation in Jordan, within the framework of answering the questions on which this study was based and in order to achieve the objectives that have been identified.

In order to achieve the objectives of the study, the descriptive analytical approach that combines quantitative and qualitative approaches was adopted using qualitative and quantitative tools in data collection and analysis. It was based on the analysis of the Census of Population and Housing Census in 2015, using the sampling method in Amman which includes 50% of the total Syrian workforce in Jordan, as well as the results of the analysis of the responses of the focused discussion groups with Jordanian and Syrian workers, Syrian investors and Jordanian and Syrian partners.

This study came out with many results, the most important of which are the following:

- The number of Syrians in Jordan reached 1.27 million that year, of which 1.05 million were refugees. according to refugee definition in Population and Housing Census 2015. The total Syrians were distributed to the various governorates, where the largest percentage (34.4%) in capital governorate (27.1%) was in Irbid governorate, followed by Al Mafraq (16.4%), then Al Zarqa (13.9%), and the rest (8.2%) distributed to other governorates.
- The size of the Syrian family in Jordan was larger than that of the Jordanian family (5.2 versus 4.6).

- The Syrian community in Jordan is a very young society. The proportion of children under the age of 15 years is high, about 45%, which is ten percentage points higher than that among Jordanians. The dependency rate age of the Syrians is (89) of children and elderly persons per (100) persons of working age compared to (64) among Jordanians.
- The percentage of Syrians in Jordan aged 15 years and older and not economically active (67.8%). The revised rate of economic participation of Syrians in Jordan reached (32.2%) while males and females respectively (58% and 7.9%).
- The number of Syrian workers in Jordan according to the Population and Housing Census (2015) was (151423), constituting 67.4% of the Syrian labor force in Jordan, (93.2) for males and (6.8) for females.
- The governorate of Amman was ranked first in terms of the distribution of Syrian workers according to their place of residence, with about 50.3% of the total number of Syrian workers in 2015 .The governorates of Irbid, Zarqa and Mafrq have the highest concentrations of Syrian labor force after the governorate of the capital (19.6, 11.4, 8.1%), With a total of 89.4% in the four governorates
- The problem of Syrians child labor at 9-14 years old: While there were (192423) children in this group, (2959) of them were workers, formed of 1.5% of all children in this group, (83.7) of males and 16.3% of females. In addition, (4342) children were considered as job seekers, constituting 2.3% of the children aged 9-14 years
- The unemployment rate among Syrians in Jordan was (32.6%), among males (28.1%) and females (63.5%).
- An analysis of the educational level of non-regular students in the study aged 13 years and above, indicates that 16.5% at the illiterate level, 25.8% at the level of reading and writing, while the secondary education level was lower (61%), while the intermediate diploma was 2.3% , While the Bachelor's campaign constituted more (4.5%).

- 60% of respondents in the sample of the Syrian labor force in the capital governorate do not have skills distinguishing them from Jordanian skills, while the remaining 40% indicated that they have skills that distinguish them from Jordanian workers, the skills possessed by the Syrian labor force in the capital between the skills in the production of food and confectionery and related to 25.7% of them, and between the skills of construction and the like by 12.7%. The skills of beauty and shaving came in third place and a percentage of 9.3%, then weaving, Sewing and Fashion desing by 8% and found that the rest of the individuals the sample has diverse skills in a number of different professions.

- The occupations of Syrian workers are concentrated in occupations related to food and drink, with 28% of them, 17.8% of them in professions related to services, 18.3% related to trade, 14.5% construction, and industry occupations by 7.4%, (92.4%) in the private sector, only 5.4% are employed in the family sector, and 1.7% are employed by international organizations and NGOs.

- 11.1% of the sample respondents said that they provided training in certain skills for the Jordanian labor, including skills of food and drink production, and the work of barbecue, pastries, pastries and cooking in general, in addition to sewing and embroidery.

- 10% of the sample of the study reported that they had received training by Jordanian workers, and through concentrated groups that were carried out with Syrian workers, some showed that they had been trained by skilled Jordanian workers in the field of stone building, rocking, paving and other professions.

- More than half of the sample, or 61.5%, do not have a work permit.

- 58% of the respondents said that they would like to return to Syria if circumstances permit, while 32.1% of them expressed a desire to stay in Jordan temporarily or permanently, while 5.6% of them said that they want to travel to a country other than Syria, It showed 4.3% hisitant.

This is an indicator of the establishment of the Syrians in Jordan after the end of the crisis.

- Syrian investors pointed to a number of obstacles to Syrian businessmen's investment in Jordan, such as the difficulty of entering the Syrian investor for the first time, the difficulty of security approvals, the difficulty of selling and buying procedures and agreements, and the lack of specialized skilled labor.

- Jordanian and Syrian investors proposed to reduce the risk of unfair competition among investors, to consolidate tariffs for all investors, and to review the exceptions granted to the Minister of Industry, Trade and Supply especially in the competition law.
- On the other hand, the partners' investors see strong competition from other countries in the region, especially by the Arab Republic of Egypt and the Republic of Turkey, and they demand more support, especially in supporting partnerships between Jordanians, Syrians and others, and giving more support to small investors, to create jobs for Jordanians and Syrians in various economic sectors such as construction, catering, confectionery and other sectors.
- Syrian and Jordanian workers in Jordan believe that there is competition between Syrian and Jordanian workers and expatriate workers from other nationalities, especially Egyptian labor, where Egyptian workers receive the lowest wages while Jordanian workers demand the highest wages, this is due to the low labor costs of Egyptian workers and their rise for Jordanian workers . Some Syrian workers suggest that the national institutions, especially the vocational training institution, play a large role, such as recognizing the certificates held by Syrian workers prior to their entry into Jordan, facilitating their obtaining certificates of practicing the profession, obtaining work permits, this institution works to exchange experiences between Syrian and Jordanian labor.
- The Jordanian workers see that there is fierce competition between them and the expatriate workers, especially the Syrian labor and the Egyptian labor, they see that they are able to compete at the technical level in terms of skill level, but the essence of the competition is in the fact that the expatriate labor, especially the Egyptian and Syrian labor, and they are demanding that government agencies intervene and help them create jobs for them in order to reduce the high unemployment rates among them, the Jordanian worker does not mind working in any sector if the conditions of work are appropriate.
- International organizations consider the need to focus on the industrial sector and attract Jordanian and Syrian workers to work in the industrial sector or through training, them in skills suited to different industrial sectors, Syrian investors are encouraged to enter this sector in Jordan.

In the field of transfer and exchange of skills between Syrians and Jordanians, the organization believes that the system of apprenticeship, which focuses on training in the workplace, linking trainees with employers, benefiting from the decisions of the London conference.

The main recommendations of the study:

- Work on marketing the Jordanian economy to current and potential investors by using all media and means of communication, and holding conferences and meetings that bring together existing and prospective investors with Jordanian investors and decision-makers and participate in regional and international conferences and seminars related to investment.
- Good promotion of the maps of investment opportunities in Jordan and review them on a continuous basis to be implemented as much as possible by the private sector and investors.
- To facilitate the establishment of partnerships between Syrian and Jordanian investors through regular meetings under the supervision of any of the ministries and to inform investors of the investment opportunities provided by the international relations and agreements between Jordan and the European Common Market and the United States of America and encourage them to enter the doors of new sectors except restaurants, and services on their importance and go to the industrial sector and enter into investment in other sectors such as extractive industries.
- Provide free training to Syrian workers by addressing donors to support Syrian refugees to train them in the vocational training institution, encourage and support partnerships between Jordanians and Syrians, and provide formal incentives and facilities where possible.

Chapter One

Introduction and Methodology

1.1 Introduction

The Syrian refugee issue, which started in 2011, has placed a huge pressure on the Jordanian labor market and weakened employment opportunities for Jordanians, There are future threats of competing in the labor market, alongside the general deterioration of work conditions that lead to an increase in insufficiency in work appropriate to Jordan's status. Moreover, there are direct and indirect effects on all developmental sectors that included education, service, health, and economic dimensions, including poverty and unemployment, as well as political aspects, which include a change in the Jordanian community's demographic map.

As a result of the aforementioned, the labor market now includes three categories of workers; Jordanians, expatriate workers, and refugee workers, however in the past this was not the case, where up until the 70's of the 20th century, Jordanians have occupied jobs in all professions and sectors, and from the 70s onwards many degree holders have left the country to work in the Gulf, and consequently the number of migrant workers has tripled in the last 15 years, which impacted Jordanian laborers and the entire economy. Today, many Jordanians have a desire to work in the public sector, and this has reflected on the increase in unemployment rates among Jordanians, where it has increased from 12.9% in 2011 to 15.3% in the of year 2016, to 18.3% in year 2017¹.

Certain nationalities of migrant workers have dominated a lot of professions, and alongside the complex labor market, a large number of Syrian refugees have arrived to Jordan in the last seven years. In an attempt by the Jordanian government to prevent the loss of an entire generation of refugees deprived of their rights and dependent on resources primarily dependent on reliefs which has made them lazy to participate in economic activity despite having various skills which enables them to strongly participate, the Jordanian government has established methodized some strategies which allow for the engagement of Syrian laborers in the Jordanian labor market and benefitting from the skills they have to transform this crisis to a real investment opportunity.

The Syrian refugee issue has imposed a new demographic reality on Jordan with multiple consequences such as strain on public services, Infrastructure and environmental resources.

¹ [http://www.dos.gov.jo/dos_homea/main/Analysis_Reports/labour_stat/2011 - 2017](http://www.dos.gov.jo/dos_homea/main/Analysis_Reports/labour_stat/2011-2017);

<http://dosweb.dos.gov.jo/en/> We look at the changing methodology of measuring the level of unemployment in two years

The presence of approximately 2.9 million non-Jordanians led to a significant increase in population growth rates in Jordan, which affects the demographic transition process. It will be a challenge in front of the expected population opportunity as a result of different patterns of reproduction and death for non-Jordanians than the prevailing patterns among Jordanians, especially since the occurrence of the population opportunity is mainly linked to access to a specific reproductive rate. The data indicate a rise in the number of births among Syrian refugees, which will contribute to the increase in the overall fertility rate in Jordan because of the high rate of total reproduction among the Syrian refugees compared to the rate of total reproduction of the Jordanian population, where the majority of Syrian refugees came from rural areas characterized by high rates of reproduction².

It has become one of the most important challenges that the Jordanian state faces on the short, medium, and long term, which calls for taking a group of measures which limit the negative effects of the Syrian refugee issue and investing in its positive aspects especially in aspects of investment, employment, and forming real partnerships between Jordanian and Syrian investors. The perfect solution is not by descending into a tunnel which has no end, but rather critically thinking of maximizing credit capital expenditure which are expected to reap its benefits on the medium and long run.

These changes will have severe impacts on all social and economic facets in Jordan by means of leaving a negative impact on the population's age structure, where women and children constitute the majority of Syrian refugees, which will increase the burden of dependency on the population especially in the light of the scarcity of job opportunities as a result of demographic transformations which have led to an annual increase in the number of the entrants to the labor market.

This study titled "Syrian demographics in Jordan and the chances of addressing challenges the refugee issue has placed on the Jordanian labor market" has come to represent one of the important studies working to address population and economic challenges which the Syrian refugee crisis has imposed since 2011 until this day, to offer recommendations in both policies and legislative domains as well as offering programs for stakeholders, and decision makers in proper way that helps the national and international institutions to construct the required plans to enhance what already exists besides placing the plans, and strategies that are able to balance between Jordanian and Syrian laborers in the labor market and the economic implications on Jordan in general. In addition to presenting executive suggestions to the resulting problems in the labor

2 The Higher Population Council, 2017 ,Population Opportunity Policy Document

market and reinforcing them with examples and international practices used in some countries to benefit from refugee crises and transforming them into investment opportunities.

1.2 Study problem

The Syrian asylum has exerted considerable pressure on labor market in Jordan, and has weakened employment opportunities for Jordanians, and many studies have shown the negative impacts on the labor market, of which the most prominent is the increased competition for existing jobs, besides future threats to the labor market, as well as a general deterioration in the work conditions that leads to increase the lack of decent work in Jordan, which was reflected in the high unemployment rate among Jordanians, rising from 12.9% in 2011 to 15.3% in 2016, and to 18.3% in 2017³, and despite the negative effects of the asylum on Jordan, Jordan is still committed to its long-standing tradition of hosting refugees and taking into account the situation the Jordanian economy facing, it has become necessary to build upon the demographic characteristics of the Syrians in Jordan, and what they acquire considering the scientific qualifications, skills and practical experience to lay the groundwork for transforming the challenges posed by Syrian asylum to the market into opportunities and benefit all parties until they return to their country.

The study therefore responds to the following questions :

1. What are the demographic characteristics of the Syrians in Jordan male and female?
2. What are the experiences and skills possessed by Syrians in Jordan, and what mechanisms can be used to transfer and exchange these experiences and skills with Jordanians?
3. What are the obstacles preventing Syrians from reaching the Jordanian labor market?
4. What is the nature of the partnerships between Jordanians and Syrians in Jordan? What obstacles prevent the expansion of such partnerships?
5. What policies and mechanisms are possible to maximize the use of the Syrian workforce in Jordan and to support the creation of new partnerships and professions and the systematizing of unregulated Syrian employment?
6. What policies and adjustments are possible to the investment environment in Jordan to attract Syrian investment in Jordan?

3 http://www.dos.gov.jo/dos_home_a/main/Analasis_Reports/labour_stat/2017-2011; <http://dosweb.dos.gov.jo/ar/#>

1.3 Study objectives:

The overall objective of this study is to have a clearer understanding of the demographics and the population characteristics of Syrians in Jordan, and their level of skills to come up with recommendations for a group of strategies and policies that contribute to addressing the challenges imposed by the Syrian refugee issue on the Jordanian labor market, to serve all parties and mitigate the effects of the refugee issue has placed on Jordan benefitting from the demographic transformation phase it is going through and pursue the following goals:

1. Contributing to the establishment of mechanisms to mitigate the effects of the Syrian refugee issue on the Jordanian labor market, and the challenges it poses such as high unemployment rates among Jordanian youth.
2. Identifying mechanisms to maximize the benefit of Syrian labor forces in supporting the economic development process.
3. Establishing mechanisms to provide job opportunities for Syrian refugees to serve themselves instead of competing with Jordanians for job opportunities.
4. Contributing to the creation of a suitable legislative environment for Syrian refugees to enter the labor market.
5. Utilize the expertise and skills of Jordanians and Syrians in building local capacities, support the establishment of new partnerships and professions, and expand existing partnerships.
6. Identify mechanisms for reducing unregulated employment.
7. Identify mechanisms that promote a suitable environment for Syrian investments in Jordan.

1.4 The importance of the study

1. Building on the research efforts and programs referred to earlier, and diversifying research tools to serve the main objective of studying the demographic characteristics, qualifications, and skills of the Syrians in addressing the challenges posed by the Syrian refugee issue to the Jordanian labor market to serve all parties (refugees and host communities).
2. Making recommendations for specific amendments in the legislation, instructions, and regulations governing the presence of Syrian refugees in Jordan, thus contributing to the engagement of Syrians in Jordan to the labor market.

3. Making recommendations for mechanisms and policies in dealing with issues related to strengthening the Jordanian economic sectors in which the Syrians have high skills in, and reduce unorganized employment.
4. Proposing policies and mechanisms to reduce competition between Jordanian and Syrian workers, support the establishment of new partnerships and professions, and expand existing partnerships, if found between the two parties.
5. Making recommendations for mechanisms and policies to enhance the Syrian investment environment in Jordan, this will create more jobs for Jordanians and Syrians, and increase public revenues through taxes.
6. To strengthen Jordan's longstanding principles in hosting its refugee brothers who sought safety and security and to propose recommendations to enhance the empowerment of Syrian refugees from economic engagement and engagement in Jordanian society until they return to their country.

1.5 Study Methodology

This study was based on the quantitative and qualitative approaches to scientific research, where the quantitative approach was used through the development of field survey tools represented in the use of the questionnaire, the characteristics of which have the potential to reach a large volume of data in a short period of time, from which useful and meaningful statistics emerge, It is being achieved through qualitative research through the development and use of generic search tools and focused discussion groups for Syrian workers and Jordanians, investors, Jordanian and Syrian partners, and interviews with a number of representatives of national institutions and international organizations with a view to obtaining In-depth data on the subject of the study.

In addition to the reliance of the study on quantitative data extracted from the 2015 general population and Housing census carried out by the general Statistics Service.

1.6 The Study Population and Sampling:

The study included several communities from which samples were selected and can be described as follows :

1. All Syrians residing in Jordan in all governorates

Through the analysis of the results of the general census of population and housing for the year 2015 and presented in detail in the third chapter of this study.

2. Syrian work force community in the capital Governorate

The study targeted the Syrian work force community in the capital Governorate, where the results of the 2015 general population and Housing Census indicated that there was a huge Syrian existence in the governorate of the capital, considering that the target group of the study was Syrians in the age group of 15- 64 years.

Accordingly, cooperation has been established with the Department of Statistics to select the size of a representative sample of the study community, i.e. the Syrian workforce in the governorate of the capital, and the number (97048) , in a multi-stage stratified sample method for areas and neighborhoods, using a fraction of the population size preview (0.008) Syrian residents in the capital Governorate, bringing the sample size (approximately 745) the number of neighborhoods in the capital Governorate of Amman was approximately 300. Thirty districts and three reserve districts representing 10% of the total districts of Amman Governorate were selected. The districts were selected to cover all areas of East, West, North and South Amman. The sample was distributed to the 33 districts and the size of the residential district in the capital. A sample was selected from within each neighborhood to fit the size of the sample and the total number was about (804) samples. It is the size of a representative of the studied society according to the statistical standards approved and accepted by the Department of Statistics.

Appendix No. 1 shows the relative distribution of the sample members of the study population.

3. Jordanian and Syrian workers category.

The snowball sample has been used to be able to select focus groups based on the accessible sample of all Syrian and Jordanian individuals who have shown interest in participating in the study. As well as selecting Syrian laborers where the field research team was requested to ask the respondents about their desire to participate in the study through registering their contact information, afterwards the research team contacted them to schedule interviews and discussion sessions. Jordanian laborers were selected through utilizing the field researchers' knowledge in their residential areas in the capital governorate in Jordanian researchers available in their areas, then the research team contacted them to schedule interview and discussion sessions appointments.

- One focused discussion group with Syrian laborers in the age group of (20-35) consisting of 6 individuals.
- One focused discussion group with Syrian laborers in the age group of (25-40) consisting of 5 individuals.
- One focused discussion group with Jordanian laborers in the age group (20-35) consisting of 6 individuals.
- One focused discussion group Jordanian laborers in the age group (30-40) consisting of 7 individuals.

4. Investors and Jordanian and Syrian partners.

It has been coordinated with the Investment Authority / Investors Services Directorate and requested from them to provide a number of Jordanian and Syrian investors according to the following determinants:

- That the sample includes three categories of investors (small, medium, and big)
- That the sample includes a number of partner investors (Jordanians and Syrians)
- (5) Syrian investors have been interviewed as well as 5 Jordanian investors besides 5 the Syrian and Jordanian partners have been interviewed separately at different times; all interviews have been carried out as interviews in the form of focus interviews due to their busy schedules that hinder having them in one focused group. An even bigger number of them did respond, neither by phone nor through a visit.

5. Representatives of related governmental and non-governmental national institutions:

Ministry of Planning and International Cooperation, Ministry of Labor, Ministry of Industry and Trade, Vocational Training Corporation, Jordan Chamber of Industry, Chamber of Commerce, trade unions (restaurant owners union). As well as civil society organizations working with Syrians (Jordanian Hashemite Fund for Human Development).

6. Representatives of related international organizations:

The International Labor Organization and the United Nations Population Fund.

Appendix (2): Identification of the Syrian labor force in Jordan.

1.7 Study Tools

A number of research tools were designed to contribute to the achievement of the objectives of the study by reviewing the previous studies and taking advantage of the expertise of the technical committee and the expertise of the field research team, and they were as follows:

First: A questionnaire via sample survey of the Syrian work force

Development of a study questionnaire and its adoption by the Steering Committee of the Higher Population Council, which included questions to identify the demographic characteristics of Syrians in Jordan, such as educational background and economic activity and training, as well sectors they have worked in, current career status, previous and current occupations, and the skills level they have.

Appendix (4) shows the questionnaire.

Second: Focused group discussion panels (focus groups) Discussion

A Survey of centralized transport groups containing a series of questions for each study group of Syrian workers and Jordanians, investors and Syrian and Jordanian partners, with a view to the elimination of obstacles and difficulties encountered in the market place Work and questions about the nature of their work, their backgrounds, difficulties and challenges, and the proposals that they can make discussion of these outputs with representatives of the official bodies of national institutions and the discussion of these outputs with representatives of international organizations.

Appendix No. (3) Presents the procedural guide for interviews and focused groups.

Focused sessions were held in addition to in-depth interviews with specific vocabulary of the study sample in the capital Governorate and the recording of all group discussion sessions, and then to unload the information that has been recorded and documented in writing by developing a focus that reflects the views of the participants by analyzing the content for each Category representative The approval of the themes of the discussion for each group of discussions by the Supreme Population Council was taken prior to the initiation of the qualitative study.

Third. Testing of the questionnaire

The prevalence of the study sample at the neighborhood level, which reached 33 residential neighborhoods, was determined, and in light of that there was a day-long field team training

complete an exploratory study with the aim of testing the resolution (piloting), and the 12 researchers were asked to mobilize at least five for the resolution test On the ground to make sure the following things are:

- Testing the training program
- Testing the form (questionnaire) based on that, some items were modified.
- Testing the suitability of the filling instructions for the used form
- Testing the suitability of tags in the form
- Determining average time needed to fill the form (20 minutes required)
- The extent to which individuals and families respond to data mobilization, and it has been shown that researchers should make efforts to persuade respondents to cooperate with them.
- To identify sources of coverage and content errors, it was necessary to ensure that the selected neighborhoods of the sample were Syrian families and workers, because of the large mobility of Syrian families.
- Raising the efficiency of employees and avoiding risks, through the presence of supervisor fieldwork with researchers constantly to intervene and resolve any problems.
- Assessment of deficiencies in both logistics and technical preparation.
- Anything that occurs at the time

Fourth: Fieldwork phase

This phase included Selecting field teams and supervisors after checking the sample size that have prepared and determining the period of field work, 12 field researchers with experience in field work have been employed, as well as 3 supervisors, where each group consists of 4 researchers and a field work supervisor. Each group is responsible for a group of neighborhoods.

The field monitors worked on checking the forms in the field before handing them over to the field supervisor. In turn, the field controller worked on checking the forms and checking the consistency of the information and its areas before handing them over to the data entry employee.

1.8 Data quality Assurance

To ensure data quality, the following has been taken into consideration:

- Design and select the sample and prepare the forms and determine the output to be displayed
- Setting specific criteria for selecting field researchers
- Training researchers to how to use study tools and data gathering skills by the research team head, as well as working on locating researchers' work areas and distributing them
- Providing researchers with official documents, forms, and official identification cards.
- Continuous contact of field supervisors with researchers in the field on a daily basis to identify the residential neighborhoods visited and the number of forms that have been filled, as well as reviewing the forms before entering them to the SPSS.
- Selecting a group of forms filled by field researchers to make sure they are correct and entering them to the SPSS to ensure they are correct.
- Encoding the forms and performing data cleaning before entering it to the SPSS.

1.9 Data processing and statistical analysis

In order to achieve the objectives of the study and to ensure obtaining objective results, the Statistical Package for Social Sciences (SPSS) was used in the process of entering, coding and analyzing quantitative data. Descriptive statistic measures, in the form of Repetitions and percentages to present the characteristics of the study sample quantitative analysis.

The following steps have been followed in quantitative data analysis (interviews and focus and discussion groups)

- Carefully listening to the interviews after uploading them to the computer.
- Unloading data on paper, writing the first draft of data.
- Creating templates for the answer groups.
- Analyzing data and correlating them with qualitative analysis results.
- Summarizing, presenting, and discussing results.

1.10 Limitations of the study

- The study was limited to the capital governorate, Amman and Syrian labor forces.
- The study was limited to governmental and local institutions and international organizations that work with Syrian refugee issues, and it did not target private sector institutions.
- Field survey qualitative data have been gathered during the period between 20/11/2017 until 30/11/2017, whereas the gathering of data on the implementation of focus groups with Syrian and Jordanian workers and investors, and carrying out interviews with all the national institutions and international organizations related to refugees during the period between 1/12/2017 to 25/12/2017.

1.11 Study difficulties:

- The research team faced a number of challenges during data gathering from the field: the weakness of cooperation of some individuals and families with the field research team and the evasion of response to fill out the questionnaire with the excuse that they do not work, keeping in mind that some of the interviews were held in their place of work.
- The reluctance of some participants to answer certain questions, especially with regard to the amount of income and assistance they receive, even though they are registered with the UNHCR.
- The absence of a number of Syrians working in their places of residence, which forced the team to search the institutions, workshops and shops to fill out the questionnaire.
- The difficulty of coordinating a suitable time for Syrian investors, Jordanian investors, and Jordanian and Syrian partners because of their practical concerns to bring them together in one concentrated group, all conducted in the form of in-depth interviews at different times and not many of them responded either through their speeches or through visits.

Chapter Two

Theoretical framework and literature review

The refugees issue is one of the most important humanitarian issues the world faces due to its multiple political, social, safety, economical, and demographic dimensions. The Syrian refugees issue has received wide global attention and has been discussed in several conferences as well as international and regional treaties, and several decisions and pledges have been issued to deal with refugee issues, since this problem concerns the entire international community and not only a specific country. The refugees issue has been ongoing for seven years and it now poses a main challenge to sustainable development plans in Jordan, especially on the demographic, educational, and economic and health dimensions.

Several studies have discussed the Syrian refugees issue in the past few years, and the most prominent studies which have discussed this issue and its economical and social effects it has had on Jordan either directly or indirectly will be reviewed.

2.1 Literature review

This section of chapter II focuses on studies that have been worked out by a number of local and foreign experts, as well as some reports issued by government institutions, and emphasis was placed on the most important studies that shed light on the implications of the use of the large number of Syrians in the last seven years.

"The West Asia and North Africa Center" published a study in May 2018⁵, showing that 43% of Syrian workers had previously worked in Syria and despite efforts to engagement of Syrians into the formal economy, the ability of the Jordanian labor market to absorb such a large number of new workers. The study showed that 57% of Syrian refugees currently work in the same sector they worked in Syria prior to the conflict, and 34% of the respondents expressed an increase in the motivation to work since their arrival in Jordan.

The study pointed out that the vocational training offered to Syrian refugees in Jordan is "very limited", as 80% of those surveyed did not receive any training in their current or previous profession.

⁵ West Asia-North Africa Institute (2018). Syrian Refugee Employment Trends in Jordan and Future Perspectives

The construction sector showed the highest degree of harmonization, while the agricultural sector came last, and only 26% of those surveyed believe that they will be able to return to their previous job in Syria upon their return to Syria but are afraid of being unable to engage in the labor market again. Because of the lack of jobs and not because of the erosion of their skills.

A report entitled "Formation of new strategies in protracted refugee crises: Syrian refugees and host country economy - case study (Jordan) ⁶" and noted that there are currently 682,000 Syrian refugees registered with the United Nations. After considering Syrian workers who had been living and working in Jordan before 2011, the total number rises to 1.4 million, and the cost of population increase is imposed on the government and the international community has unprecedented amounts of direct financial payments, food and non-food items and structure, but the asylum crisis has provoked other important external factors, or side effects that are difficult to measure quantitatively. The crisis has had a huge impact on the demographic situation of the state, compounding current pressures such as high unemployment, weak institutions and natural resource deficits, as well as the modification of social norms and customs. Overcrowding has become a serious problem in hospitals and schools, and pressure on public resources such as water, electricity and waste management may have long-term implications for food and water security.

The report shows that refugees contribute to local economies by bringing new skills and resources, as well as increasing production capacity and consumer demand. These forces can stimulate the expansion of the country's guest economy. Any accurate calculation of the impact of refugees should take into account the positive effects (GDP growth, public revenues, foreign aid, foreign reserves and the flow of Syrian investments to Jordan) or at the micro-economic level (changes in the retail, trade and other consumer sectors). The report suggests that new types of partnership should be established between international donors, host countries, refugees and others to begin to address phenomena such as aid dependency and the fatigue of the host country and to guide international refugee policy towards more sustainable and mutually beneficial initiatives.

⁶ West Asia and North Africa Center, 2018, "Formulating New Strategies for Extended Refugee Crisis: Syrian Refugees and Host Country Economy - Case Study (Jordan)"

‘Haweyye’ center for human development has created a report titled “The Economic and Social Effect of Syrian Refugees on Jordan: Changing Challenges to Chances ⁷” in 2017, aiming to benefit from the current situation, through transforming refugee-related challenges to opportunities that drive Jordanian economy forward. The first positive opportunity of hosting refugees being their effect on local economy, where in longitudinal asylum cases, refugees increase consumer market, create new markets, and bringing new skills, job opportunities, and laboring skills which might not be available in the host country. This has contributed to an increase of cumulative requests in economy, and the growth of the social and communal services sector as well as economic activity, due to international support and large sums of money in the state economy.

The report has provided several recommendations to transform refugee challenges to opportunities, such as paying attention to the youth sector and identifying their possible potentials especially in Syrian refugee camps. As well as attracting investors and capital holders and encouraging medium and small projects, which are directly related to skills, Syrians have such as the food and drink sector. In addition to the importance of organizing and rationing the labor market, where the findings of the report have proved the importance of official organization of unregulated labor market helps in presenting important information the government can benefit from in managing the labor market through policies and strategies based on evidence.

A study conducted by the Refugees, Displaced, and Forced Migration Studies Center in Yarmouk University titled “The Role of the Private and Investment Sector in Providing Job Opportunities for Syrian Refugees ⁸” in 2017 has revealed that the number of institutions that have closed since the Syrian crisis is (30) institutions which employed Syrians without permits, which is against regulations, especially that Syrian laborers have replaced Jordanian laborers which forced the government to take decisions to rectify them, showing that the number of Syrians who have been caught are around (5500) Syrians violating the labor law, and some have been returned to Syrian refugee camps in Zaatari. Since the professions Syrians work in are available to Jordanian laborers, and according to the Companies Control Department website the capital size of registered companies with Syrian owners has reached JOD (39, 6) million during the period between March 2011 and August 2013, where the number of contributing companies has reached (499) companies.

⁷ ‘Haweyye’ Center for Human Development, 2017 “The Economic and Social Effect of Syrian Refugees on Jordan: Changing Challenges to Chances”

⁸ Refugees, Displaced, and Forced Migration Studies Center, Yarmouk University, “The Role of the Private and Investment Sector in Providing Job Opportunities for Syrian Refugees”, 2017

Statistics have shown that Syrians have taken the third place in the 2012 records of buying real estate and land in Jordan with JOD (19.6) million and have taken the fourth place during the first seven months of 2013 with the volume of buying real estate and land with JOD (13,6)million.

In a research paper written for the science forum organized by Naif Arab University for Security Sciences titled “Refugees’ Conditions in the Hashemite Kingdom of Jordan”⁹ in 2015 it is pointed out the local communities have been directly influenced by waves of Syrian refugees and the negative effects the issue has had especially on the labor market, where unregulated Syrian refugees laborers have replaced Jordanian laborers generally, and especially in areas where refugee camps such as the Zaatari camp in Mafraq are located. This has added a new psychological burden on Jordanian families whose sons have lost their jobs to skilled Syrian laborers who are paid less. This dimension was not restricted to hosting communities but it has expanded to the entire country. Moreover, its negative aspects have been reflected on employment chances for Jordanians, which were already scarce and already affected by the expatriate workers (Egyptians for example) problem before the Syrian crisis, although it operated within a law that regulated it.

A study conducted by the Carnegie Middle East Center titled “The Refugee Crisis in Jordan”¹⁰ in 2015 has shown that Syrian refugees have both positively and negatively affected Jordan. The Syrian refugees’ influx to Jordan has benefitted Jordan in several ways, where they have contributed to supporting the demand on consumer goods, increasing foreign aids, and creating job opportunities. Although these positive effects are being belittled in the Jordanian community, it has contributed to the struggling Jordanian economy since 2012. The study concluded that the Syrian refugee crisis had exacerbated negative economic trends in Jordan, and increased demand led to price inflation, particularly in vital sectors such as housing, competition for employment opportunities in the informal sector reduces wages and the economic conditions of Jordanians The poorest.

A report from the International Labor Organization has shown that the Syrian refugees issue highlights the importance of facing preexisting challenges in the Jordanian labor market, which are the increase of unemployment rates amongst youth as well as the spreading of low quality

⁹ Alhmoud, Waddah, “Refugees’ Conditions in the Hashemite Kingdom of Jordan”, Science Forum, Naif Arab University for Security Sciences, 2013

¹⁰ Francis, Alexandra, “The Refugee Crisis in Jordan”, Carnegie Middle East Center, 2015

and productivity jobs. Moreover, the report titles “Impact of the Syrian Refugees Crisis on Jordanian Labor Market, a Preliminary analysis”¹¹ 2014 the limitations of Syrian laborers displacing Jordanian laborers, where unemployment rates did not increase in municipalities hosting most of the Syrian refugees, and despite that estimations show that the Syrian economical activity is (48.5%) which is higher than that of the Jordanians, (36.5%), and that male Syrian refugees work in unregulated jobs in undesirable sectors to Jordanians such as agriculture and constructions. The report as well shows that the most important effects resulting from the increase of Syrian activity in the labor market is the increase of unregulated laborers alongside the strain of lower wages. These effects are due to the weak enforcement of law where business owners are given the space to hire unregulated workers and pay them wages below the minimum wage which is JOD (190), or what equals to USD (268).

A combined study conducted by the FAFO and ILO titled “The Impact of the Syrian Refugees on the Jordanian Labor Market”¹² in 2015 has shown the impact of the influx of Syrian refugees influx on the Jordanian labor market, and that Syrian laborers are willing to get paid less wages withstand harsher work environments than their Jordanian counterparts, and that they compete with the Jordanians in some sectors and lead to an increase in the number of laborers in informal sectors.

The study has shown that Jordanian laborers who work in informal sectors face a lot of the same challenges their Syrian counterparts face, Syrian laborers’ wages are lower where (15%) of Jordanians get JOD(200) or USD(282), whereas (44%) of Syrian refugees who work outside refugee camps get paid less than JOD (200) monthly. Moreover, refugees work longer hours where (30%) work over (60) hours per week, and (16%) work (80) hours more per week. Even Syrian laborers who work under contracts, their contracts are general with fewer advantages in comparison to Jordanian laborers in the same sector. It also seems that most of the Syrian refugees who have found jobs in Jordan work in professions that require fewer skills with fewer wage that have surfaced with their arrivals, and some of them have worked in professions that already existed before their arrival, which increased the competition with Jordanian laborers in hosting communities. One of the most important study results is related to the change in professions among Jordanians where (30%) of laborers who worked in construction and agriculture before the crisis no

¹¹ International Labor Organization, “Impact of the Syrian Refugees Crisis on Jordanian Labor Market, a Preliminary analysis”, 2014

¹² FAFO, “The Impact of the Syrian Refugees on the Jordanian Labor Market”, 2015

longer work in it today, and the sector mostly impacted by the arrival of Syrian refugees is construction; where the percentage of Jordanian laborers who work in this sector from the total percentage of Jordanian laborers has decreased from (7% to 9%) since 2011, with the big increase of Syrian laborers. A sector which attracts laborers of both nationalities is wholesale and retail trade, which according to the sample included in the survey, (23%) of Syrian refugees outside of refugee camps and (18%) of Jordanians work in it.

In a study conducted by The Ministry of Planning and International Cooperation titled “A Review of the Needs Evaluation Process of the Impact of the Syrian Refugee Issue on Jordan”¹³, in 2013, it has been clarified that Syrians activities in the employment field has placed downward strains on wages, especially in the informal sector, and that there are high risks from competition Jordanian laborers in specific areas, especially poor people who work in jobs that do not require skills and with low wages. Moreover, most Jordanian women who work from home in the informal sector lose their jobs and income opportunities in favor of Syrian women. Knowing that poverty is concentrated in municipalities hosting the biggest number of refugees (Amman, Irbid, Zarqa, and Mafraq), and with the increase in Jordan’s population, the number of poor families has increased and poverty’s severity has increased among them, and with that the competition has increased among the poorest community segments on charity services, informal relief, and job opportunities.

In addition, the Ministry of Planning and International Cooperation formulated four plans to respond to the Syrian refugee crisis, most recently the response plan for the years "2018-2020". The plan presented a detailed explanation of the needs of Jordan in all sectors based on the effects of the refugee crisis. United Nations organizations and donor countries with a total volume of about \$ 7.3 billion for the next three years to continue to bear the rising costs of the crisis and to meet the growing challenges of the country's social and economic fabric for 2018 and beyond, and the humanitarian and developmental aspects of each sector. The Syrian crisis is no longer a matter of relief and shelter, but it touches on all aspects of life in Jordan. The most prominent feature of all plans is that it is renewable and depends on increasing the immunity of Jordanians while preserving the rights and dignity of the Syrian refugees. Assess the financial needs that will mitigate the impact of the crisis on all relevant sectors.

¹³ The Ministry of Planning and International Cooperation, “A Review of the Needs Evaluation Process of the Impact of the Syrian Refugee Issue on Jordan”, 2013

‘Sada’ Center has created a report titled “Jordan working hard to fix the labor market ¹⁴” in 2017 stating that the private sector is under total control of expatriate workers, and is unable in most cases to attract Jordanian work forces. It also cannot in some cases offer enough opportunities; in 2015 three of the three sectors among the six sectors in which most jobs have been developed, civil and security services, education, and health and humanitarian services, were primarily a part of the public sector. Whereas the three categories in the private sector where the largest number of jobs have been developed where retail, manufacturing, and hotels and restaurants. In 2016, (24472) foreign employees have been employed in the retail sector, (83052) in the manufacturing sector, and (17686) in hotels and restaurants, and while industry initiatives such as Qualifying Industrial Zones which fall within the framework of free trade agreements with the United States are viewed as successful projects, as they have greatly contributed to an increase in Jordanian textile imports, the reality of the situation is that most workers are from Asia, which means that this program has not accomplished much when it comes to employment in Jordan.

The International Labor Organization has conducted a study about the Jordanian labor market aiming to find practical solutions concerning increasing the employment of Jordanians, and ensuring appropriate work conditions for all laborers and the engagement of Syrian laborers in the Jordanian labor market titled “A Market Facing Challenges Becomes more Challenging ¹⁵” in 2017. The study has made several primary recommendations that aim to increase the employment of Jordanians in the Jordanian labor market, and that is through providing suitable work conditions, committing to paying wages on time, committing to specified working hours, committing to work laws concerning overtime, and enrolling Jordanian workers in social security, if these recommendations are acted upon by business owners and workers, Jordanian laborers will replace expatriate workers, the unemployment rate will decrease, and social security will be achieved which will reflect on the political stability and the development of the Jordanian labor market.

The report entitled” Providing job opportunities, proving the desired effect .Expanding economic opportunities for Syrian refugees and local host communities- Egypt - Iraq - Jordan - Lebanon - Syria – Turkey ¹⁶” conducted by UNDP, International labor organization, WFPP, and RDPP,

¹⁴ Soel, Kirk, Sada Center, “Jordan working hard to fix the labor market”, Carnegie Middle East Center, 2017

¹⁵ International Labor Organization, “A Market Facing Challenges Becomes more Challenging”, 2017

¹⁶ UNDP, International labor organization, WFPP, and RDPP, Providing job opportunities, proving the desired effect . Expanding economic opportunities for Syrian refugees and local host communities- Egypt - Iraq - Jordan - Lebanon - Syria – Turkey”, 2017

(2017) has provided practical evidence based on experience to support efforts these third actors- Host countries and society International, private sector –In order to achieve this ambitious goal of 1 million Job opportunities by 2018. In this report (120) Interview with business representatives and governments Non-governmental organizations and international organizations Across Syria and it's neighboring and host countries. The purpose of this report is to initiate a dialogue on how host governments, international actors and private sector partners can learn from experience in the region as a whole to support efforts to create jobs. The main objective of this study is to provide Practical guidance for the host countries and others who deal with the development and the private sector through investigating the challenges, addressing the crisis, identifying promising approaches and future lessons. The recommendations based on three core pillars; evidence, relativeness, and the political ability for applicability. Some recommendations may require the International community provision of certain incentives to enable their political implementation. It recommends that some host Governments should expand their role In coordinating crisis response efforts, moreover, it recommends that Egyptian governments should remove Obstacles to projects Syrian trade, because these Projects have demonstrated their ability to Providing job opportunities for Syrians And Egyptians alike, as well as the development partners should provide Financing for infrastructure programs In sectors where it is permitted For Syrians to act on the basis of Which has achieved success in Jordan Lebanon and Turkey.

2.2 The decisions of the London Conference¹⁷ and their implications for the directions of the study :

The international community's response to the comprehensive and new approach to work between Jordan and the international community to deal with the Syrian refugee crisis presented during donors ' Conference held in London that "Jordan carries a heavy burden because of its hosting of refugees and the discharge of its functions and responsibilities in the public interest, on behalf of the entire international community.

The document noted that the continuation of the current approach would result in a lack of capacity to meet pressing needs. Accordingly, a new approach should be adopted that would promote economic development and employment opportunities in Jordan for the benefit of Jordanians

¹⁷ www.mop.gov.jo

and Syrian refugees,"There is a need for new investment in Jordan, one of the most important factors in attracting business and stimulating economic growth is to facilitate access to the EU market," the document said. The document added that host communities needed better support, and urgent support was needed to address financial problems in Jordan through grants primarily, within an agreed *modus operandi* with the International Monetary Fund (IMF), showing that progress in addressing these issues will determine the amount of fulfilment The commitments contained in this agreement, which are linked to the achievement of inclusive development and employment creation. The document added that, specifically, the new work approach is based on three interdependent pillars, in support of Jordan's growth agenda, while maintaining its adaptability and economic stability:

1. Transforming the Syrian refugee crisis into a development opportunity that attracts new investments and opens up on the European Union market by simplifying the rules origin, leading to the creation of jobs for Jordanians and Syrian refugees and providing support to the post-conflict Syrian economy.
2. Support the Jordanian host communities through the provision of adequate funding, through grants to the Jordan "2016-2018" response plan, particularly with regard to strengthening the resilience of host communities.
3. Securing adequate grants and concessional financing to support the macroeconomic framework, and to meet funding needs in Jordan over the next three years as part of Jordan's entry into the IMF credit facility programme.

Access to European markets by document is a prime part of the incentives provided to firms, through the application of more favorable terms of entry to these markets than those currently in place. The Government intends to implement a pilot project that includes the identification of five development zones with the greatest incentives under the new investment law. These areas have the potential to provide new employment opportunities for Jordanians and Syrian refugees. In addition to the current preferential advantages, the European Union would accelerate the implementation of plans for the revision of preferential rules of origin, which would be completed by the summer of 2016 at a maximum. The greater the volume of goods entering the EU markets, the more jobs that can be generated.

According to the document, Jordan has significant self-financing needs, which have been aggravated by conflicts in the region, the closure of major export routes and markets, and the cost of hosting refugees. Accordingly, it needs additional funding to provide direct support to Syrian refugees and to ensure that their host communities are not adversely affected. Pledges made in London amount to some \$(700) million in support of the Jordanian response plan for 2016, and most of them are allocated to priorities under the section on supporting the adaptation and stability of host communities. Additional pledges, committed, will contribute to securing some \$(700) million of grants for 2017 and 2018 as well. Donors will support job-creation programs such as the pay-for-performance Programme (P4P) for Syrian refugees and host communities. Multilateral development banks have identified the possibility of increasing their funding from \$(800) million to \$ (1.9) billion.

The document confirmed that the Government would make the necessary administrative changes to allow Syrian refugees to progress to request work permits within and outside the said development zones, it is noted that the number of jobs will depend on the volume of international support. Any restrictions that prevent small-scale economic activities within Syrian refugee camps and trade with persons outside the camps will be removed.

In addition, by summer, Syrian refugees will be allowed to formalize the work existing companies and the creation of new tax-generating companies, including access to investor residence. With appropriate investment and access to European Union markets, the development zones selected can provide hundreds of thousands of jobs for Jordanians and Syrian refugees over the coming years. Outside these areas, and in sectors with a low turnout of Jordanians, these sectors can provide approximately (50) thousand opportunities work for Syrian refugees and about (200) thousand jobs in the coming years for Syrian refugees, with their continued presence in Jordan.

2.3 Follow-up of the implementation of the axes of the contract with Jordan and the main advances achieved since the London Conference in all fields and the Second Brussels Conference :¹⁸

The agreement with Jordan was adopted at the London Conference in February 2016 to deal with the Syrian refugee crisis and turn it into an economic opportunity through investment development,

¹⁸ www.mop.gov.jo. Supporting the future of Syria and the region, Brussels II Conference 24-25 April 2018

economic opportunities, reforms to the business and investment environment, and financial stability, as well as support to host communities.

- Total external assistance contracted for 2017 from various donors and international financial institutions amounted to about \$ (2.99) billion, while grants for support of refugees, including humanitarian assistance, reached about \$ (653.7) million, Jordan has a value of \$ (3.65) billion dollars for the year 2017. The total amount of grants contracted to finance the Jordanian response plan as at 31/12/2017 was \$ (1.7 billion), representing (64.85%) of the requirements of the Jordanian response plan for 2017.
- An additional grant of \$ (296) million was pledged to support the education sector within the Jordan response plan 2017.
- So far (3,179) students have benefited from catch-up programs in 99 centers distributed throughout the Kingdom.
- 3,242 students benefited from the programs of those who dropped out of school, and 2,548 students benefited from higher education programs.
- The number of Syrian students enrolled in the UNHCR enrolled in public schools is more than 130 thousand students. There are still about (81,000) out of the educational system.
- The number of schools operating on two shifts was 209 schools, of which 45 were in the camps.
- A joint decision was signed to simplify the rules of origin with the European Union on 19 July 2016 for a period of 10 years until 2026.
- In order to benefit from the decision, at least 15% of factory workers must be Syrian refugees in the first two years of the entry into force of the resolution, increasing to 25% from the third year.
- 14 companies applied for the authorization number granted, 11 factories met all the requirements to benefit from the decision and were granted a number of authorization to export under the Simplification of Rules of Origin Agreement.
- Four factories have so far exported to the European Union (Cyprus, Belgium, Hungary and Spain) with a total value of € (2.3) million. Two factories in the plastic sector (and owned by Syrian investors) and a factory in the metals and clothing sector.

- A number of donors have started to provide technical assistance at the level of companies to Jordanian factories for their export support under the simplification of rules of origin agreement as well as operating projects with a total value of about € (38) million. Jordanian factories face a number of challenges that prevent the benefit of the agreement:

- Technical challenges to meet the specifications and standards required for export to European markets.
- High production costs (energy and transport), which negatively affect competitiveness in the European market.
- Limited (match- making) opportunities with European buyers.

- Meetings were held with chambers of industry and industry associations to urge them to support Jordanian companies and help them export to the EU and other non-traditional markets.

- Coordinate with donors to direct their technical assistance to companies through the restructuring of Jordan Economic Development Corporation (JEDCO) to act as a support and promotion of Jordanian exports.

- Work with donor countries to promote exports through trade missions and conferences.

- The Ministry of Labor has taken a number of decisions to improve / rectify the participation of Syrian refugees in the labor market and do not lead to replacing the Jordanian labor, the most important of which are:

- Exemption of Syrian workers from the issuance of work permits since April 2016 - to be extended until the end of March 2018.
- Allow the issuance of flexible work permits in the agriculture and construction sectors.
- Allow Syrians to move from sector to sector (in agriculture, services and bakeries) without waiting for three months.
- Allow short-term work permits for Syrians working in (cash-for-work) programs funded by a number of donors.
- Facilitate the movement and work of camp dwellers from Syrian refugees.

- The number of work permits issued in 2018 (until 24 May 2018) was (19,159) work permits, While the number of work permits issued in 2017 reached (46,717), the number of cumulative work permits issued (102,666) (from January 2016 to 24 May 2018).

- With the support of the World Bank and the International Finance Corporation (IFC), a detailed plan of action has been prepared with the most important reforms to improve the business and investment environment. Jordan provides (15) rankings in 2018. A new detailed work plan for 2018-2019 Coordinating with the concerned ministries and authorities to implement procedures to raise the ranking of Jordan in the Doing Business Report 2019.

- The Jordanian House of Representatives passed the Insolvency Law and the Law on the Placement of Movable Funds for Debt Insurance, which would improve Jordan's ranking in the Doing Business Report for the coming year.

- In the second quarter of 2018, the Council of Ministers approved the Code of Practice for the Governance of Policies and Legislative Instruments in Government Departments. The Code creates a national reference in line with governance standards and examines the impact of legislation and policies.

- The Investment Authority, with the support of the World Bank, launched an electronic platform in December 2016, which, once completed, allows companies to register and obtain licenses electronically.

- Five out of 6 regulations were issued under the Investment Law and published in the Official Gazette. The sixth regulation on customs procedures in the free zones will be issued soon.

- The Jordan Competitiveness Program, funded by the United States Agency for International Development (USAID), has contracted an investment advisory firm (ICA) to support the investment promotion activities of the Investment Authority, which will help the Authority to conclude new investment deals, implement the investment promotion strategy, Assisting in the issuance of the Investor Guide and the establishment of the Post-Service Care Unit.

- The Ministry of Planning and International Cooperation, in cooperation with the Investment Authority, launched the investment map of the governorates, which offers 120 small and medium-sized investment opportunities, based on the ability to grow and create jobs, covering all governorates in the sectors of industry, agriculture, tourism and services. The next stage is to prepare and publish feasibility studies for these investment opportunities.

- Recent decisions issued by the Investment Authority include the following:
 - Grant Jordanian nationality / permanent residence / temporary passports to investors under certain conditions.
 - Granting exemptions electronically through customs centers.
 - Limit the time required to register and license investment projects.
 - Reduce the time required to register and license investment projects in development areas from 5 to only one day.
 - Reduce the time required to grant / renew investor card from 5 days to 2 days.
 - Reducing the period of granting exemptions from two weeks to one week, and the time to grant exemptions by the Council of Ministers from 7 days to one day.
 - Accelerate the investment window services by reducing procedures from 15 to 5 per.

2.4 The investment policy in Jordan as stated in the economic stimulus plan¹⁹

1. The objective of the investment policy in the Hashemite Kingdom of Jordan is to provide job opportunities, increase the productivity and value added of local products and services, transfer knowledge and modern technology, encourage innovation, increase exports of high quality goods and services, and provide a competitive, encouraging and incubating environment for local, Arab and foreign investment. In economic growth, investment policy is based on the following:
2. The private sector plays a major role in investment, and the role of the public sector (all its organs) is stimulating and facilitating investment under the best standards of transparency, competition and justice for all concerned.
3. The public sector plays a role in overcoming the difficulties facing existing investments, seeking to expand them and supporting them, and supporting and enabling economic activities with high added value and / or employing a high proportion of Jordanians and / or activities with lower consumption of energy, water and activities that have a role in redistributing development benefits. Governorates, as well as supporting and empowering entrepreneurship and SMEs.

¹⁹ Ministry of Planning and International Cooperation (2018), Jordan Economic Growth Stimulus Plan 2018-2022.

4. Ensure the availability of competitive and efficient financing mechanisms, especially small and micro enterprises, with reduced interest, while ensuring fair distribution of local credit.
5. The continuous pursuit of increasing the total demand through the opening of new commodity and service markets and strengthening the existing ones, and increasing investments based on information technology and investments in the field of renewable energy.
6. Reducing the financial and administrative burdens of starting the business activity and providing the required legislative stability.
7. To strive to reduce production costs in Jordan by increasing productivity and raising the level of workers, increasing the flexibility of the labor policy and reducing the cost of energy.
8. Provide appropriate infrastructure in all governorates of the Kingdom through the activation of the law of partnership between the public and private sector.
9. Providing detailed, engaged, standardized and reliable databases on statistics and figures for all economic sectors and that is through:
10. All the investment departments are committed to applying the best international standards in the procedures governing the investment in Jordan and the economic activities resulting from it through:
 - Simplifying and standardizing the procedures for controlling economic activity and raising the efficiency of employees dealing with investment sectors and eliminating bureaucracy.
 - Commitment not to impose new organizational burdens and reduce regulatory burdens on economic activities and to adhere to their transparency and fairness and ensure that they are compatible with the public interest objectives in the fields of health, environment, public safety, security, consumer protection and the national economy.
 - Facilitate procedures for recording economic activities as well as licensing renewal procedures.
 - Speeding up business cases, simplifying judicial procedures and promoting the principle of commercial arbitration.
 - Commitment to the principle of dialogue and consultation with the economic sectors on legislation, regulations and instructions that govern or affect their activities.

- Adopting the principle of (legislative guillotine) to study and shorten the negative legislative restrictions for the registration and licensing of enterprises, building permits and renewal of licenses in order to remove ineffective and conflicting legislations and regulations and simplify many of them.
- Expanding the application of e-government to simplify, accelerate and increase the transparency of government services.

The Investment Board shall endeavor to implement the provisions of the above:

1. To find promotional programs based on the investment map and comparative advantage in Jordan and each of its governorates and success stories as well as the quality of life in it aims to attract investments resulting in economic activities that increase the value added in Jordan and enhance the quality of Jordanian goods and services as well as linkages with sectors and clusters economic the list.
2. Focus on attracting and promoting Jordanian investments abroad.
3. Periodic study of the indicators of Jordan in the international classifications that affect the investment in economic activities and analysis and the creation of policies and procedures to ensure the improvement of Jordan's situation in these indicators.
4. To mandate the Economic and Social Council to monitor developments in the region and the world and to monitor their positive or negative effects on the economy of Jordan and to avoid and manage potential crises.

2.5 Global experiences and practices in dealing with refugee crises and engagement employment

In this section, a number of global experiences related to the response of States to the asylum crisis will be reviewed, starting from several axes, including those related to education, the economy, employment, training, leadership, community engagement and public services.

2.5.1 German Experience²⁰

The German experience can be said to be one of the most successful trials that have dealt with the issue of asylum in recent times, particularly the Syrian and Iraqi asylum and in this regard we

²⁰ OECD, European Union (2016): How are refugees faring on the labor market in Europe? European Parliament Directorate General (2016): Labor Market engagement of Refugees – Strategies and Good Practices.

can sum up the seven policies adopted by the German Government aimed at creating a state of engagement among the refugees (guests) Host civil societies, on the other hand, as follows:

German as a second language.

German is known to be a difficult language and for the economic and social engagement of refugees to be achieved, the German language must be perfected, and a few refugees who have arrived in German are proficient in this language. In order to teach the German language, the efforts of many formal and informal institutions have been carried out. For example, government schools teach refugee students the language for those of school age, the major age groups are civil society institutions, the non-profit foundation and the private sector Associations are taught this language as an essential entry point for social engagement and the creation of economic opportunities for refugees. In Jordan, language is not an obstacle but an opportunity because all the Arab refugees are speeding up the transfer of their experience and skills to Jordanian labor and helping them engagement into the Jordanian labor market.

Job training and labour market engagement

The German government is of the view that functional and vocational training in particular is a key input for the engagement of migrant labour into the labour market, vocational education provides them with sources of income and enhances their sense of engagement and involvement in society. Now in Germany, a migrant worker can be engaged into the labour market within a period of no more than six months, whereas previously it was at least two years a series of efforts are held for government institutions and specifically associations and vocational training centers that have worked to identify skills that can be learned by of refugees and the design of training programs that emulate and refine these skills and experiences and thus engage them into different economic sectors, the most important of which is industry.

Housing

In cooperation with the municipalities, the German government has identified short-term housing for asylum-seekers and has developed long-term housing options for refugees registered, at the same time it may be difficult in some major and densely populated cities such as the capital city of Berlin and Hamburg, and municipalities should have The German avoided creating separate housing for refugees where it could be counterproductive for long-term engagement,

and the Government adopted a Community engagement policy with that refugees should live in residential gatherings of citizens with the aim of engaging and learning language and habits and interacting in a positive way to reduce their sense of solitude.

Education

The German government has worked to engage refugee children into the general education system immediately in order to achieve a positive engagement and engagement of refugees and to obtain positive results in the long term or strategic way. From the point of view of the German government, education is an essential input for engagement, the improvement of cultural standards and the development of the so-called education-based knowledge economy in order to create economic opportunities. With a view to achieving diversity, schools are placing students from multiple cultural backgrounds to learn with each other and contribute to the transmission of their experiences and knowledge from childhood.

Mental and physical health

In general, studies show that refugees are the most vulnerable to trauma as a result of the negative experiences they have undergone and are the ones most prone to depression and concern, and in this light, the German government first thought to treat the refugees psychologically and physically also to rehabilitate their engagement into society first and to mitigate the effects as a key entry point for engagement through the creation of specialized psychiatric and social centers, medical centers and hospitals that help them to cope and alleviate their suffering, whether they be organic or psychological/mental diseases.

Access to services

The process of accessing services is one of the problems facing the refugee, especially if it is not possible to have sufficient documentation; hence, the German government has taken a number of measures to facilitate refugees ' access to financial services, such as the opening of bank accounts, as well as other services

Security

The German government has considered security and a secure environment for local people and refugees as one of the key requirements for engagement into society, in order for the former system to succeed, the German government has considered these seven policies in a complementary

way, as each role complements the other with a view to improving Management of the asylum file on the one hand and engagement of migrant labour into the labour market, for example, the German language has been considered as the basis for engagement and for the development of life and career skills.

2.5.2 Thailand experience "community cohesion"²¹

In Thailand, recognized refugees are not allowed to leave the camps, and in light of this, many associations have been established to address the challenges of asylum and these associations a feminist network called itself the Women's Exchange the network works to collect immigrant women from all backgrounds, races, occupations or jobs, including Manual workers, economic activists, refugees and human rights activists, and meet on a monthly basis in a number of locations adjacent to the camps to break the barriers left by different classifications in order to develop unity and develop a collective social cohesion strategy, which could benefit from these The experience of many Jordanian national associations and institutions for the transfer and exchange of skills and experience among women workers Jordanians and Syrians in particular, the contribution of Syrian women to the economy and the labour market remains minimal.

2.5.3 Sri Lanka's Indian experience in benefiting from renewable energy in the asylum crisis²²

Sri Lanka lives an important moment in its history. Most of the refugees in Tamil Nadu camps in India wish to return to their homes, in doing so, the organization "Rehabilitation of the refugees of Elam" would be more willing to return in such a way that they could benefit society. Despite the power surplus in the Indian state of Tambel Nadu, because of the asylum crisis and the increase in the population, the region is suffering rural which hosts most of the camps from regular electricity outages making refugees rely almost entirely on free electric power in Camps because they are unable to invest in expensive alternatives such as generators. Owing to the lack of electricity, many manifestations have had a negative impact on educational activities and on community life in general. The Tambel Nadu and Sri Lanka region, on the other hand, enjoys the abundance of solar energy, which is one of the main sources of refugee empowerment and encourage them to practice the use of renewable energy that will benefit them from returning to Sri Lanka. This project aims to:

²¹ Pollock, Jackie (2011) "What is the proper nomenclature?" the Forced Migration Bulletin, No. 37, March

²² Zavir, Florina, (2011) "Renewable energy in the Tambel Nadu camps". Forced migration Bulletin, No. 37, March.

1. Installation of solar lamps in community facilities.
2. Provide manual lamps to women and children.
3. Building a level of awareness towards environmental issues and solar energy in particular.
4. Building awareness among refugees about environmentally friendly agricultural methods and income-generating opportunities.

The project targeted approximately (20358) families with approximately (789) thousand refugees hosted in (112) refugee camps spread over (25) administrative districts in southern Indian state of Tambel Nadu. In the light of the needs assessment conducted at the camp, a system of energy-based lighting systems involving 80 community education centers were installed to assist refugee students in complete their educational career at the same time, reduce expenditures on the host State and create new jobs in alternative energy areas for both refugees and citizens.

2.5.4 Experiences of international organizations in Jordan (International Labour Organization/Jordan Office) ²³

First: A decent employment project for Syrian Jordanians and refugees in the industrial sector, which has resulted in:

1. To sign an implementation agreement with the Jordan Chamber of Industry, and to carry out activities, including:
 - Design and conduct an awareness-raising campaign for (900) Jordanian companies in the (18) qualifying industrial zones in order to familiarize companies with export concessions to Europe through the agreement on Facilitating the conditions of export from the States of origin.
 - Preparation of a study of the skill gap.
 - Training of companies on export requirements within European quality standards.
 - Preparation of an investment map.
 - Preparation of promotional materials for Jordanian products.
2. Establishment of job-linking and career counselling centers for jobseekers:

²³ <http://www.ilo.org/wcmsp5/groups/public/---arabstates>

- In cooperation and coordination with the Ministry of Labour, twelve centers have been established to provide job-related career guidance services to job seekers in Irbid, Jerash, Madba, Kerak, El Dleil, Zarqa, El Hassan City, Sahab, Mafraq, Zaatari camp and Blue.
- Recruitment of Career link service centers to provide career guidance for job seekers, a marketing officer and a staff member employed in each office.
- Implementation of training and capacity-upgrading of career link service centers to provide job seekers with guidance.
- Conduct field visits to companies and employers to attract jobs.
- Providing job-linking services to job seekers and preparing work reports.
- Launching of career days in job linkage offices extension.

3. Training of Jordanians and Syrians seeking employment in the skills required in the labour market.

Second: A decent employment project for Syrian Jordanians and refugees in the construction and agriculture sector:

1. In cooperation and coordination with the national operation and Training Company.
 - (1000) Jordanian and Syrian trainees have been polarized and trained in various construction professions through the programme of recognition of previous experiences. The practice tests were held for the participants and the certification was awaited.
2. In coordination with the agricultural Engineers ' union and the Accreditation Centre, a number of occupations have been identified in the agricultural sector in order to promote the development of professional standards.
3. In cooperation and coordination with the General Federation of Jordan Workers ' unions and cooperatives (e.g. agricultural cooperative societies):
 - Training of liaison officers from the General Federation of Jordan's trade unions and cooperatives on the provision of counselling, mentoring, job connectivity and public safety services for job seekers.

- Training of liaison officers from cooperatives on the mechanism for facilitating access to work permits for Syrian refugees.

Third: The project to regulate access to the formal labour market through recognition of the past experience of Jordanians and Syrian refugees in the construction, confectionery and clothing sector:

1. In cooperation and coordination with the national Employment and Training Company:
 - Attraction and Training (3312) of Jordanian and Syrian to various construction professions through the programme of recognition of past experiences in Amman, Zarqa, Irbid and Mafraq.
 - Practice tests for participants.
2. In cooperation and coordination with the private sector, a number of actors have been identified to train and operate job seekers in Amman and Irbid in the confectionery and garment sector.

Fourth: Short-term employment opportunities projects in roads, agriculture and forestry rehabilitation:

1. Create more than (2000) jobs in road rehabilitation, agriculture and forestry
2. Assist over (300) farms by creating water harvesting wells
3. Assist over (100) farms by providing them with plastic houses.

2.5.5 The Indian and German experience in pioneering employment creation

It is possible to benefit from the global experiences that were presented, for example the German government has set up programs to teach leadership in universities and schools. At the school level, the student learns in the fields of creativity and innovation and how to establish entrepreneurial projects. The German government organizes comprehensive awareness campaigns to promote the principles and values of leadership among German youth. Leading to the establishment of small or medium-sized enterprises. In addition, the German government has engaged consultants in the fields of entrepreneurship and innovation to work in public schools to train young people and the next generation in entrepreneurship. Pioneered the idea of reform has been formed as a step to solve many social problems such as poverty, unemployment and community values prevailing, in addition to the heterogeneity, and in the light of this, the Indian government has set up a specialized institute for Entrepreneurship means to develop the principles of leadership based on the recruitment processes of education and training.

Chapter Three

Population Characteristics of Syrians in Jordan

The current chapter depends on the analysis of data related to the characteristics of the Syrians in Jordan in terms of the reality of the data of the General Population and Housing Census 2015, the census included all families and individuals in the Hashemite Kingdom of Jordan irrespective of their nationality, a number of additional questions were assigned to the census's questionnaire for the Syrians in Jordan.

3.1 The size of Syrians in Jordan and their geographical distribution

The Syrian asylum to Jordan added considerable demographic burdens, the General Population and Housing Census of 2015 showed that 31% of Jordan's population (9.53 million) do not have Jordanian nationality (2.92) million, and that the Syrians constitute about 43% (1.27 million) 13.3% of the total population in Jordan, at the same time, Jordanians increased by about 2 million between the last two censuses 2004-2015, with an annual growth rate of 3.1%. Non-Jordanians in Jordan increased by (2.5) million during the same period with an annual growth rate of 18% ,this rapid growth is due to Syrian asylum in the four years prior to the last census.

The General Population and Housing Census defines a refugee as "civilian person living in the Hashemite Kingdom of Jordan, who holds the nationality of another country, and has submitted to the Hashemite Kingdom of Jordan a request for safety due to a justified fear of persecution because of race, religion, nationality, Political or because of a danger resulting from armed conflicts that threatens his life or the life of his family and therefore cannot return to his country of origin. "For statistical purposes, a person was considered a Syrian refugee if he had Syrian nationality and answered the question of the main reason for coming to Jordan is the absence of security in his country of origin in addition to the answered yes to the question of whether the individual is considered in the case of asylum".

According to this definition, and as shown in Table 1, the number of Syrians in Jordan (1.27) million, including (1.05) million refugees, or about 83% of the Syrians in Jordan, al-Mafraq governorate was ranked highest in terms of its share of the Syrian population about (94.1%) while appears that the governorates of the capital including one-third of the Syrians who were non-refugees.

²⁴ The annual population growth rates between the two population censuses were calculated according to the exponential change equation that takes the following picture: $P_t = P_0 e^{rt}$.

²⁵ Department of Statistics, 2015, Population Counting Manual, General Population and Housing Census 2015, p19.

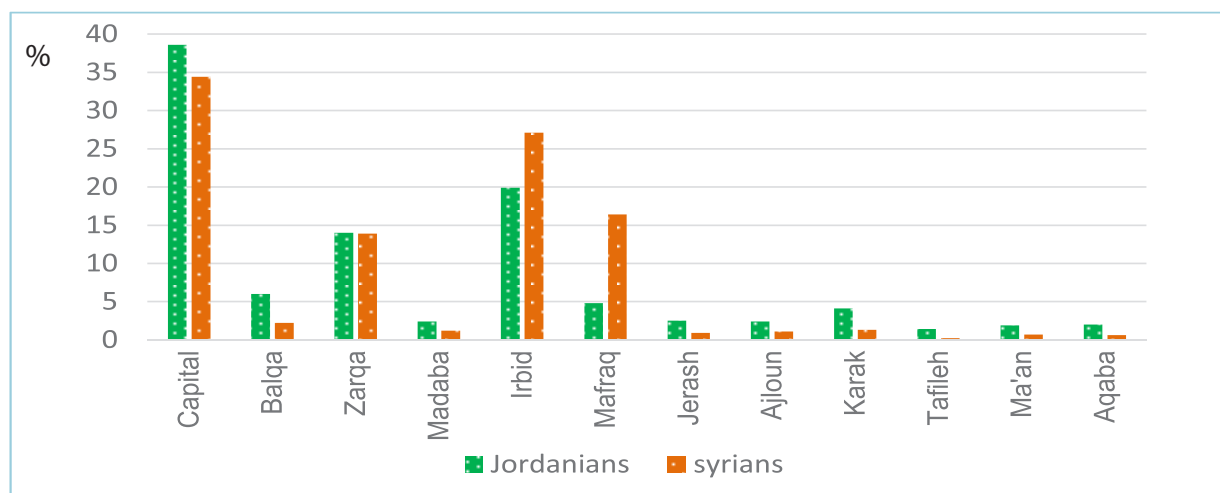
Table (1) Distribution of Syrian Population in Jordan and Refugees, by 2015 by Governorate

Governorates	Total of Syrians in Jordan		Total of Syrians Refugees		The proportion of Syrian refugees of all Syrians in the governorate
	Number	Percentage %	Number	Percentage %	
Capital	435578	34.42	310363	29.46	71.25
Balqa	27982	2.21	22780	2.16	81.41
Zarqa	175280	13.85	153333	14.56	87.48
Madaba	14669	1.16	12399	1.18	84.53
Irbid	343479	27.14	308939	29.33	89.94
Mfraq	207903	16.43	195701	18.58	94.13
Jerash	10868	0.86	9856	0.94	90.69
Ajloun	14496	1.15	12870	1.22	88.78
Karak	17077	1.35	14064	1.34	82.36
Tafleh	1933	0.15	1331	0.13	68.86
Ma'an	8450	0.67	6527	0.62	77.24
Aqaba	7799	0.62	5299	0.50	67.94
Total	1265514	100	1053462	100	83.24

Department of Statistics, Population and Housing Census Database, 2015.

Figure (1) shows the relative distribution of Jordanian and Syrian population by governorate, it appears that the governorates of the capital and Irbid came first and second in their share of the Jordanian and Syrian population, while Zarqa was ranked third in terms of the Jordanian and Syrian population, al-Mafraq governorate was ranked highest in terms of its share of the Syrian population and more than the Jordanians. This was due to its presence on the Syrian border and the Za'tari camp, especially for the Syrian refugees, which is the second largest camp in the

Figure 1: Percentage Distribution of Jordanian and Syrian Population in 2015 by Nationality and Governorate



Department of Statistics, Population and Housing Census Database, 2015.

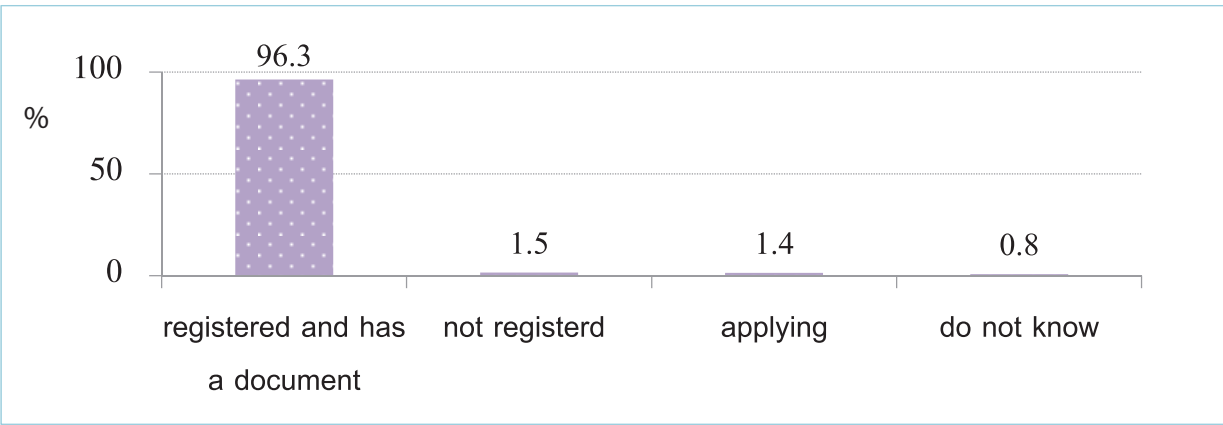
world, while the four governorates in the south are only about 9% of the Jordanian population, and these governorates have only about 3% of the Syrians, with the exception of Mafraq, which has a Syrian population that exceeds its share of the Jordanian population.

Therefore, it can be said that the population distribution of the Syrians according to the governorates of the Kingdom followed the same population distribution prior to the asylum situation and also reflected the imbalance in the population distribution that existed.

3.2 Registration status of Syrian refugees in Jordan

The General Population and Housing Census 2015 has asked a refugee question about registering as a refugee with the Jordanian government or the UN High Commissioner for Refugees (UNHCR) as shown in (Figure 2), the vast majority of Syrian refugees were registered and had a document of 96.3% the remaining few are either not registered until the census date or their registration status is unclear.

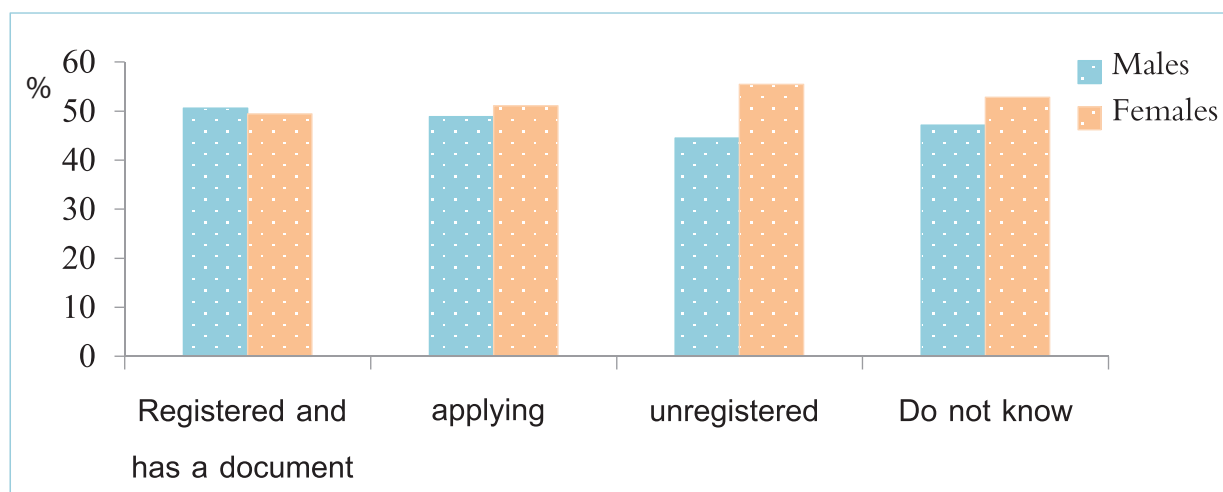
Figure (2): Percentage distribution of Syrians according to the state of registration (with the Jordanian government or UNHCR) at the national level



Department of Statistics, Population and Housing Census Database, 2015.

(Figure 3) shows that the ratio of males and females according to the registration status was close for registrants and with them, and also close to those who apply for registration, however, the percentage of female non-registered was 10 percentage points higher than that of males (55.5% vs. 44.5%), as well as six percentage points higher for those who do not know their registration status (52.9% vs. 47.1% for males) in any case, care should be given to non-registered persons, because their proportion is basically small as mentioned above.

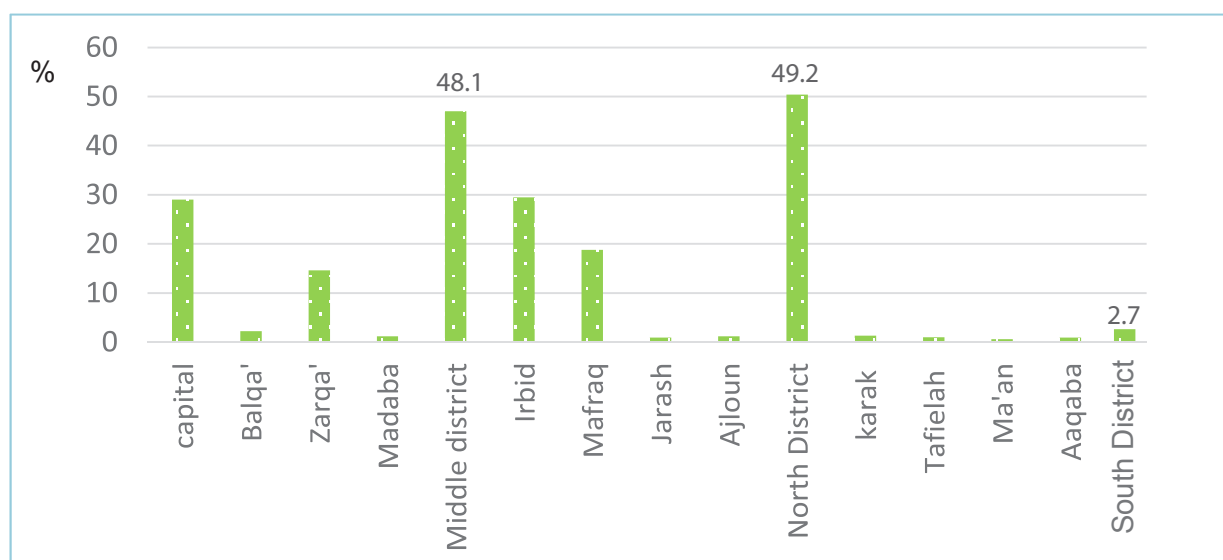
Figure (3): Percentage Distribution of Syrians by Registration Status (with the Jordanian government or UNHCR) and sex at the national level



Department of Statistics, Population and Housing Census Database, 2015

As for the distribution of registered Syrian refugees by the three regions of Jordan and its governorates (Figure 4), most of the Northern and Central regions (49.2% and 48.1%, respectively) leaving the southern governorates a low rate of only 2.7%, the governorates of the capital, Irbid, Mafrqa and Zarqa occupied the first four ranks and ranked in terms of their share of registered Syrian refugees.

Figure (4): Percentage Distribution of Syrian Refugees Registered (with the Jordanian government or UNHCR) in 2015 by Governorates



Department of Statistics, Population and Housing Census Database, 2015

3.3 The size of the Syrian family in Jordan

The number of Jordanian and Syrian families in Jordan reached about (1.7) million families, of which about (245) thousand Syrian families, which is about 15% of the total number of families in Jordan (Table 2), as for the average size of the family, which is calculated by dividing the number of people of all ages by the number of families, the statistics in(Table 2)show that the average size of the Syrian families in the Kingdom was larger than that of the Jordanian family (5.2 vs 4.6 persons) , the average size of the Jordanian family varies between governorates, ranging from (4.4) individuals in the capital governorate to (5.1) individuals in the governorates of Ma'raq and Ma'an, while the size of the Syrian family ranged between (4.9) people in the province of the capital to (6.7) individuals in Ajloun.

Table (2): Percentage Distribution of Population and Families by Family Size, Nationality, Governorate and Region

Governorates	Relative Distribution of Jordanian Families %	Relative Distribution of Syrian Families %	Average size of the Jordanian family	Average size of the Syrian family
			(individual)	(individual)
Capital	38.6	34.4	4.4	4.9
Balqa	6.0	2.2	4.8	5.3
Zarqa	14.0	13.9	4.6	5
Madaba	2.4	1.2	4.8	5.8
Central Region	60.9	51.6	4.5	4.9
Irbid	19.9	27.1	4.8	5.7
Ma'raq	4.8	16.4	5.1	5.1
Jerash	2.5	0.9	4.9	5.1
Ajloun	2.4	1.1	4.9	6.7
Northern Region	29.6	45.6	4.9	5.5
Karak	4.1	1.3	4.9	5.2
Tafleh	1.4	0.2	4.9	6
Ma'an	1.9	0.70	5.1	5
Aqaba	2.0	0.6	4.8	4.7
Southern Region	9.5	2.8	4.9	5
Total	100	100	4.6	5.2

Department of Statistics, Population and Housing Census Database, 2015.

3.4 Marital status

The results presented by (Table 3) show an increase in the proportion of married Syrian males and married Syrian girls aged 13 years and over compared to Jordanians of both sexes. The percentage of Syrian women married was higher than that of Syrian married men, reaching about 66% compared with 58% among male Syrians, which is higher than it is between Jordanians of both sexes, in other words, the proportion of bachelors was higher among Syrian males than among Syrian females, which was about 41% compared with 26%, respectively, (the percentage was higher among Jordanians in 45% and 35% among males and females, respectively).

It is remarkable that the percentage of widows among Syrian females exceeds 6% (and Jordanians also), compared with less than 0.5% among males. This may be due to the death of many male Syrian husbands during the Syrian war, and that the life expectancy of the husband is often shorter for the wife. In addition to the age difference between spouses. The percentage of male widows who remarry after the loss of their wives is also high. The proportion of divorcees, as well as those separated between Syrians, is also higher than among their Syrian male counterparts.

Table (3): Percentage Distribution of Persons Age 13+ Years by Marital Status, Gender and Nationality

Category	Jordanians %		Syrians %		
	Female	Male	Female	Male	Total
Marital status					
Single / Single	35.4	45.0	26.2	40.8	33.3
Married / Married	57.1	53.9	65.7	58.2	62.1
Divorced	1.7	0.5	1.5	0.3	0.0
Widowed / widowed	5.6	0.5	6.3	0.4	3.4
Separate / separate	0.2	0.1	0.3	0.1	0.2
Not indicated	-	-	0.1	0.1	0.0
Total	100	100	100	100	100

Department of Statistics, Population and Housing Census Database, 2015.

3.4.1 Marital Status of Syrians by Governorate

Table (4) shows the variation in marital status between governorates by marital status, statistics show that there is a disparity between the governorates in the marital status of both sexes, the proportion of single males increases from about 35% in the southern governorates to about 42% in the governorates of the capital and Irbid, among females, the percentage of single women is lower than that of males, ranging from 15% in Tafileh to about 27% in the four northern governorates and Zarqa.

Table (4): Percentage Distribution of Syrians of 13+ Years of Age by Marital Status and Sex at Governorate Level

Governorate and gender		Single %	Married %	Divorced %	Widow %	Unattached %	Not indicated %	Total
Jordan	Male	40.8	58.3	0.3	0.4	0.1	0.1	368339
	Female	26.2	65.7	1.5	6.3	0.3	0.1	389030
Capital	Male	41.9	57.2	0.3	0.4	0.1	0.1	139370
	Female	26.2	65.6	1.5	6.3	0.3	0.1	136038
Balqa	Male	39.5	59.7	0.2	0.4	0.1	0.0	8248
	Female	25.6	67.4	1.3	5.4	0.2	0.0	8453
Zarqa	Male	38.2	60.9	0.3	0.4	0.1	0.1	49378
	Female	24.8	67.7	1.4	5.7	0.3	0.1	53324
Madaba	Male	37.6	61.6	0.3	0.4	0.1	0.0	4296
	Female	23.8	69.9	0.9	5.1	0.2	0.0	4318
Irbid	Male	42.1	57.2	0.3	0.4	0.0	0.0	93467
	Female	27.2	64.3	1.5	6.8	0.2	0.0	106955
Ma'raq	Male	39.6	59.6	0.3	0.5	0.1	0.0	56214
	Female	26.7	64.6	1.7	6.6	0.4	0.0	62178
Jerash	Male	40.1	59.4	0.1	0.5	0.0	0.0	3089
	Female	27.9	65.5	1.3	5.1	0.2	0.0	3286
Ajloun	Male	39.7	59.7	0.2	0.4	0.0	0.0	3658
	Female	27.3	65.9	1.7	5.0	0.2	0.0	4366
Karak	Male	35.5	63.9	0.1	0.3	0.1	0.1	4895
	Female	19.8	73.6	0.6	5.8	0.2	0.0	4898
Tafileh	Male	35.5	63.5	0.3	0.0	0.0	0.7	572
	Female	15.0	80.2	0.4	4.4	0.0	0.0	520
Ma'an	Male	35.1	63.8	0.4	0.5	0.0	0.2	2552
	Female	20.5	75.2	0.5	3.7	0.1	0.1	2323
Aqaba	Male	42.9	55.7	0.4	0.2	0.0	0.9	2600
	Female	24.9	69.0	1.7	4.2	0.3	0.0	2371

Department of Statistics, Population and Housing Census Database, 2015.

Therefore, the proportions of married couples take opposite levels from the percentages of single men, the highest among males in the southern governorates about 64% and lowest in the provinces of the capital and Irbid about 57% while the highest among females in Tafleleh governorate (80%) and lowest in Irbid governorate (64%), the percentage of widows between the sexes and between the governorates is also different. Among males, it is 0.5% or less in all governorates, and among females, it is higher. It is the lowest in Ma'an Governorate 3.7% and the highest in Irbid 6.8%.

The proportion of divorced and separated is low but higher among females than among males, the proportion of male divorcees is less than half a percent in all governorates, but among females it reaches 1.7% in three governorates, the proportion of those separated from both sexes is also low and has not reached half a percent in any governorate.

3.4.2 Age at first marriage

The average age at the time of first marriage is defined as the age at which the largest proportion of females and males are married. Table (5) shows that the age of first marriage for Syrian males is less than the age of first marriage for Jordanians and other nationalities, reaching 23.7 years against 25.6 years and 25.3 years for Jordanians and other nationalities, respectively. The average age of first marriage for Syrian females was also lower than the average age at the time of first marriage for Jordanian females as well as females of other nationalities, which reached 18.9 years compared to 21.2 years for Jordanian females and 21.1 years for females of other nationalities. The low average age at the first marriage of Syrians is also a sign of early and long reproductive experience.

Table (5): Average Age at First Marriage Time by Nationality and sex

Governorate	Gender %	
	Male	Female
Jordanian	25.6	21.2
Syrian	23.7	18.9
Others	25.3	21.1

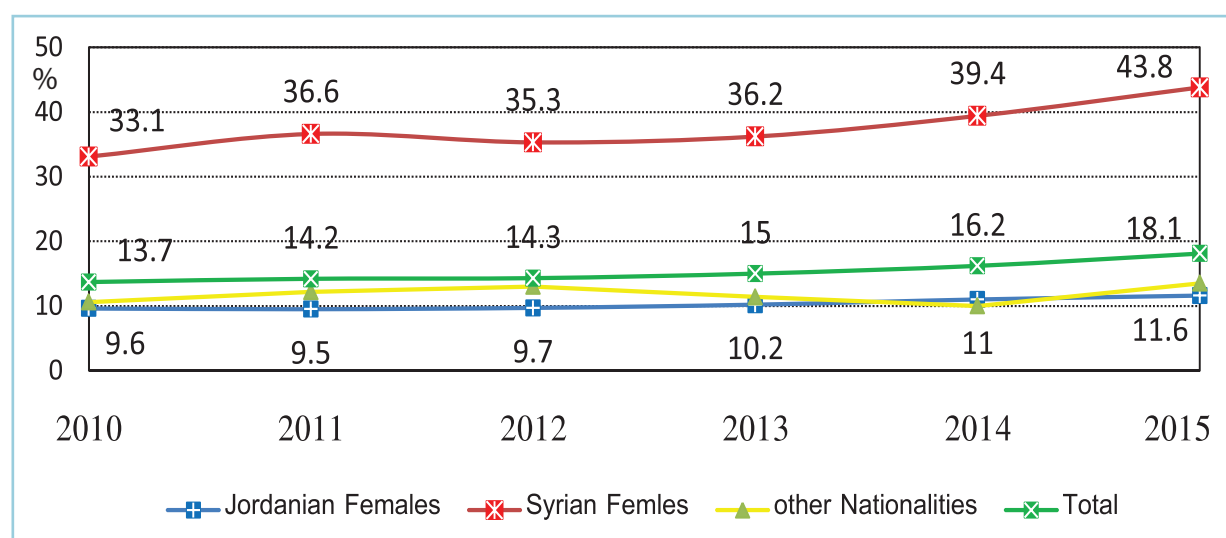
Department of Statistics, Population and Housing Census 2015

3.4.3 Marriage under 18 years of age

An analysis of the data of the Population and Housing Census 2015 showed that the total number of female Syrian women married under the age of 18 reached (113370), they formed (29.2%) of the total Syrian female population aged 13 years and over, and they constituted 39.5% of all married Syrian females.

The analysis of the marriage proportions of females under the age of 18 of all married women according of the year of married, as shown in (Figure 5), show that the proportion of marriage of minors from Syria increased from 33.1% in 2010 to 36.2% in 2013 and 43.8% in 2015, the proportion of married Syrian women under the age of 18 for the period 2010-2015 exceeded to the national level and Jordanian women, and marriages of Syrian minors have played a major role in increasing the rate of marriage of minors at the national level.

Figure (5): Percentage of married females under the age of 18 by nationality and year of marriage 2010-2015

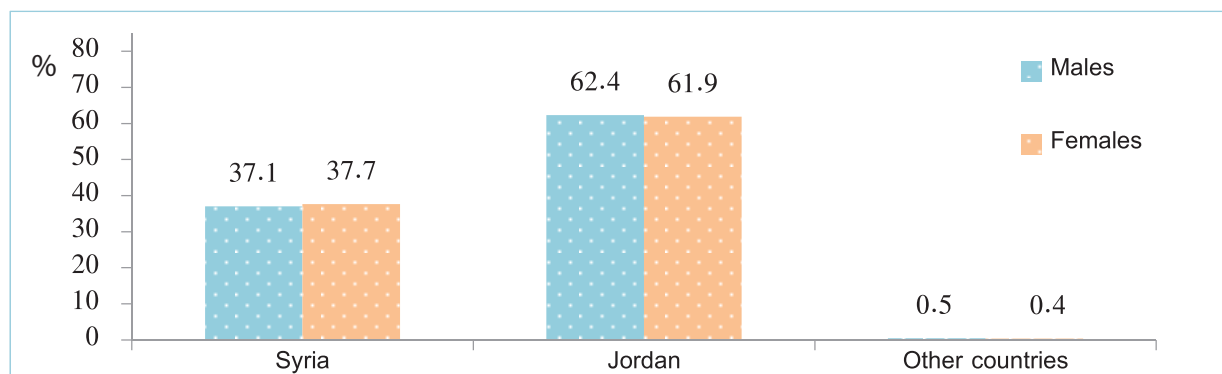


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3.5 Migration of refugees and their former and current place of residence

(Figure 6) shows that the proportion of Syrians whose previous place of residence (the last place where the individual lived for six months or more before moving to the current habitual residence) in Syria was about 37.1% among males and 37.7% among females, while the proportion of Syrians of both sexes, whose former place of residence in Jordan was about 62%.

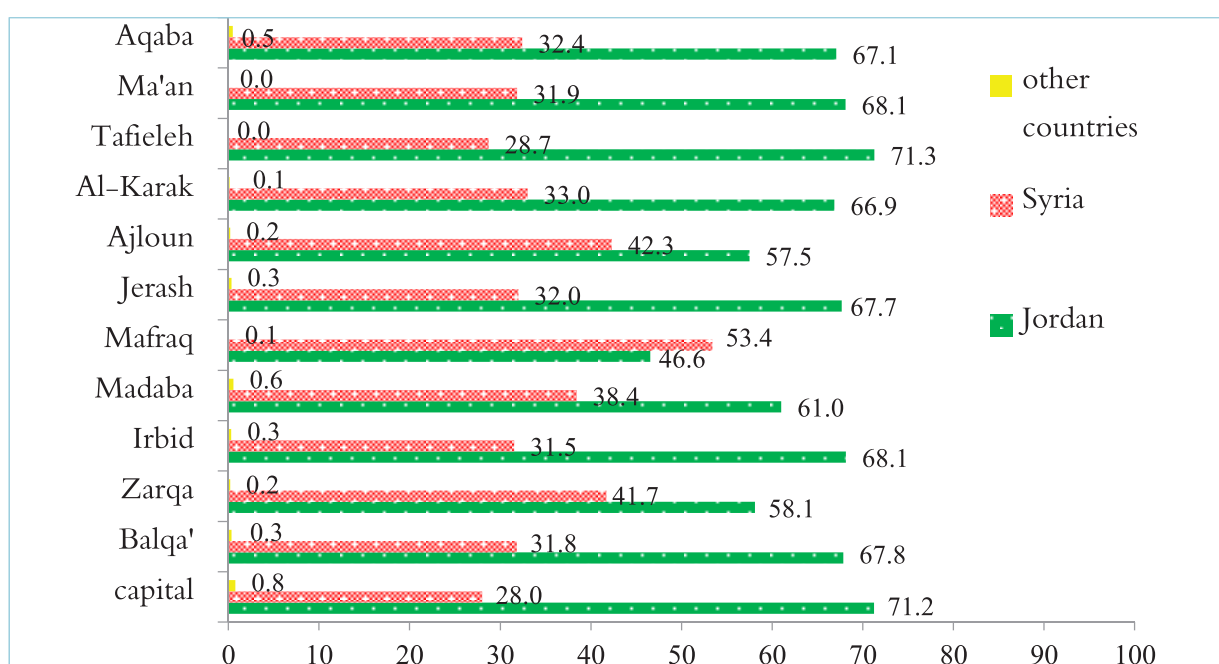
Figure (6): Percentage Distribution of Syrian Population in 2015 by Previous Place of Residence and sex



Department of Statistics, Population and Housing Census Database, 2015.

Figure (7) shows the distribution of Syrians in the governorates according to their former place of residence, the results showed that the largest proportion of Syrians in almost all governorates was their former residence in Jordan, and this percentage was not less than half, except in Mafraq governorate (about 47%), the percentage of those who had previously lived in Jordan at the lowest was about 58% in Zarqa and the highest (about 71%) in the capital and Tafila. In the second place came the proportion of the former place of residence in Syria ranged from the highest 53% in Mafraq to the lowest 28% in the capital and Tafila, the proportion of former residence in countries other than Syria and Jordan was very small.

Figure (7): Percentage distribution of the Syrian population in Jordan by previous place of residence at the governorate level

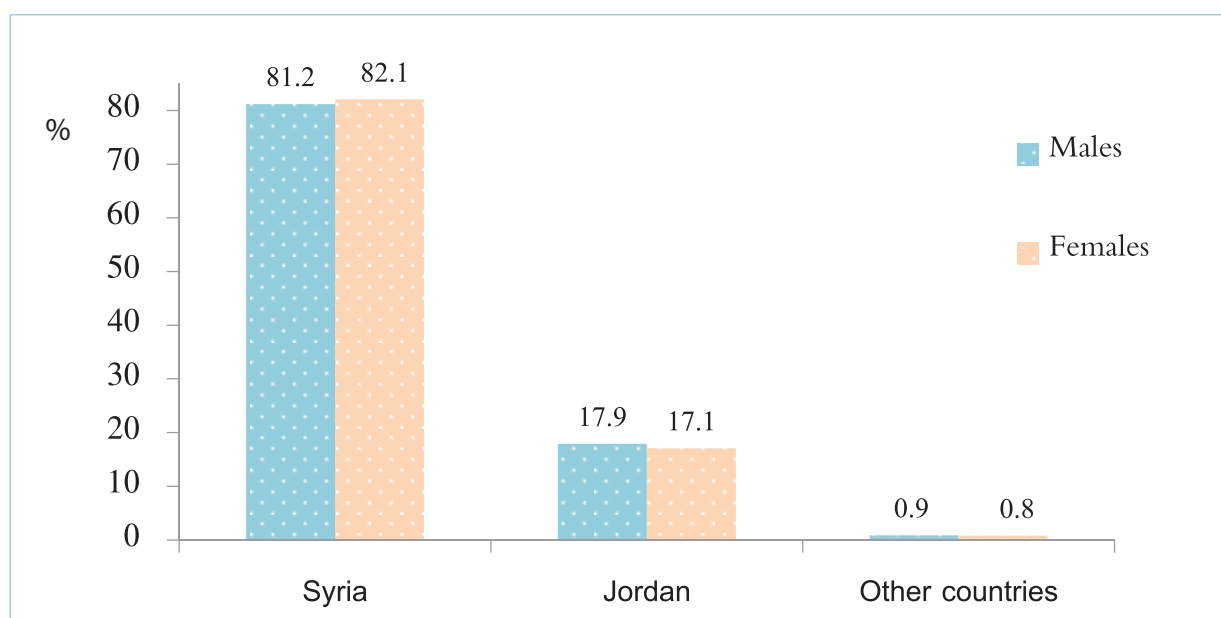


Department of Statistics, Population and Housing Census Database, 2015.

3.6 Place of birth

The largest proportion of Syrians (82%) in the Kingdom were born in their country of Syria before coming to Jordan, and a small percentage of them were born outside Syria (17% in Jordan and 1% in other countries), the percentage was slightly different between males and females at the Kingdom level as shown in (Figure 8), the percentage was 81.2% among males and 82.1% among females. While the proportion of Syrians whose birthplace in Jordan was 17.9% and 17.1% for males and females, respectively.

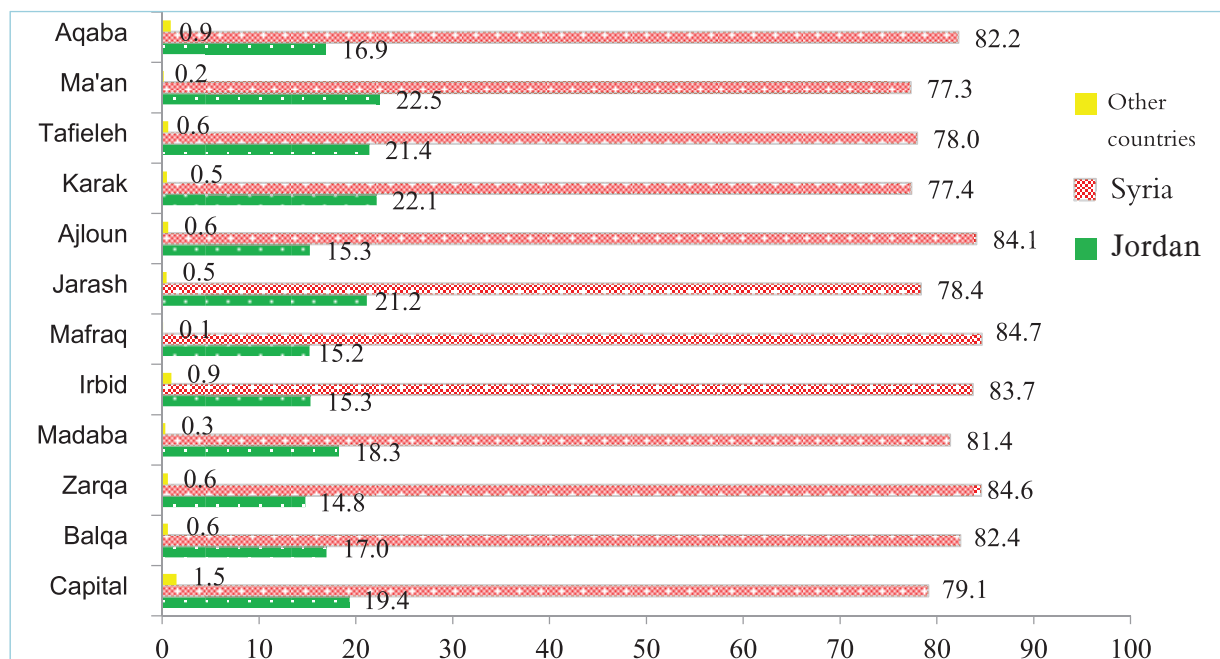
Figure (8) Percentage distribution of Syrian Population in Jordan by place of birth and sex at the national level



Department of Statistics, Population and Housing Census Database, 2015

At the governorate level (Figure 9), the percentage of children born in Syria was lowest in Ma'an and Karak (77%) and the highest in Mafraq (about 85%). this means that not less than 15-23% (depending on the governorate) of the Syrians may have been born in Jordan between the date of their parents' arrival in Jordan and the date of the census in 2015, this also means that the number of Syrian refugees in Jordan is likely to grow further in the future because of the birth of their children even if the flow of refugees to Jordan stops.

Figure 9: Percentage distribution of Syrian population by place of birth and current place of residence at governorate level



Department of Statistics, Population and Housing Census Database, 2015.

3.7 Population Age- Sex Composition

As shown in Table 6 below, the percentage of Syrian females in Jordan in general was slightly higher than that of males (50.4% versus 49.6% for males) that is, the sex ratio is 0.98%.

As for the age structure of the Syrians, the results (Table 6) show that the Syrians community is exceptionally young. The proportion of children under the age of 15 years is high, about 45%, which is ten percentage points higher than among Jordanians, while the percentage of elderly persons aged 65 years and over is only 2% compared to 4% among Jordanians, therefore, the age dependency ratio among Syrians is high and it is 89 dependent children and the elderly for every 100 persons of working age compared to 64 among Jordanians, the reason for the increase in the proportion of children among the Syrians compared to what they are among Jordanians is that the levels of reproduction among them is higher than it is for Jordanians because of the high proportion of Syrian women who were previously married and because of the low use of contraceptive methods by the Syrian family compared to the Jordanian family as a previous study has shown.

As for the sex structure of the Syrians by age (their distribution between males and females by age), we note that the percentage rises for the benefit of females at the age of (20) years and reaches a maximum of 56% in the ages (75+), this is a predictable outcome in all societies of the world because women live longer than men.

Table (6): Percentage distribution of Syrians by age groups and sex

Age group	Total %	Males %	Females %
1>	3.2	51.1	48.9
1-4	13.3	51.4	48.6
5-9	15.9	51.0	49.0
10-14	12.4	51.1	48.9
15>	44.7	51.1	48.9
15-19	10.2	51.7	48.3
20-24	8.1	46.7	53.3
25-29	7.7	45.0	55.0
30-34	7.5	47.4	52.6
35-39	6.0	49.3	50.7
40-44	4.6	48.8	51.2
45-49	3.5	49.8	50.2
50-54	2.5	49.6	50.4
55-59	1.8	49.1	50.9
60-64	1.2	49.4	50.6
65+	2.0	46.7	53.3
65-69	0.8	49.2	50.8
70-74	0.5	45.8	54.2
75-79	0.3	44.1	55.9
80+	0.3	43.6	56.4
Total	% 100	% 49.6	% 50.4

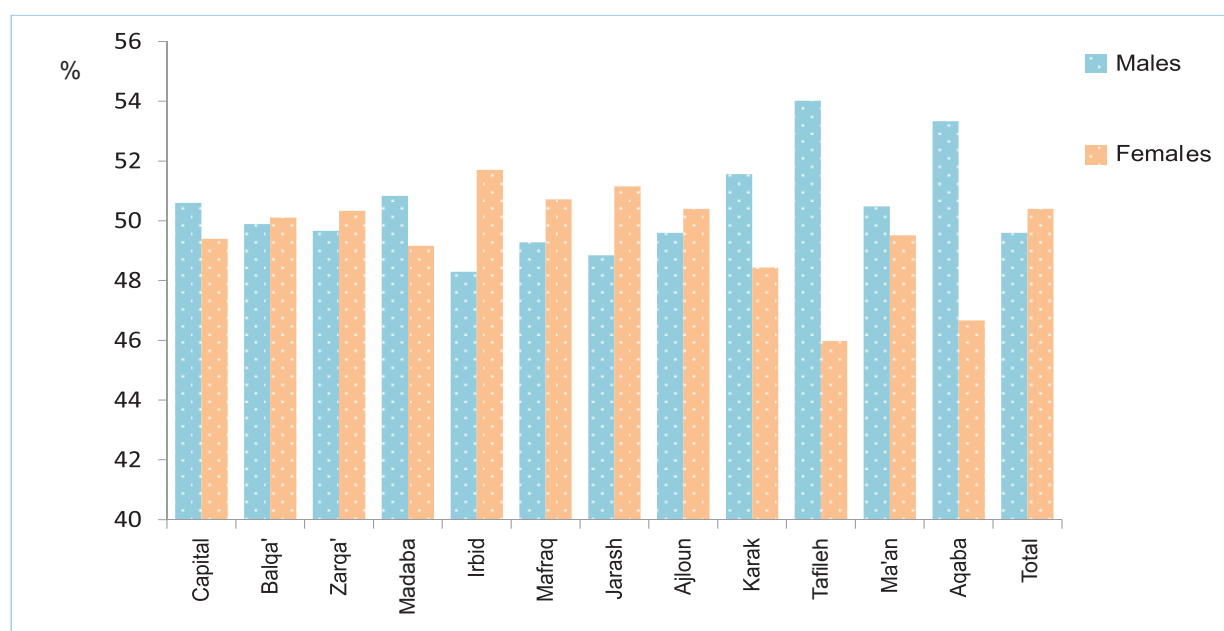
Department of Statistics, Population and Housing Census Database, 2015.

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The results (Figure 10) indicate that the percentage of Syrian females registered in the census at the level of the Kingdom reached 50.4%, which is slightly higher than that of males 49.6%.

In general, the proportion of Syrian females was slightly higher than that of Syrian males in half of the governorates. The highest percentage was in Irbid Governorate (52%), while the proportion of female Syrians was slightly lower than the proportion of male Syrians in the other half of the governorates and the lowest in the governorates of Tafilah and Aqaba (46% and 47%, respectively). In general, the gender ratio among Syrian refugees was 0.98, which is slightly higher than the number of males.

Figure (10): Percentage of relative distribution of Syrians by sex to the level of governorates



Department of Statistics, Population and Housing Census Database, 2015.

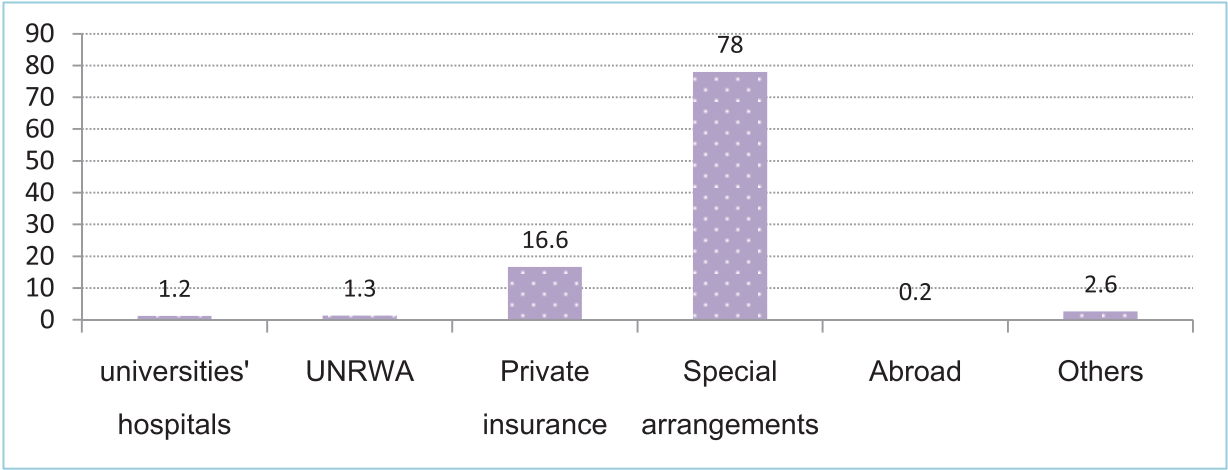
3.8 Health insurance

The number of Syrian individuals with health insurance in Jordan is (363744) representing 28.7% of the total number of Syrians in Jordan, the results showed that the percentage of males among those with health insurance amounted to 49%, and the rest of those with health insurance are female and amounted to 51% as for the source of this insurance, the results show (Figure 11) that about three-quarters of Syrian health-insured have special arrangements²⁶ for obtaining

²⁶ Special arrangements include all those who hold Syrian nationality and the reason for their coming to Jordan is the armed conflict in their country. In this case, they are treated by the UNHCR to pay the costs to those who have carried out such treatments in special arrangements with the Ministry of the Interior.

health insurance coverage at a high rate of 78.0%, followed by those who have private health insurance by 16.6%, in third place are those who are health insured through UNRWA and university hospitals by 1.3% and 1.2%, respectively, and then the health insurance outside Jordan, where the percentage reached (0.2%), and finally, individuals whose health insurance is another 2.6%.

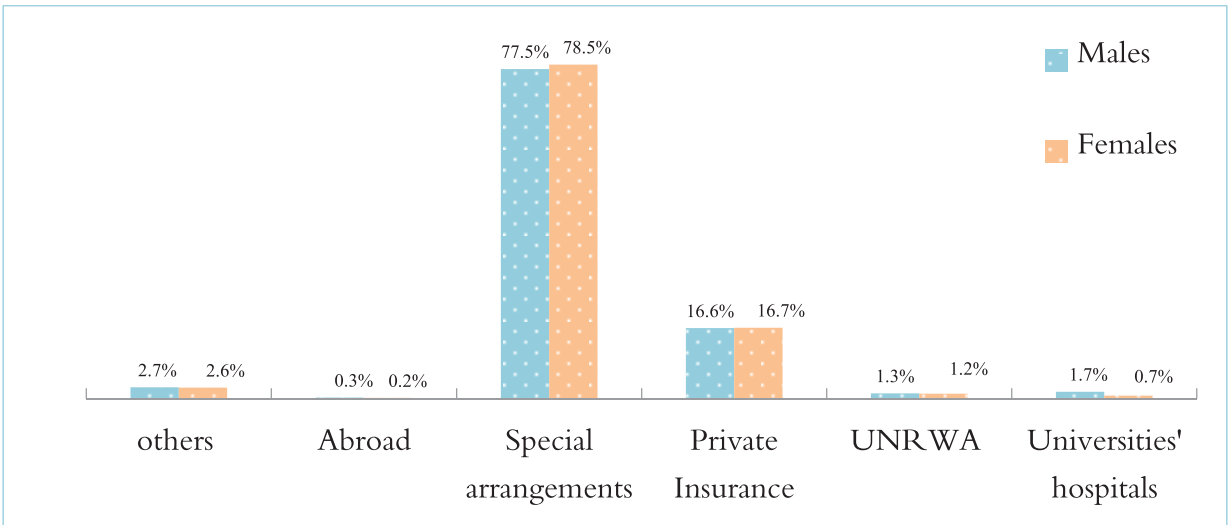
Figure (11) Percentage distribution of Syrians according to the state of health insurance at the national level



Department of Statistics, Population and Housing Census Database, 2015.

Except for health insurance originating from university hospitals or outside Jordan, the ratio of males and females was close to all other sources of health insurance, as shown in (Figure 12), where we see that the percentage of male Syrians is clear from the state of health insurance

Figure (12) Percentage distribution of Syrians according to the state of health insurance and sex at the national level



Department of Statistics, Population and Housing Census Database, 2015.

through university hospitals, which amounted to 69.1% and the rest were female and their proportion is 30.9%, the percentage of males among those whose source of health insurance outside Jordan was 57.7% and the rest of females were 42.8%. It is important to pay particular attention to the private health insurance categories and special arrangements because they are the two most common categories, neglecting other groups that are basically low.

Table (7) shows the distribution of Syrians who have insurance by type of insurance and governorate, where we note the spread of health insurance according to special arrangements in different governorates.

Table (7): Percentage distribution of Syrians who have health insurance by governorate and status of health insurance and sex

Governorate	University hospitals%	UMRWA %	Private Insurance%	Special Arrangements%	Abroad %	Other %
The kingdom	69.1	51.0	49.2	49.1	57.7	50.1
Capital	4.5	3.7	14.0	72.4	0.3	5.1
Balqa	0.6	4.3	4.4	87.8	0.3	2.5
Zarqa	0.1	0.7	2.0	95.8	0.1	1.2
Madaba	0.2	0.1	8.9	83.0	0.3	7.5
Irbid	2.2	0.7	7.6	86.3	0.2	2.9
Ma'fraj	0.0	0.7	32.5	64.4	0.2	2.1
Jerash	1.2	0.3	12.6	84.2	0.2	1.5
Ajloun	0	0.4	6.3	90.8	0.2	2.3
Karak	0.2	3.3	3.4	91.4	0.3	1.5
Tafleh	0.5	2.8	43.1	49.1	0.5	4.1
Ma'an	0.0	5.7	2.6	87.7	0.4	3.6
Aqaba	0.4	3.8	24.4	64.7	0.7	6.0

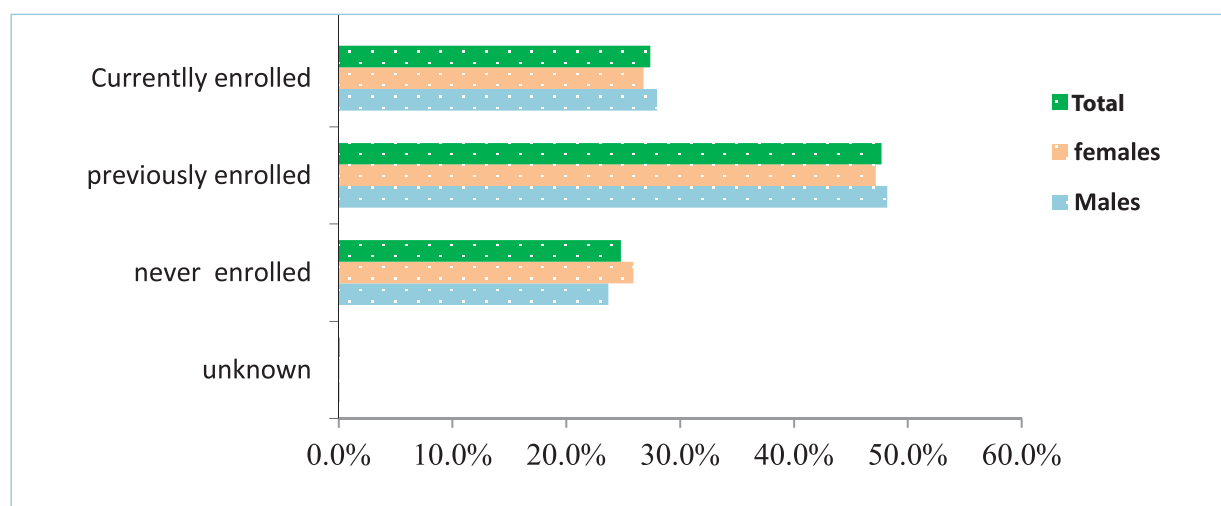
Department of Statistics, Population and Housing Census Database, 2015.

3.9 Education

(Figure 13) shows that the percentage of those enrolled in education at the age of (4) years and over of male Syrians is 28%, while the percentage of females currently enrolled in education is 26.8% and for both sexes 27.4%.

The proportion of those who had previously enrolled in education among Syrian males and females was 48.2%, 47.2% for males and females, respectively, and 47.7% for both genders, and those who did not enrolled were (23.7% and 25.9%) for males and females respectively and 24.8% for both.

**Figure (13) Percentage distribution of Syrians 4+ years of age
by educational status and sex**



Department of Statistics, Population and Housing Census Database, 2015

The enrollment status of educational institutions and sex at the governorate level in (Table 8)

It is clear from the table that the highest percentage of enrollment was in Ajloun governorate, which reached 32% while the percentage in the governorate of the capital was 26.6% and was the lowest in the governorate of Aqaba, which amounted to 16.6%, while the proportion of Syrians, those who had previously enrolled in education were 48.2% for male, and 47.2% for female and 47.7% for both. Table 8 shows that the highest percentage of those who were enrolled in education in the capital Governorate was 51.6% and the lowest in Mafrq governorate was 39.3%. The proportion of male and female Syrians who are not enrolled in education reached 23.7% and 25.9%, respectively, and 24.8% at the kingdom level. Table 8 shows that the highest rate of non-enrollment was in Al-Mafrq Governorate 37%, while the percentage in the capital governorate was 21.7% and the lowest was in Irbid Governorate 21.1%.

There is no clear gender pattern, the proportion of males and females enrolled and not enrolled in educational institutions is close, although the proportion of males among those currently enrolled is slightly higher than the rate of enrollment in seven governorates, especially in Tafleeh (about 53% for males versus 47% for females) The same pattern is observed by gender among

Syrians living in most Jordanian governorates in terms of enrollment and non-enrollment.

Table 8: Percentage distribution of Syrians of 4+ years of age, by educational status, sex and governorate

Governorate and Gender		Currently enrolled %	Already enrolled %	Not enrolled %	Not indicated %
Capital	Male	26.6	52.5	20.8	0.1
	Female	26.6	50.6	22.6	0.1
	Total	26.6	51.6	21.7	0.1
Balqa	Male	24.2	47.9	27.9	0.0
	Female	22.7	46.0	31.3	0.0
	Total	23.4	47.0	29.6	0.0
Zarqa	Male	27.7	48.8	23.4	0.1
	Female	26.3	48.1	25.4	0.1
	Total	27.0	48.5	24.4	0.1
Madaba	Male	27.2	47.3	25.5	0.0
	Female	27.4	45.0	27.6	0.0
	Total	27.3	46.2	26.5	0.0
Irbid	Male	33.0	47.1	19.9	0.0
	Female	29.7	48.2	22.1	0.0
	Total	31.3	47.7	21.1	0.0
Mafraq	Male	24.1	40.4	35.5	0.0
	Female	23.2	38.3	38.5	0.0
	Total	23.6	39.3	37.0	0.0
Jerash	Male	29.2	48.4	22.4	0.0
	Female	29.0	46.5	24.5	0.0
	Total	29.1	47.5	23.4	0.0
Ajloun	Male	33.9	46.2	19.8	0.0
	Female	30.3	47.2	22.6	0.0
	Total	32.0	46.7	21.3	0.0
Karak	Male	28.0	47.0	25.0	0.1
	Female	27.7	45.3	27.0	0.0
	Total	27.8	46.1	26.0	0.0
Tafleh	Male	27.8	46.9	24.8	0.5
	Female	26.9	47.8	25.3	0.0
	Total	27.4	47.3	25.0	0.2
Ma'an	Male	25.4	44.4	29.9	0.2
	Female	27.8	42.9	29.1	0.1
	Total	26.6	43.7	29.5	0.2
Aqaba	Male	15.3	52.0	32.0	0.7
	Female	18.6	45.4	36.0	0.0
	Total	% 16.9	% 48.9	% 33.9	% 0.4

Department of Statistics, Population and Housing Census Database, 2015

3.9.1 Enrolled by stage, sex and sector

Data analysis (Table 9) shows that 85% of those enrolled in educational institutions are enrolled in the basic stage, and that the proportion of students enrolled in higher education Bachelor's degree is more than 4%. It is also noted from the table that 50.5% of the total enrollment in education are male compared with 49.5% of females, the percentage of males is greater than that of females in all educational stages except for secondary and intermediate diplomas, where they reached 45% in secondary school and 47% in intermediate diploma level. The proportion of males in higher education is rising, and far exceeds the proportion of females.

Table (9) Percentage distribution of individuals aged 4+ years who are currently enrolled in educational institutions by educational stage and sex

Educational stage	Males %	Females %	Total	
			Number	Percentage %
Kindergarten	52.4	47.6	16650	5.5
Basic	50.2	49.8	256366	85.0
Apprenticeships	79.4	20.6	165	0.1
secondary	45.1	54.9	14997	5.0
Intermediate Diploma	46.8	53.2	1370	0.5
Bachelor's degree	61.6	38.4	11752	3.9
Higher Diploma	61.3	38.7	31	0.0
Master's degree	70.9	29.1	299	0.1
PHD degree	85.7	14.3	21	0.0
Total	50.5	49.5	301651	100

Department of Statistics, Population and Housing Census Database, 2015.

Table (10) shows the sectors of education in which enrollees aged 4 years and above are enrolled. We note that in all governorates, the percentage of males and females enrolled in Jordanian government schools was not less than two thirds and was the lowest in Mafrq governorate, reaching more than 90% in three governorates of the South Region.

At the Kingdom level, the share of public schools was higher than that of other educational sectors. The percentage of these schools was 75% of Syrian male students and 79% of Syrian female students. In terms of enrollment in private schools came in second place by 16.6% for males compared to 13.2% for females, followed by UNRWA schools with a rate of about 6.0%

Table (10): Percentage distribution of Syrians of 4+ years of age who are currently enrolled in educational institutions by supervising authority and sex at the governorate level

Sex and governorate		Total	Governmental %	Private %	UNRWA %	Abroad %	Do not know%
Total	Capital	101664	75.3	22.1	1.7	0.2	0.7
	Balqa	5697	77.6	15.1	6.3	0.1	0.8
	Zarqa	41029	70.3	7.3	20.3	0.4	1.7
	Madaba	3506	88.3	9.5	2.0	0.0	0.2
	Irbid	93489	84.1	13.7	1.8	0.1	0.3
	Mafraq	42001	67.7	10.1	13.2	1.6	7.4
	Jerash	2721	84.0	14.1	1.5	0.2	0.1
	Ajloun	3963	87.1	9.4	2.7	0.4	0.3
	Karak	4057	91.9	7.6	0.3	0.1	0.1
	Tafleh	446	91.0	7.6	0.4	0.9	0.0
	Ma'an	1926	96.3	2.8	0.7	0.1	0.1
	Aqaba	1152	80.6	19.1	0.0	0.2	0.2
	Total	301651	77.1	14.9	5.9	0.4	1.6
Males	Capital	51432	72.4	25.1	1.7	0.2	0.6
	Balqa	2952	76.3	15.4	7.2	0.1	1.0
	Zarqa	20716	69.0	8.1	20.7	0.4	1.9
	Madaba	1771	87.2	10.3	2.3	0.0	0.1
	Irbid	47433	82.8	15.1	1.8	0.1	0.2
	Mafraq	20872	67.3	10.4	13.4	1.7	7.2
	Jerash	1351	81.3	16.2	1.9	0.3	0.3
	Ajloun	2024	85.0	11.9	2.9	0.3	0.0
	Karak	2071	90.7	8.4	0.6	0.2	0.1
	Tafleh	238	91.6	5.9	0.8	1.7	0.0
	Ma'an	950	97.1	1.5	1.1	0.2	0.2
	Aqaba	544	80.5	18.8	0.0	0.4	0.4
	Total	152354	75.4	16.6	6.0	0.4	1.6
Females	Capital	50232	78.3	19.0	1.8	0.1	0.7
	Balqa	2745	79.0	14.8	5.4	0.1	0.6
	Zarqa	20313	71.7	6.4	19.9	0.3	1.6
	Madaba	1735	89.3	8.7	1.7	0.0	0.2
	Irbid	46056	85.4	12.3	1.8	0.1	0.4
	Mafraq	21129	68.1	9.7	13.0	1.5	7.6
	Jerash	1370	86.6	12.0	1.2	0.1	0.0
	Ajloun	1939	89.4	6.9	2.5	0.6	0.7
	Karak	1986	93.2	6.7	0.1	0.0	0.0
	Tafleh	208	90.4	9.6	0.0	0.0	0.0
	Ma'an	976	95.5	4.1	0.4	0.0	0.0
	Aqaba	608	80.6	19.4	0.0	0.0	0.0
	Total	149297	78.9	13.2	5.9	0.4	1.7

Department of Statistics, Population and Housing Census Database, 2015.

for males and females, the remaining percentage was for the children of Syrians who study outside Jordan and for those who do not know the type of education sector in which their children study. This category was generally small except in Mafrq Governorate.

As for the educational attainment of Syrians in Jordan aged (13) years or more, the statistics shown in Table (11) it appears that the highest percentage of those who have educational status at the level of preparatory education by 17.6%, followed by second place whose educational status is uneducated or primary by 16.5% each, and ranked third in education whose primary stage was 15.9%. In fourth place, their educational status (reading and writing) was 15.8%, followed by the fifth stage, whose educational level is secondary by 10.6%, in the lower ranks came those whose educational status is a bachelor's degree (4.2%), the average diploma holders are 2.3% and the masters are 0.2%, finally, those with a high diploma are 0.1%.

The rate of illiteracy among Syrians is particularly high among the elderly, with a quarter exceeding the age group (50-54) years and continuing to rise with age to exceed half in the age group (70-74) years, and by two thirds in the category age (80+) years, the illiteracy rate was also high among adolescents, youth and adults in the age group under the age of fifty years and ranged between ten to twenty percent, the impact of war and asylum on the enrollment of Syrian children in schools can be seen in the consideration of the illiteracy rate among children who are currently 13-14 years of age, the percentage of illiteracy among them is about one-fifth (19.3%).

Table (11) Percentage distribution of Syrians aged (13+ years) who are not enrolled in the study by age groups and educational status at the national level

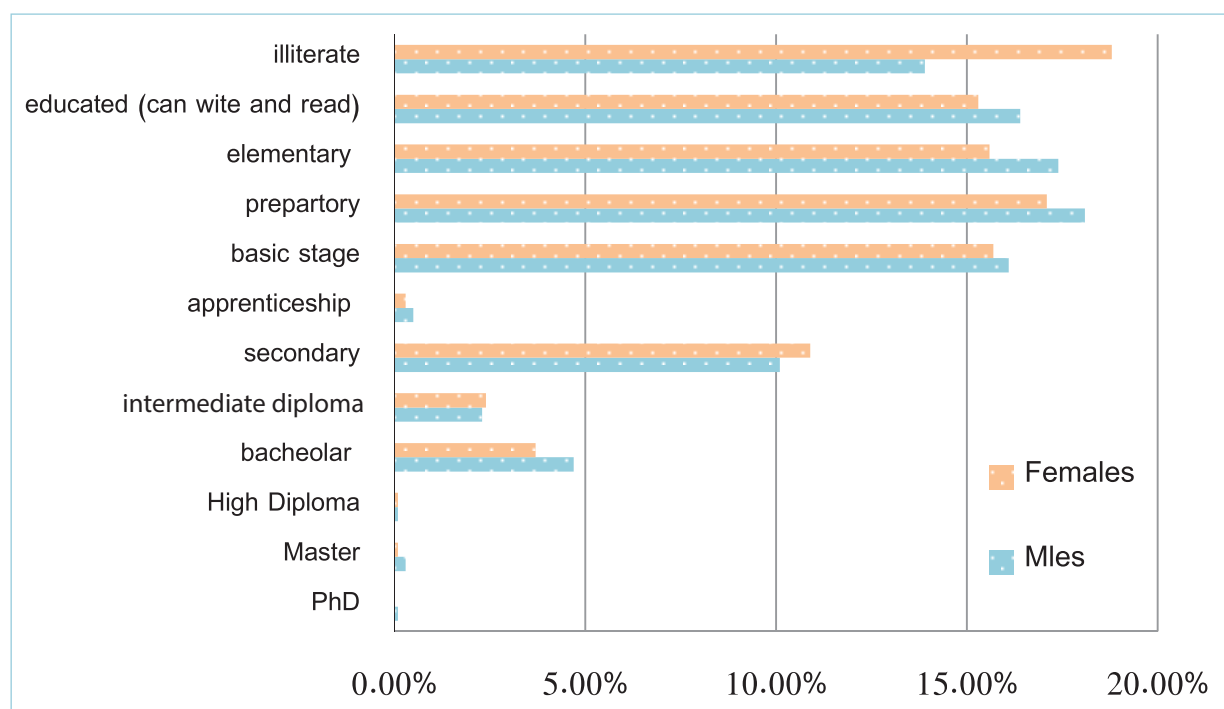
Age Ranks	Educational Status %											
	Illiterate	Read and write	Elementary	Preparatory	Basic	Apprenticeship	Secondary	intermediate diploma	Bachelors	Higher diploma	Masters	PhD
13-14	19.3	21.7	29.3	13.5	16.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15-19	11.3	15.4	16.4	17.5	31.4	0.2	7.6	0.2	0.0	0.0	0.0	0.0
20-24	10.2	13.2	12.9	16.8	22.8	0.4	17.1	2.3	4.3	0.0	0.0	0.0
25-29	12.0	13.9	14.8	15.7	19.1	0.4	13.1	3.8	6.9	0.1	0.2	0.0
30-34	12.9	15.3	16.9	17.0	18.4	0.4	10.1	3.1	5.5	0.1	0.2	0.0
35-39	13.6	16.1	17.2	19.4	16.9	0.4	9.4	2.7	3.9	0.1	0.3	0.0
40-44	15.1	16.6	18.0	24.1	6.8	0.6	11.5	2.8	4.1	0.0	0.3	0.1
45-49	19.7	18.7	18.9	22.0	0.0	0.5	11.8	2.8	5.1	0.1	0.4	0.1
50-54	25.2	18.6	18.2	19.3	0.0	0.6	9.5	2.7	5.2	0.2	0.3	0.1
55-59	32.5	17.5	16.2	16.8	0.0	0.5	8.4	2.4	5.0	0.1	0.4	0.2
60-64	38.4	18.5	14.9	12.1	0.0	0.4	7.1	2.2	5.5	0.2	0.5	0.3
65-69	45.0	18.5	13.6	10.1	0.0	0.2	5.6	1.7	4.7	0.2	0.3	0.2
70-74	54.1	16.9	11.8	6.6	0.0	0.2	4.0	1.0	4.7	0.2	0.4	0.2
75-79	61.3	15.4	10.1	4.6	0.0	0.0	2.9	0.5	4.2	0.0	0.8	0.1
80+	68.9	17.2	5.4	3.0	0.0	0.0	1.8	0.4	2.5	0.1	0.5	0.2
Total	16.5	15.8	16.5	17.6	15.9	0.4	10.6	2.3	4.2	0.1	0.2	0.0

Department of Statistics, Population and Housing Census Database, 2015.

Figure (14) shows the educational status of Syrians aged 13 years or older by sex. The results show that females are generally less educated than males, for example, the percentage of illiteracy among females was 18.8% while the illiteracy rate among males was 13.9%. The rate of preparatory education among males was 18.1%, while in females it was 17.1%, at the level of university education, the percentage of females who were not enrolled in the study, who had a secondary education and an average diploma, was 10.9%, 2.4%, respectively, which is higher than that of males, but the proportion of males exceeds the proportion of females whenever we

reach the levels of university education, bachelor or higher, 4.7% of males in the first degree level compared to 3.7% of females. At the master level, 0.3% was male and 0.1% was female.

Figure 14: Percentage distribution of Syrians aged 13+ years who are not enrolled in the study by educational status and sex at the national level



Department of Statistics, Population and Housing Census Database, 2015.

3.10 Participation in the labor force

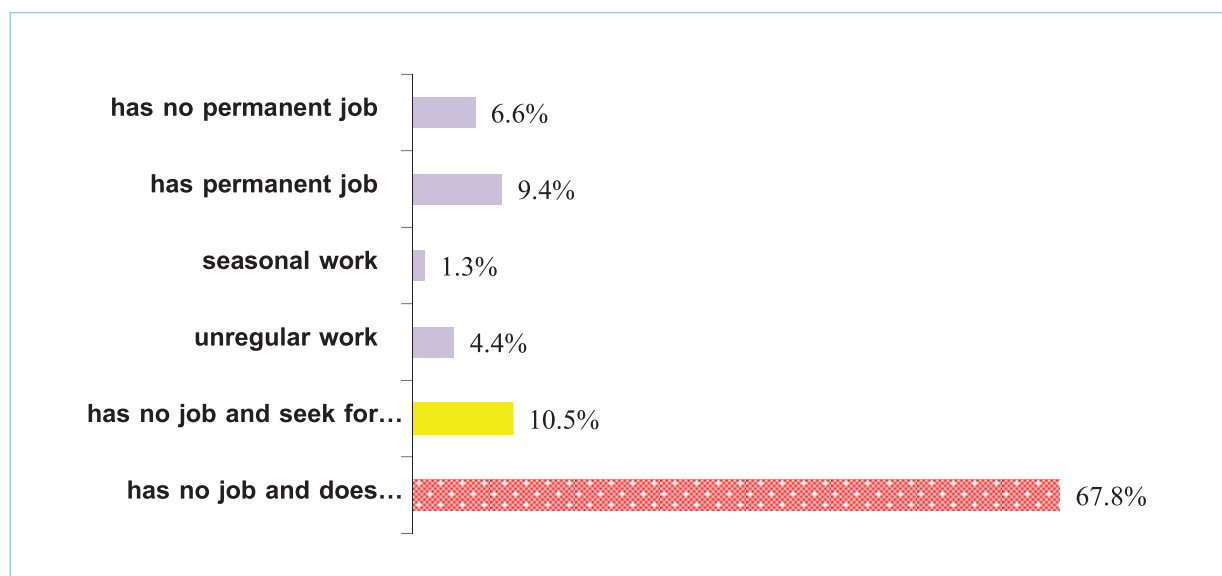
3.10.1 Economic participation of Syrians in Jordan among the population aged 15 and over

Syrians in Jordan aged 15 years and above are distributed as shown in Figure (15), (67.8%) of Syrians aged 15 years and above do not work or seek employment, that is, they are outside the labor force or are not economically active.

Similarly, 32.2% of the Syrians in this age group are in the labor force or economically active, also, the labor force includes those unemployed - those who do not work but are looking for work - and their proportion reached 10.5% of the total Syrians in Jordan aged 15 years and above, they also include those with temporary employment of 9.4% of the total population aged 15 years and over, as well as those who had a permanent job of about 6.6% of the total population aged 15 years.

It also includes those who work seasonally or irregularly and constitute 1.3% of the total Syrian population aged 15 years or older.

Figure 15: Percentage distribution of Syrians aged (15+ years) according to the state of participation in the labor force at the national level



Department of Statistics, Population and Housing Census Database, 2015.

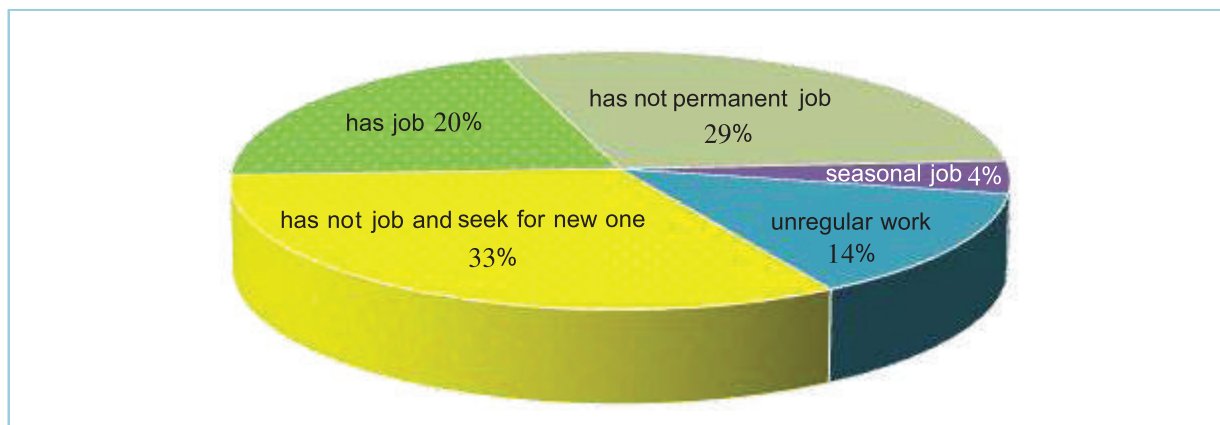
3.10.2 Syrian Labor Force in Jordan

Analysis of the data of the General Population and Housing Census indicates that economically active Syrians in Jordan aged 15 years and over are distributed by sex by 87.4% for males and 12.6% for females, the refined activity rate of the Syrians in Jordan (economically active persons attributed to the total population aged 15 and over) was 32.2%, While the refined activity rate for Syrian males and females was (58%, 7.9%) respectively.

The Syrian labor force is distributed according to the case of participation in the labor force as shown in Figure (16), where the unemployed - those who do not work but are looking for work - constitute 32.6% of the workforce (economically active), this means that the unemployment rate reached 32.6%, which is higher than the unemployment rate among Jordanians, which amounted to 13% for the same year, according to the survey of employment and unemployment, conducted by the Department of Statistics. The Syrian labor force in Jordan also includes those who have temporary employment and reached 29.3% of the labor force, as well as those who had

a permanent job and 20.5% of the total Syrian labor force, it also includes those working seasonally or irregularly, accounting for 17.7% of the total Syrian labor force.

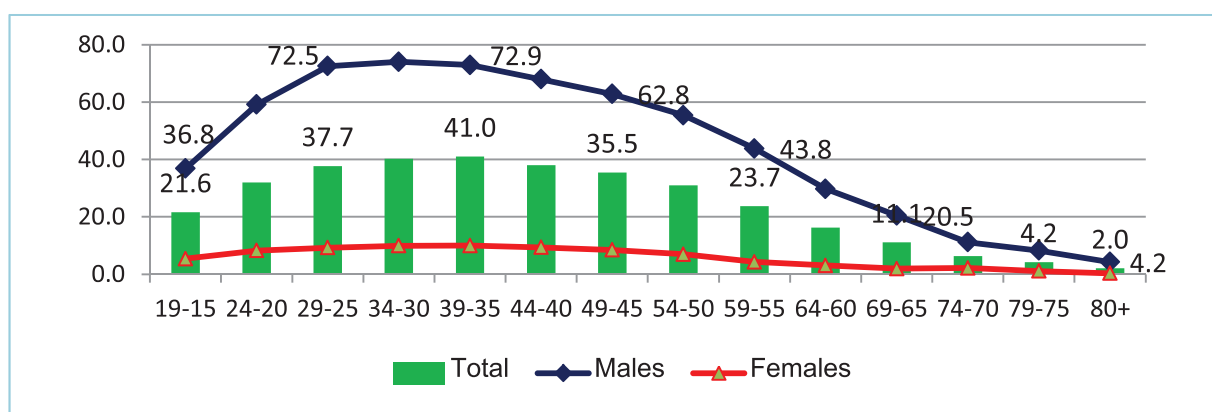
Figure (16) Percentage distribution of the Syrian labor force in Jordan by the status of participation in the labor force in 2015



Department of Statistics, Population and Housing Census Database, 2015.

The refined economic participation rate for Syrians in Jordan was 32.2%, while the refined economic participation rate for Syrian males and Syrian females was (58%, 7.9%) , the refined rates of economic participation vary by age group and between males and females, as shown in Figure (17), the figure also shows that the refined economic participation rates tend to rise from the 15-19 age group to reach the 35-39 age group, then going down to its lowest level in the 80+ age group. the rates of economic participation by sex and age groups, they highlight the large disparity between the participation of males and females,, it also shows the great advantage of male versus female participation, in addition to the dominance of a somewhat uniform pattern of the upward trend in the economic participation rates of males and females in the 15-19 age group reaching a peak in the 35-39 age group, then its downward trend.

Figure 17: Refined economic participation rates for Syrians in Jordan by age group and sex

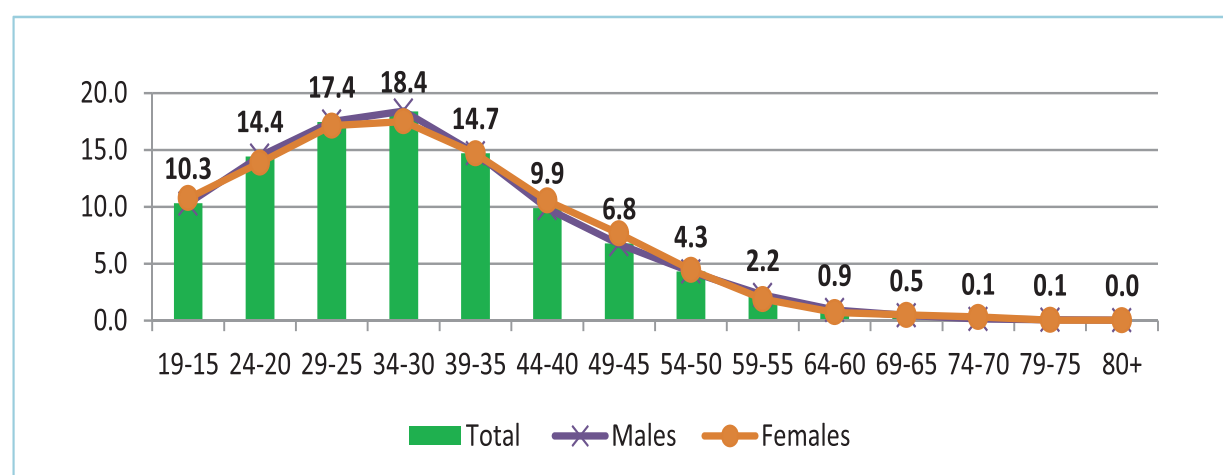


Department of Statistics, Population and Housing Census Database, 2015.

3.10.3 Workers from the Syrian labor force in Jordan

The number of Syrian workers in Jordan according to the general census of population and housing 2015 is (151423) workers, they make up (67.4%) of the Syrian labor force in Jordan, these are distributed by 93.2% for males and 6.8% for females, as shown in Figure (18), the increase in the number of Syrian workers in the 15-19 age group is expected to reach a peak in the age group (30-34), and then going down to reach its lowest level in large age groups. The total number of Syrian workers is concentrated in the age groups 20-24, 25-29, 30-34, 35-39, the percentage of employees in these categories was 14.4%, 17.4%, 18.4% and 14.7%, respectively, with a total of (65%) in the age group (20-39), it also shows that there are no significant differences between males and females in the direction of the relative distribution of workers by age.

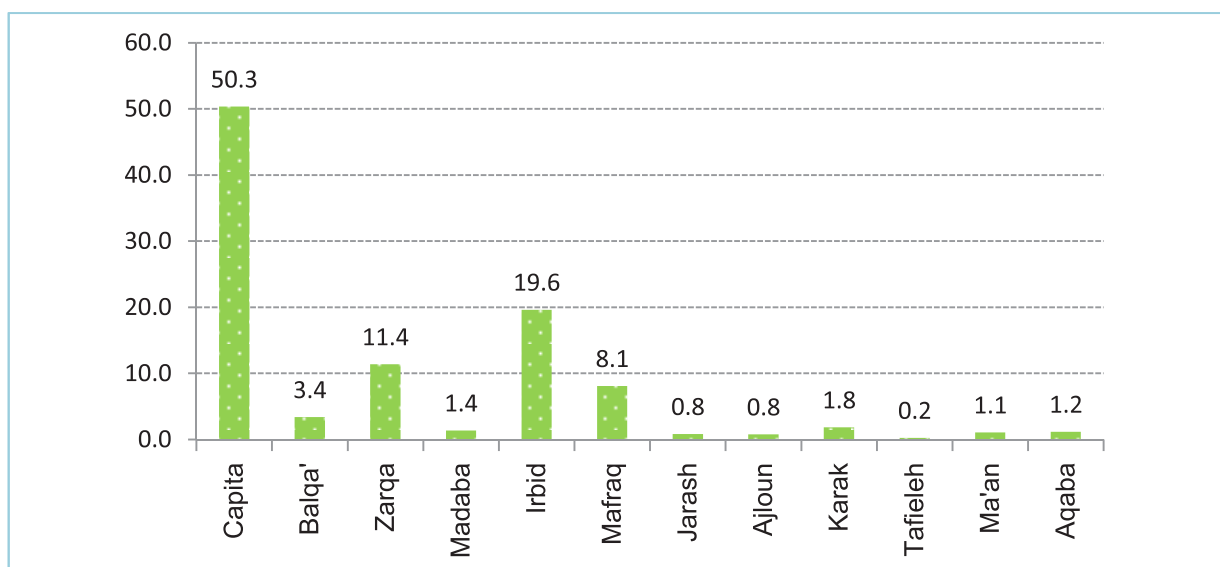
Figure (18) Percentage distribution of Syrian workers by age groups and sex



Department of Statistics, Population and Housing Census Database, 2015.

The distribution of Syrian workers according to their place of residence as shown in Figure (19) indicates that the governorate of the capital was ranked first in terms of the distribution of Syrian workers according to their place of residence, and concentrated a number of the total Syrian workers in the province of the capital is about (50.3%) in 2015, the governorates of Irbid, Zarqa and Mafrq recorded the highest percentages of the concentration of Syrian employment after the capital governorate (19.6%, 11.4%, 8.1%), with a total of 89.4% in the four governorates, while the governorates of Tafleeh, Ajloun and Jerash were the lowest governorates as a place of residence for Syrian workers, which included(0.2%, 0.8% and 0.8%) respectively of the total Syrian labor.

Figure (19) Percentage distribution of Syrian workers in Jordan by governorates

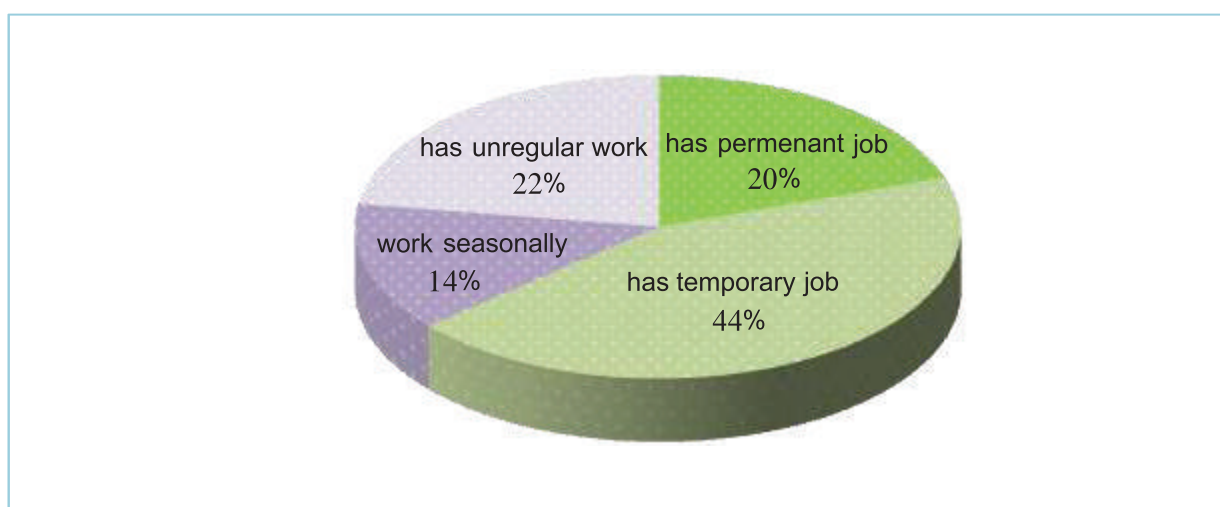


Department of Statistics, General Population and Housing Census Database, 2015.

3.10.4 Syrian Child Labor in Jordan

The number of Syrian children in Jordan in the age group 9-14 years was (192423) children, the worker children from them was (2959) children, and they constituted (1.5%) of all children aged 9-14 years, these are distributed by (83.7%) of males and (16.3%) of females, the following figure shows the distribution of child labor according to the type of work they do.

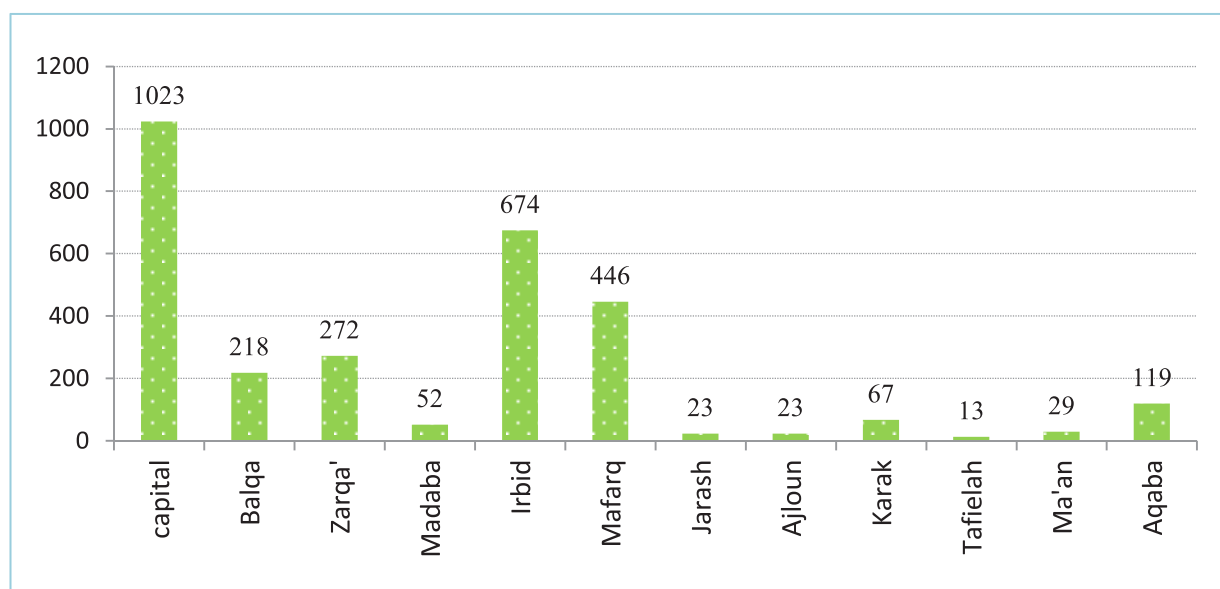
Figure (20): Percentage distribution of Syrian working children according to the type of work



Department of Statistics, Population and Housing Census Database, 2015.

Most of the Syrian child labor is concentrated in the governorates of the capital, Irbid and Mafraq, as shown in the following figure:

Figure (21) Distribution of Syrian working children in 2015 by to the governorates



Department of Statistics, Population and Housing Census Database

3.10.5 Unemployed from the Syrian labor force

Unemployment is one of the main problems experienced by the Jordanian and Syrian labor force alike, as shown in Table (12), the unemployment rate for 2015 among Syrians is 32.6% according to the general census of population and housing 2015, compared to 13% among the Jordanian labor force according to the Employment and Unemployment Survey 2016, the results also indicate that the rate of unemployment among Syrians aged 15 years and above was 28.1% for males and 63.5% for females .

Table (12) Unemployment rates by age groups and sex

Categories	Unemployment rates %	Unemployed males rate %	Unemployed females rate %
15-19	44.3	41.2	67.1
20-24	33.8	28.3	68.1
25-29	28.0	22.4	64.1
30-34	27.0	21.6	63.3
35-39	28.6	24.1	60.3
40-44	31.9	27.7	60.7
45-49	35.2	32.1	58.4
50-54	34.1	30.9	58.7
55-59	39.5	37.3	61.4
60-64	45.2	42.8	68.5
65-69	41.9	40.9	51.9
70-74	44.1	41.6	54.8
75-79	50.0	44.4	84.0
80+	50.7	50.0	57.1
Average	32.6	28.1	63.5

Department of Statistics, Population and Housing Census Database, 2015.

Table (12) shows that the unemployment rate among young males in the age groups 15-19 and 20-24 reached (41.2% and 28.3%) respectively, which is lower than the female unemployment rates for the same age groups (67.1% and 68.1%), respectively.

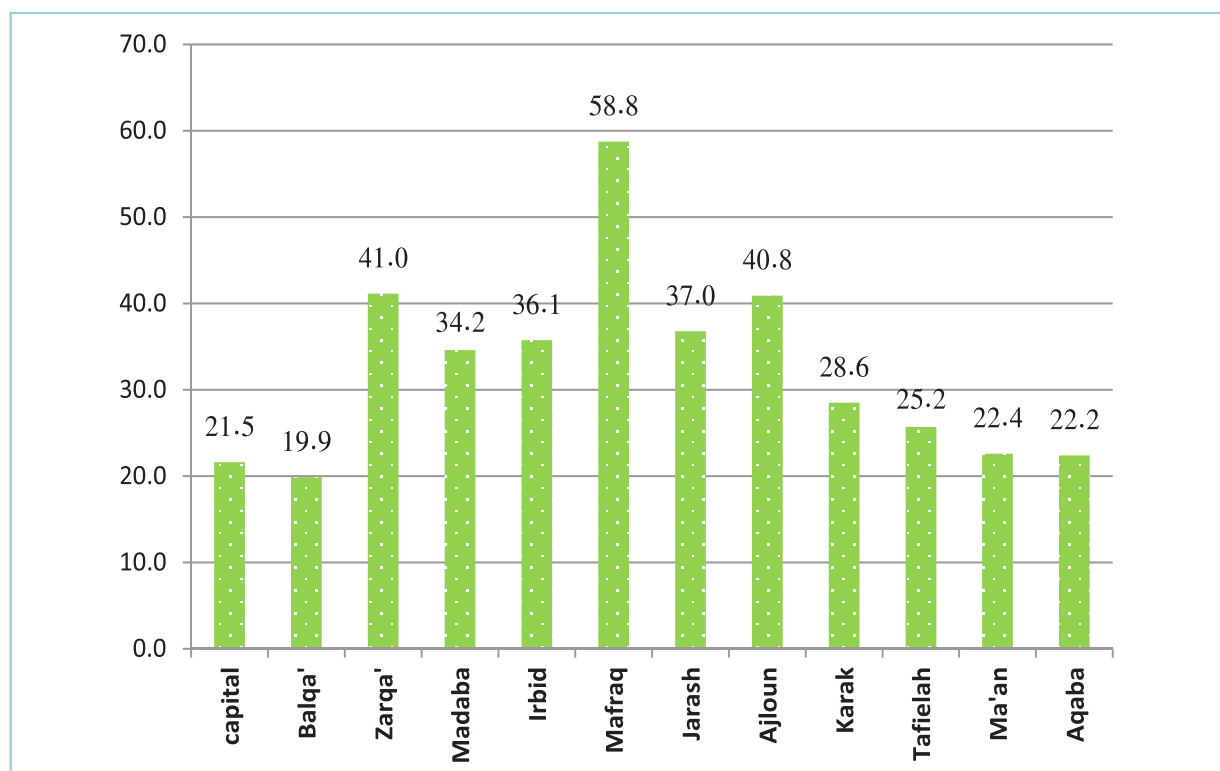
The data showed that the lowest percentage of male unemployed was in the age groups (25-29, 30-34, 35-39, 40-44), with (22.4%, 21.6%, 24.1% and 27.7%) respectively, these categories of females are characterized by high unemployment rates, which are respectively (64.1%, 63.3%, 60.3%, 60.7%).

Interestingly, the general trend of lower female unemployment rates as the age groups rise from 15-19 to 50-54, the table shows that the demand for female Syrian labor is more related to the relatively higher age groups compared to the younger age groups.

The study shows that the governorates of Mafraq, Zarqa and Ajloun recorded the highest unemployment rates among the Syrian labor force (58.8%, 41% and 40.8%), respectively, this may be due to the fact that these governorates include Syrian refugee camps and the associated labor

due to the fact that these governorates include Syrian refugee camps and the associated labor market in 2015, as well as opportunities for the exit of workers from the camp to work outside the camp, while the governorates of Balqa, the capital and Aqaba recorded the lowest rates of unemployment among the Syrian labor force (19.9%, 21.5% and 22.2%), respectively.

Figure (22) Unemployment rates for the Syrian labor force aged 15 years and more in 2015 by governorates



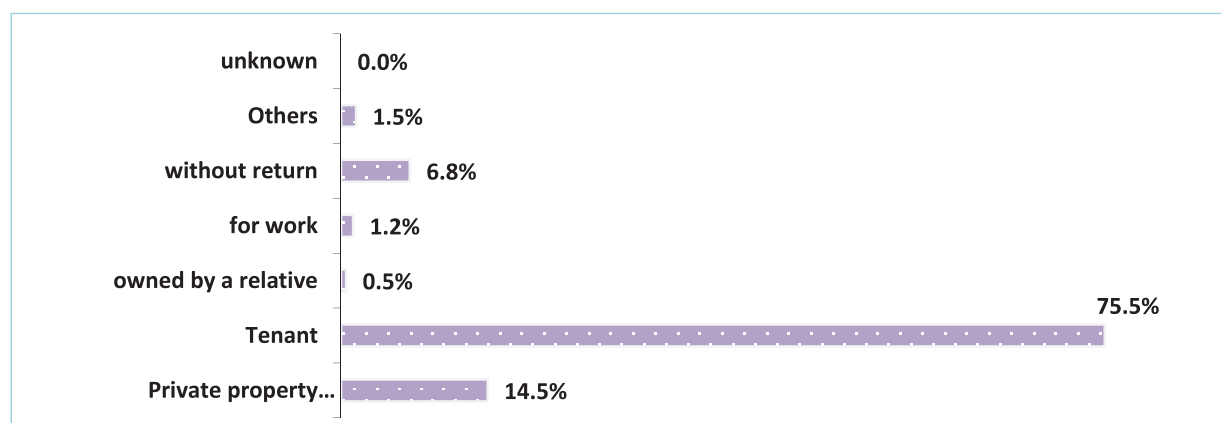
Department of Statistics, Population and Housing Census Database, 2015.

3.11 Characteristics of Syrians housing

3.11.1 Housing tenure

The results at the Kingdom level (figure 23) show that three-quarters of Syrians are tenants of the house they live in, and about 14.5% have housing, and came in third place who reside in housing for free, or living in return for work (8%), this means that the housing sector is able to absorb the wave of Syrian asylum by providing alternatives to housing.

Figure (23) Percentage distribution of housing occupied by Syrians by type of housing ownership at the national level



Department of Statistics, Population and Housing Census Database, 2015.

At the governorate level (Table 13), the results showed a significant disparity between the Kingdom's governorates in the ownership of the houses and in the proportion of tenants to their homes as well. The highest percentage of those who own their home was in Ma'fraq Governorate (47.4%). This can be explained by the fact that refugees in Za'tari camp considered themselves

Table (13) Percentage distribution of housing occupied by Syrians by type of possession of housing and governorate

Governorate	Owned by the family or one of its members%	Tenant without brushes %	Chartered Tenant%	Owned by a relative%	For work %	free of charge %	Other %	Not shown %	Total %
Capital	9.1	80.6	6.4	0.6	1.3	1.5	0.4	0.1	94272
Balqa	10.8	78.2	1.9	0.3	3.8	2.2	2.7	0.0	5647
Zaraq	9.7	62.2	1.5	0.3	0.8	23.1	2.3	0.1	37033
Madaba	8.3	84.4	3.3	0.1	2.1	1.3	0.5	0.0	2702
Irbid	5.1	85.0	4.6	0.4	0.8	2.9	1.2	0.0	62125
Ma'fraq	47.4	33.6	0.8	0.4	1.2	12.8	3.7	0.0	41910
Jerash	8.2	86.1	2.1	0.3	1.3	1.4	0.7	0.0	2294
Ajloun	4.7	89.0	4.3	0.2	0.9	0.8	0.0	0.0	2281
Karak	7.5	86.0	1.6	0.4	1.5	1.1	1.9	0.0	3532
Tafileh	7.1	84.6	1.1	0.3	5.2	0.0	1.6	0.0	364
Ma'an	6.2	89.0	3.9	0.2	0.6	0.0	0.0	0.1	1798
Aqaba	23.7	57.2	7.2	0.3	1.4	0.4	9.7	0.0	1829
Total	14.5	71.4	4.1	0.5	1.2	6.8	1.5	0.0	255787

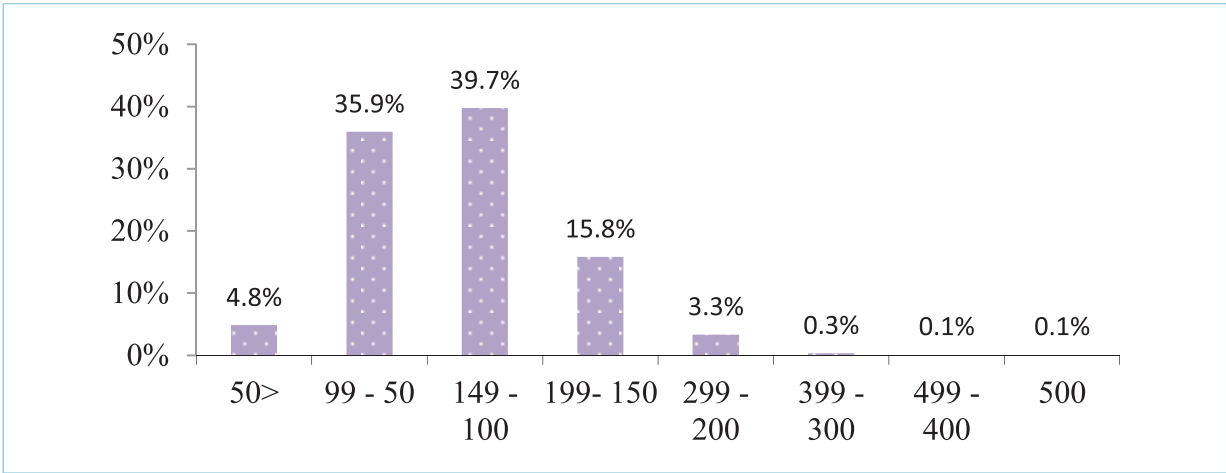
Department of Statistics, Population and Housing Census Database, 2015.

owners, while the proportion of those who own a home is low (less than 10%) in nine provinces making the proportion of tenants to their housing not less than 85% in most governorates (nine provinces), and reached about 90% in Ajloun and Ma'an.

3.11.2 Housing area

The results at the Kingdom level (figure 24) show that about two-fifths of Syrian houses are less than (100) square meters and similar between (100-149) m², the third place was the people whose house size ranged between (150-199) square meters by 15.8%, for those whose homes were 200 m² or more, they were about 3.8%.

Figure (24): Percentage distribution of housing occupied by Syrians by Area of residence (m²)



Department of Statistics, Population and Housing Census Database, 2015.

At the governorate level, as shown in (table 14), the results showed that the governorates of Aqaba, Zarqa and Balqaa were the most governorates with a percentage of dwellings occupied by Syrians with areas less than 100 square meters (72.5%, 50.2% and 50%) respectively the three governorates, while the governorates of Karak, Ma'an, Jerash and Irbid came as the most governorates where the proportion of housing occupied by the Syrians in the areas of 100-199 m² (67.4%, 64.8%, 62.2%, 61.9%), respectively.

Table (14): Percentage distribution of Syrian housing by governorates and area of dwelling per M².

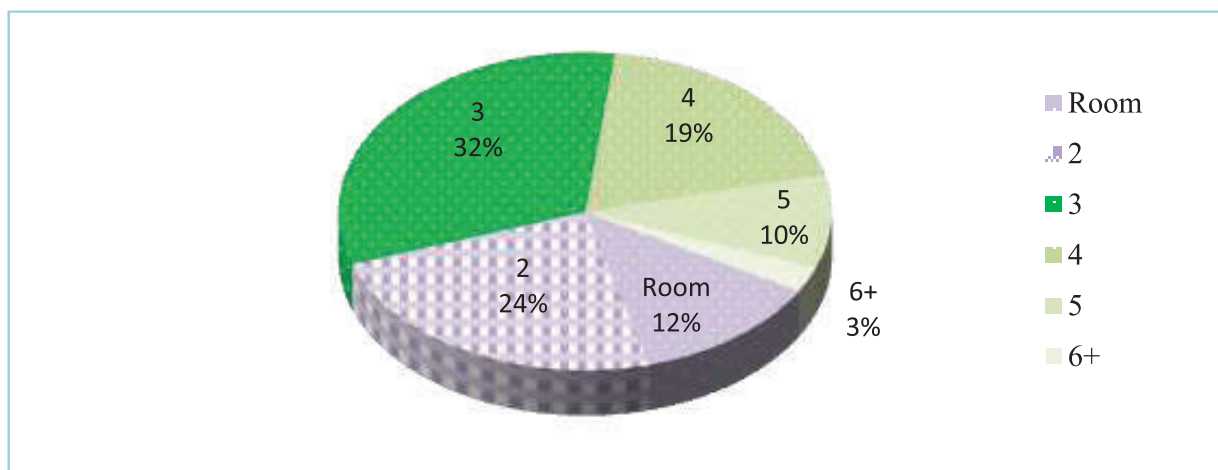
Governorate	Total	50>	50-99	100-149	150-199	200-299	300-399	400-499	+500
Capital	93,933	4.6	37.7	38.5	14.9	3.7	0.4	0.1	0.1
Balqa	5,560	10.5	39.5	34.0	12.8	2.8	0.3	0.0	0.1
Zarqa	25,890	3.8	46.4	39.2	8.5	1.7	0.1	0.0	0.1
Madaba	2,689	4.0	35.8	40.5	17.2	2.3	0.1	0.0	0.1
Irbid	61,391	4.2	30.0	41.6	20.6	3.3	0.3	0.1	0.0
Ma'fraj	17,415	7.1	31.9	40.2	16.4	4.0	0.3	0.1	0.0
Jerash	2,288	5.6	29.2	47.1	14.8	3.0	0.2	0	0
Ajloun	2,277	4.2	41.3	40.5	11.1	2.8	0	0.1	0
Karak	3,529	5.2	24.3	45.5	21.9	2.8	0.2	0	0
Tafleh	358	0.6	42.2	46.6	7.0	3.4	0	0	0
Ma'an	1,794	1.6	31.3	52.2	12.6	2.0	0.1	0	0.2
Aqaba	1,666	21.2	51.1	22.0	3.8	1.5	0.1	0.1	0.1
The kingdom	218,790	4.8	35.9	39.7	15.8	3.3	0.3	0.1	0.1

Department of Statistics, Population and Housing Census Database, 2015.

3.11.3 Number of rooms in the dwelling

The results showed that the majority of the Syrians (75%) occupy (2 to 4) rooms, while 13% of the Syrians occupy dwellings consisting of more than four rooms.

Figure 25: Percentage distribution of housing occupied by Syrians according to the number of rooms they occupied in 2015



Department of Statistics, Census of Population and Housing Census, 2015.

3.11.4 Duration of stay in the dwelling

The table shows that 90% of the housing occupied by Syrians lived in less than 5 years; this is seen as an indicator of the Syrian influx into Jordan by 2015, while Syrians occupy only 10% of the housing for five years or more.

Table (15) Percentage distribution of housing occupied by Syrians by duration of residence (years) and governorate in 2015

Governorate	Total	<1	1 - 4	5 - 9	10 - 14	15 - 19	20 - 29	30 +	Not indicated
Capital	94,272	11.4	74.1	6.1	3.1	1.4	2.1	1.8	0.1
Balqa	5,647	10.9	75.2	6.5	2.9	1.4	1.5	1.6	0.0
Zarqa	37,033	13.7	78.2	2.9	1.5	0.8	1.2	1.6	0.1
Madaba	2,702	10.5	77.8	4.8	1.9	1.4	2.1	1.4	0.0
Irbid	62,125	12.5	81.0	2.5	1.1	0.6	1.0	1.4	0.0
Mafraq	41,910	3.9	91.0	2.3	0.9	0.5	0.8	0.6	0.0
Jerash	2,294	11.0	78.6	3.4	2.5	1.2	1.7	1.5	0.0
Ajloun	2,281	13.3	79.0	3.6	1.2	0.5	0.8	1.7	0.0
Karak	3,532	7.7	79.3	6.3	2.7	1.7	1.4	1.0	0.0
Tafleh	364	13.5	73.1	6.0	2.5	1.4	1.9	1.6	0.0
Ma'an	1,798	10.6	74.9	6.2	2.1	2.2	2.2	1.8	0.1
Aqaba	1,829	16.8	73.6	5.7	1.6	0.6	1.3	0.4	0.0
The kingdom	255,787	10.7	79.3	4.1	2	1	1.5	1.4	0.1

Department of Statistics, Population and Housing Census Database, 2015.

Chapter four

Characteristics of the Syrian Labor force residing in the capital Governorate And their participation in the Jordanian labor market

Introduction

This section deals with the analysis of the quantitative data from the field survey related to the study of the characteristics of the Syrian labor force residing in the capital governorate, where the number of questionnaires that were retrieved and valid for the statistical analysis (804) questionnaire "for individuals between the ages of 15-64.

This chapter covers seven main areas: the first relates to the demographic data of the respondents such as: sex, marital status, age, urban affiliation or housing area in Syria, some questions about the year of arrival in Jordan, registration with the UNHCR and the Ministry of the Interior; Analysis The data of respondent families in terms of family size, number of employees, family members present and absent, reasons of absence, In the third part, we dealt with education, vocational training, skills and training, and the exchange of experiences and skills between Jordanians and Syrians, in the fourth part, we dealt with the work side, which included a number of questions, including work for pay, current working situation, main occupation, economic activity, the sector of the work, frequency of work, the partnerships between the Syrian and Jordanian workers and the elements of their success, the relationship with the employer, the means of looking for work, work permits, the reasons for absence from work, and other related questions. The fifth part dealt with the level of engagement of Syrian labor in the Jordanian labor market and practical proposals to increase their engagement into the labor market, In section six we discussed the work in Syria, such as the main occupation, economic activity, the labor sector, the main workplace, the level of technical skills, in Section seven we discussed the level of household income and additional sources of income such as financial and in-kind assistance, the extent of income coverage for household expenses, and possible coping mechanisms.

4.1 Demographic and introductory data

1. Gender

Table (1) shows that approximately 74.5% of the sample is male (599), while about (25.5%) of the sample are female. This proportion is logical because the study targets the Syrian labor forces

which include employed and unemployed, and that "a number of Syrian females are married at an early age, and therefore their contribution to the labor market inevitably" will be small compared to males.

Table (1) Percentage distribution of Syrian labor force personnel by Sex

Answer	Frequency	Percentage
Male	599	74.5
Female	205	25.5
Total	804	100

2. Marital Status (Social)

Table (2) shows that 74.8% of the study sample is married, while 20.4% of the study sample is single, the reason for this is that approximately 75% of the sample of youth is between the ages of 19-35 they are still in the process of self-formation.

Table (2) Percentage distribution of Syrian labor force by marital status and sex

Answer	Frequency	Percentage	Males		Females	
			Frequency	Percentage	Frequency	Percentage
Single	164	20.4	154	25.7	10	4.9
Married	600	74.8	437	73.0	163	80.3
Widow	20	2.5	1	0.2	19	9.4
Divorced	15	1.9	6	1.0	9	4.4
Separated	3	0.4	1	0.2	2	1.0
Total	802	100	599	100	203	100

(2) Cases were excluded for lack of response

3. Age distribution

Table (3) shows that the vast majority of the sample is in the youth category, where 43.6% are between the ages of (15-29) years, while 42% of the sample are between the ages of (30-44) years, it should be pointed out that these age groups support the trend towards benefiting from the Syrian labor force and their different skills and transferring them to Jordanians in the Jordanian labor market.

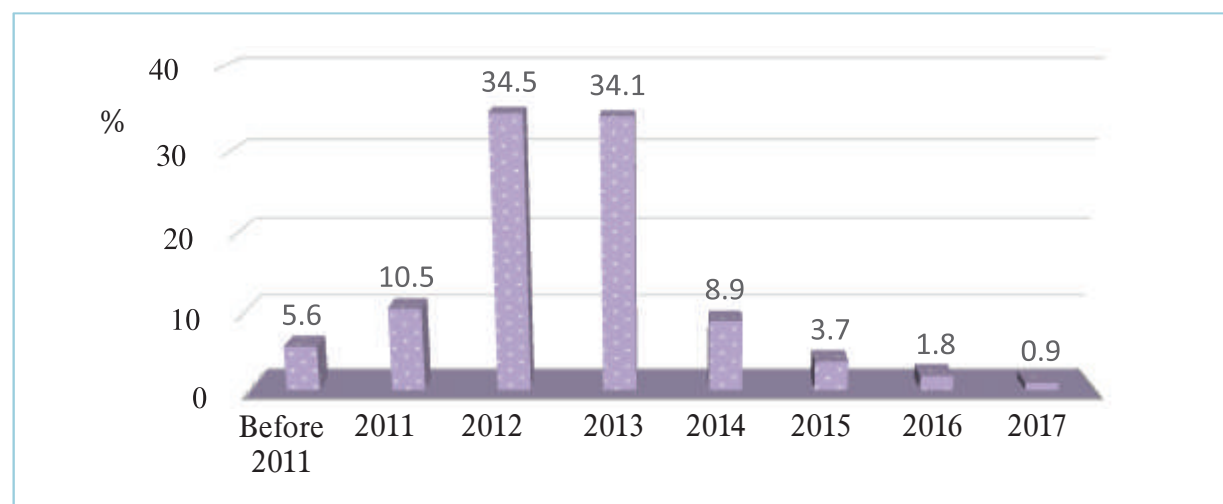
Table (3) Percentage distribution of Syrian labor force personnel by age groups and sex

Age group	Total	Percentage	Males		Females	
			Frequency	Percentage	Frequency	Percentage
15 – 19	51	6.3	44	7.3	7	3.4
20 – 24	148	18.4	118	19.7	30	14.6
25 – 29	152	18.9	118	19.7	34	16.5
30 – 34	156	19.4	116	19.4	40	19.4
35 – 39	115	14.3	81	13.5	34	16.5
40 – 44	66	8.2	48	8.0	18	8.7
45 – 49	53	6.6	35	5.8	18	8.7
50 – 54	35	4.4	21	3.5	14	6.8
55 – 59	20	2.5	14	2.3	6	2.9
60 – 64	8	1	4	0.7	4	1.9
Total	804	100	599	100	206	100

4. Year of Arrival to Jordan

Figure (1) shows that the vast majority of the study sample was submitted to Jordan after 2011, the year of the beginning of the Syrian crisis, more specifically, we note that nearly two-thirds of the sample (68.6%) was submitted in 2012 and "2013", the period when the Syrian crisis intensified as a result of the fall of a number of Syrian cities and governorates or their destruction as a result of the civil war.

Figure (1) Percentage distribution of Syrian labor force by year of arrival to Jordan



(16) Cases were excluded for lack of an answer

5. The last permanent place for Syrians to stay before coming to Jordan

Table (4) indicates that 31.7% came from Homs governorate, when reviewing the areas and cities they came from Homs governorate, we noticed that they live in rural areas, while 24% came from Damascus governorate or what is known in the study sample "Sham ", followed by Syrians who came from the province of Daraa and by 11%, while Aleppo was ranked fourth in 10.6%.

Table (4) Percentage distribution of Syrian labor force by place of residence before coming to Jordan

Governorate /city	Frequency	Percentage	Governorate /city	Frequency	Percentage
Damascus	195	24.3	Raqqa	36	4.5
Homos	254	31.7	Gota	12	1.5
Hamah	47	5.9	Qunaiterh	5	0.6
Aleppo	85	10.6	Hasakeh	18	2.2
Idlib	11	1.4	Lattakiah	4	0.5
Dar'ah	88	11.0	Swida	9	1.1
Damascus countryside	38	4.7	Total	802	100

(2) Cases were excluded for lack of an answer

6. Urban affiliation (area designation)

Table (5) shows that two-thirds of the sample lived in urban areas before coming to the capital Amman with a percentage of 62.2%, while about one-third of the sample belonged to rural areas, which included villages with a percentage of 37.7% ,there are a number of rationales confirmed by the nature of the sample, as a proportion of them came from different governorates such as Damascus, Homs, Aleppo, Hama and Daraa, which include many rural communities and villages.

Table (5) Percentage distribution of the Syrian labor force according to the type of area (urban affiliation) that they came from

Answer	Frequency	Percentage
Urban	498	62.25
Rural	302	37.75
Total	800	100

(4) Cases were excluded for lack of response

7. Registration at the Office of the United Nations High Commissioner for Refugees

Table (6) shows that the vast majority of the sample of the study is registered in the UNHCR with a percentage of 93.5%, whereas only 6.5% are not registered with the UNHCR due to their knowledge of the benefits of registration In UNHCR for financial and in-kind assistance.

Table (6) Percentage distribution of Syrian labor force by registration status of UNHCR

Answer	Frequency	Percentage
Yes	750	93.5
No	52	6.5
Total	802	100

(2) Cases were excluded for lack of an answer

8. Registration at the Jordanian Ministry of Interior

Table (7) shows that more than half of the sample (63.8%) are registered with the Ministry of the Interior, while 36.2%, didn't register, this may be due to several reasons, such as: the existence of a culture among members of the study sample do not favor dealing with the security authorities, or because of fear of dealing with the security authorities for special reasons, and may be the reason for payment of fees since if the person registered "in the Office of the United Nations High Commissioner for Refugees he must pay 5 dinars instead of the Ministry of Interior document.

Table (7) Percentage distribution of the Syrian labor force according to their registration in the Ministry of Interior

Answer	Frequency	Percentage
Yes	512	63.8
No	290	36.2
Total	802	100

(2) Cases were excluded for lack of an answer

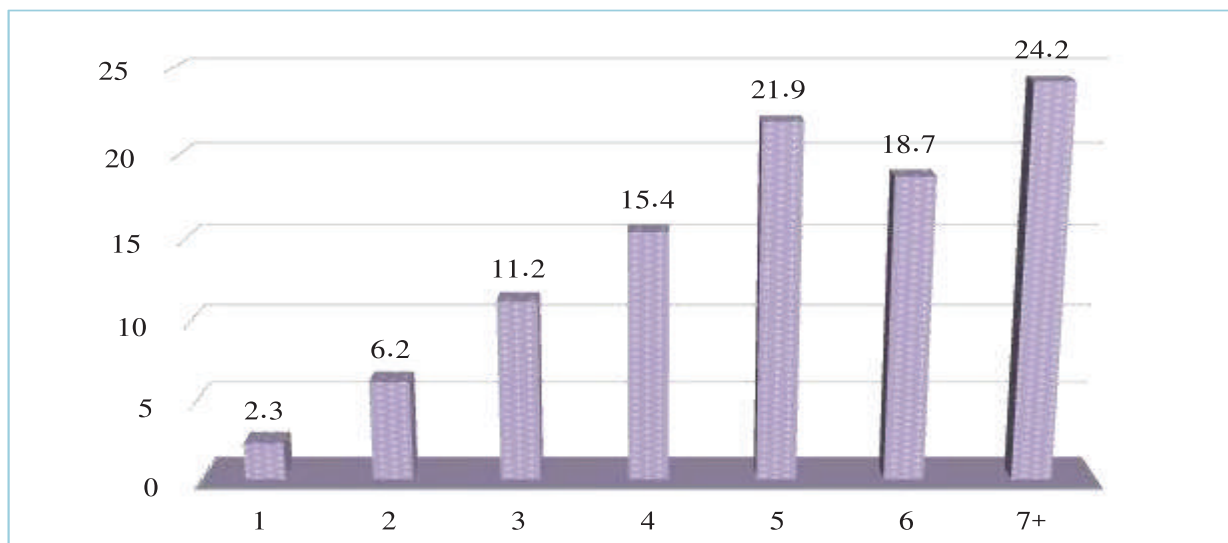
4.2 Characteristics of the Syrian family to which the labor force belongs

1. Number of Syrian family members

The average size of the family was (5.3) while the median was (5) individuals, as can be seen in figure (2) about 22% of the study sample has (5) individuals living under one roof and using the

same kitchen, while (150) of the families surveyed have (6) individuals living together "percentage of 18.7%, more than half of the sample is 50%, the number of family members living under one roof is (5-7) persons, higher than the average for the Jordanian family, which is about 4.6%, this may be due to several factors: a large proportion of families come from rural areas, about one third of the sample, which includes villages with a percentage of 36.8%, in addition to early marriage, and the other reason may be due to the social solidarity policy , Where a larger number of extended families live under one roof in order to reduce both the cost of living and the challenges.

Figure (2) Percentage Distribution of Syrian labor force according to the size of the family



1 case was excluded because there was no answer

2. Number of persons over the age of fifteen in the families of the working forces

Table (8) shows that about 45% of the respondents mentioned that there were two individuals in

Table (8) Percentage distribution of Syrian labor force persons by number of family members age 15+

Number of family members aged 15+ years	Frequency	Percentage
1	53	6.7
2	356	44.8
3	50	18.9
4	122	15.4
5 and more	113	14.2
Total	794	100

(10) Cases were excluded that have no members aged 15 years and older

the family over the age of 15 in their families, while 19% of the families surveyed had three persons over the age of 15, and 15.4% families have four individuals over the age of 15, and since almost all sample households have individuals over the age of 15, this means they have a workforce.

3. Number of workers in families of the labor force

Table (9) shows that the majority of the sample of Syrian families surveyed has one working person with a percentage of 67.4%, while 20.9% of the sample has two working persons, 6.4% of the families have no worker.

Table (9) Percentage distribution of Syrian labor force by number of employees in the family

Number of workers in the family	Frequency	Percentage
0	51	6.4
1	542	67.4
2	168	20.9
3	34	4.2
4	7	0.9
5	1	0.1
7	1	0.1
Total	804	100

(2) Cases were excluded for lack of an answer

4. Relationship of the respondent to the head of the family

Table (10) shows that 55% of the study sample represents the head of the household, with (440) individuals, while 22.2% of the sample represent a (husband / wife), and approximately 20.3% Representing a (son or daughter), we note the dominance of the extended family style in which the father, mother, unmarried children or unmarried daughters live, this may be due to privacy-sensitive customs and traditions, Perhaps because of the marriage of sons and daughters and the tendency to live independently and to form new families.

Table (10) Percentage distribution of the Syrian labor force according to its relation to the head of the family

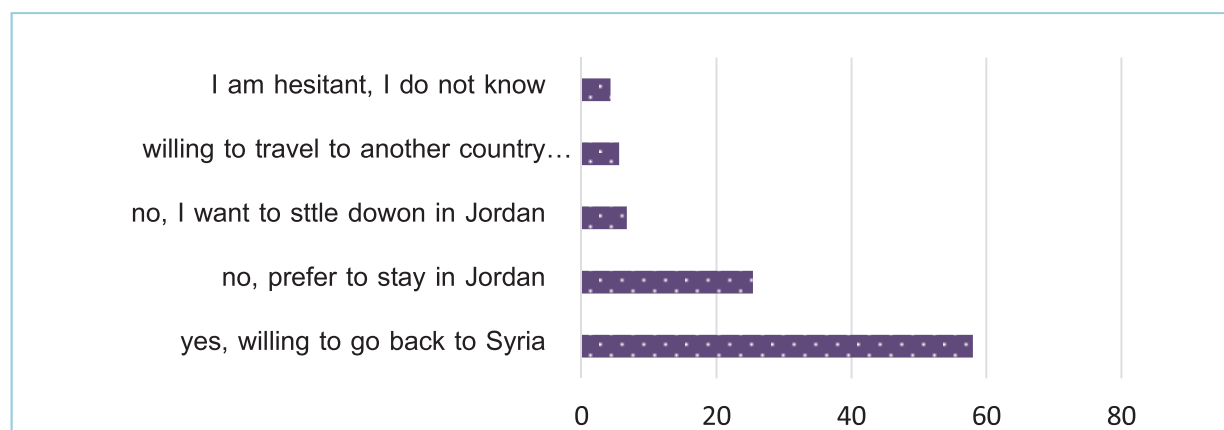
Answer	Frequency	Percentage
I am the head of the family	440	55.1
Husband/ wife	177	22.2
Son/ daughter	162	20.3
Mother / father	3	0.4
Son in law/ daughter in law	2	0.3
Father/ mother in law	1	0.1
Grandson/ granddaughter	1	0.1
Brother/sister of the head of the family	11	1.4
Nephew/ niece	1	0.1
One of the relatives	1	0.1
Total	799	100

(5) Cases were excluded for lack of an answer

5. Return to Syria

Figure (3) shows that 58% of the sample had an intention to return to Syria when the situation improves, while about a quarter of the sample (32.1%) preferred to stay in Jordan, This results can be explained by the fact that a large part of the respondents have improved their living conditions after coming to Jordan as a result of job opportunities or the security and political stability of the Kingdom, as well as the presence of in-kind and financial aid from governmental and international organizations and parasternal organizations, such as the office of the United

Figure (3) Percentage distribution of Syrian workforce according to their opinion on return to Syria



(4) Cases were excluded for lack of response

Nations High Commissioner for Refugees, as well as the provision of free medical and educational services from the Government of Jordan and international organizations, which increased their desire to remain in Jordan, and 5.6% of the sample intends to travel to a country other than Syria, while 4.3% of the sample is hesitant and has no specific answer, this is normal in light of the great uncertainty surrounding the Syrian crisis, and the lack of clarification of its future features and the fate of the Syrian refugees and the Syrian issue public.

6. Absentees in the Syrian family

Table (11) shows that 83.2% of the sample (households) have no family members who are not married, while 16.8% of the sample have family members who are absent from the family and are unmarried, the reasons for the absence of several factors, including stay in Syria for the presence of work, or because of the calm and stability of some areas, including those who were lost during the beginning of the crisis is not known fate until now, and some of the reasons for his absence were economic such as work in the Gulf Arab countries such as Saudi Arabia, the UAE, Qatar and Bahrain.

Table (11): Percentage distribution of Syrian labor force by the presence of individuals by the absentees in the family

Answer	Frequency	Percentage
Yes	131	16.8
No	650	83.2
Total	781	100

(23) Cases were excluded for lack of an answer

7. Reasons for absence

Table (12) shows that 69.5% of the households surveyed have family members absent due to their preference to remain in Syria, particularly in the safe areas, a total of 23 persons (17.5 %)

Table (12) Percentage distribution of Syrian labor force members whose families have absentees according to reasons of absence

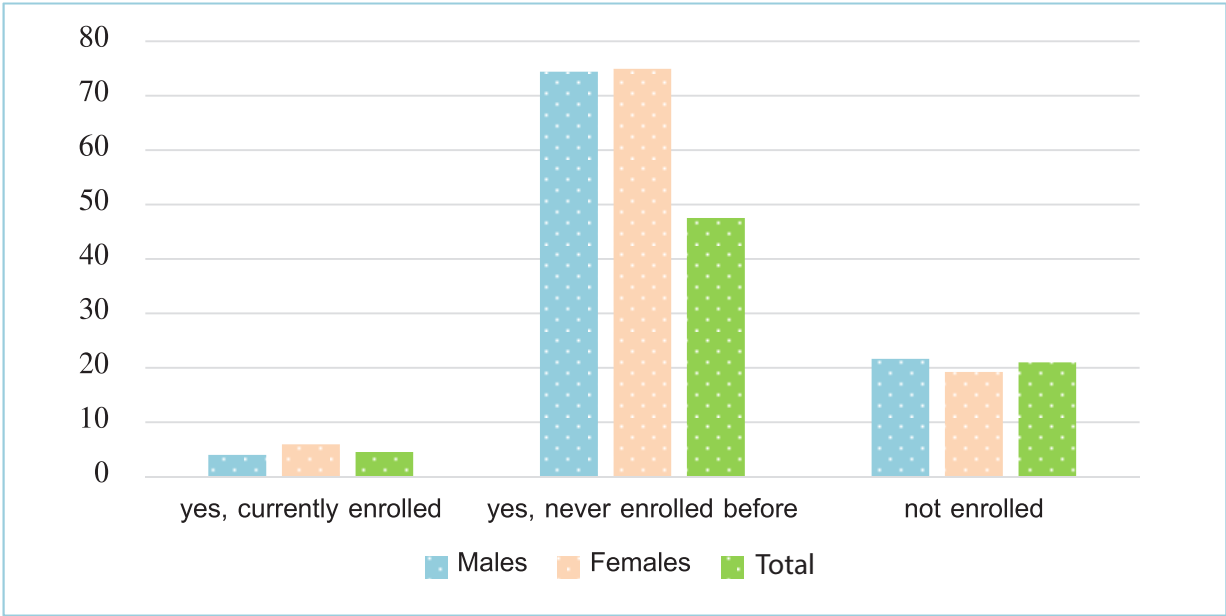
Answer	Frequency	Percentage
Staying in Syria	91	69.5
Staying in separate home in Jordan	5	3.8
Staying out away from Syria	23	17.5
Another reason (define)	12	9.2
Total	131	100

4.3 Vocational education and training

1. Enrollment ratio in educational institutions

figure (4) shows that (594) of the study sample (74.5%) had previously enrolled in educational institutions, whether schools, institutes, colleges and universities, while a quarter of the sample (21%), this result can be explained by the fact that they prefer to work with the family at the expense of the study since childhood, while 4.5% of the sample are currently enrolled in educational institutions, especially those with higher education and those with a bachelor's degree. It is important to note that education is one of the main inputs to the acquisition of functional and vocational skills, which helps to better engagement of employment in the Jordanian labor market. At the same time, education may be one of the main obstacles that reduce the chances of engagement of Syrian labor into the Jordanian labor market for their desire for formal jobs commensurate with their University qualifications.

Figure (4): Percentage distribution of Syrian Workforce Personnel by Enrollment in Educational Institutions and sex



(7) Cases were excluded for the lack of the answer

2. Number of years of schooling

Table (13) shows that the highest percentage of those who have been enrolled has ranged from 6 to 10 years, the middle stage of education from the seventh grade to the tenth grade, this employment can be combined with some simple professions that do not require specialized technical skills or higher or vocational education, but may be difficult to into specialized professional

professions that need to teach or learn other languages such as English. This result was confirmed by one investor, who said: "Education is one of the obstacles facing us in attracting skilled workers and specialized experts."

Table (13): Percentage distribution of Syrian workforce Personnel to those currently enrolled in education and those who have joined by number of years

Number of years of schooling	Enrolled		Have been enrolled before	
	Frequency	Percentage	Frequency	Percentage
1	1	2.9	0	0.0
2	0	0.0	0	0.0
3	4	11.4	19	3.2
4	4	11.4	22	3.8
5	3	8.6	32	5.5
6	2	5.7	99	16.9
7	3	8.6	70	12.0
8	0	0.0	24	4.1
9	4	11.4	118	20.2
10	1	2.9	33	5.6
11	0	0.0	14	2.4
12	4	11.4	94	16.1
13	2	5.7	2	0.3
14	3	8.6	27	4.6
15	1	2.9	1	0.2
16	1	2.9	27	4.6
17	1	2.9	2	0.3
18	1	2.9	1	0.2
Total	35	100	585	100

10 cases were excluded for lack of response

3. Educational level

Table (14) shows that 4% of the sample of the study is illiterate and slightly literate, as well as about 70% did not reach the level of secondary school. Some of them are literate and literate. Some of them completed primary, preparatory or primary education. 25.7% of the sample completed their primary education successfully, 25% of the sample completed the preparatory stage, and 17.5% have the secondary certificate. It can be said that 89% of the Syrian labor force in the capital governorate has a secondary education qualification, of the sample had an average diploma (community college), in addition to 6.5% of the sample, the results of this study showed that one of the Syrian workforce in the focus groups said: "I have learned my current profession from the parent, all the skills I have learned through the parent not school. "

Table (14) Percentage distribution of Syrian Labor force Personnel by educational level and sex

Educational level	Total		Males		Females	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Illiterate	7	1.1	6	1.3	1	0.6
Educated	18	2.9	10	2.1	8	4.9
Primary	162	25.7	125	26.8	37	22.6
Preparatory	158	25.1	127	27.3	31	18.9
Basic	102	16.2	66	14.2	36	22.0
Professional apprenticeship	3	0.5	3	0.6	0	0.0
Secondary	110	17.5	82	17.6	28	17.1
Intermediate Diploma	24	3.8	14	3.0	10	6.1
Bachelor degree	41	6.5	30	6.4	11	6.7
Higher Diploma	1	0.2	1	0.2	0	0.0
Master / PhD	4	0.6	2	0.4	2	1.2
Total	630	100	466	100	164	100

(174) were excluded because there was no answer and because of those who had never been enrolled

4. Academic specialization for those who have a scientific qualification more than basic

We note from Table (15) that there is a diversity in practical and literary specialties, especially at the level of diploma and bachelor degree, and their percentage is about 40% where we note the availability of practical specialties such as: pharmacy, dentistry and engineering of various types,

and literary disciplines such as: Languages and the teacher of the classroom and these disciplines are present in the educational system in Jordan and are available in the same classification almost, in general secondary schools, the same classification is available in the secondary school in Jordan, with about 60% of them holding high school.

Table (15) Percentage distribution of Syrian labor force members with academic qualifications more than basic by specialization

Answer	Frequency	Percentage
Specializations at the level of higher education (intermediate diploma, bachelor's and graduate studies)		
Engineering	17	9.7
Business / Commerce / Marketing	13	7.4
Teacher	1	0.6
Arabic Language	8	4.5
Nursing	1	0.6
Medical labs	1	0.6
Child education	1	0.6
Interior design and arts	7	4.0
Electrical techniques	1	0.6
Graphic Design	1	0.6
Law	6	3.4
Dentist	1	0.6
Lawful	1	0.6
Chemistry	2	1.1
Dental technician	1	0.6
Physics	2	1.1
Specializations at the secondary level		
Vocational	7	4.0
Introduction to cooking	1	0.6
Information technology	1	0.6
Music	1	0.6
Literary	24	13.6
Tawjihiy Unknown Specialization	54	30.7
Confectionery	1	0.6
Industrial	3	1.7
Agricultural development	2	1.1
Legitimate	2	1.1
Scientific	15	8.5
Textiles	1	0.6
Grand total	176	100

(7) Cases were excluded for lack of response

5. The contribution of education to job creation

Table (16) shows that 44.3% of the study sample believe that the academic or vocational education they received did not contribute to providing them with job opportunities in the Jordanian market, this finding seems logical when compared to the low educational levels of Syrian employment, whether academic or applied / technical, while 42% of the respondents believe that their studies will help them find job opportunities for them in the Jordanian market. This category was based on their answers to their university or professional education in practical and technical specialties that may provide them with job opportunities in the market, we also note that about 14% of respondents do not know if their studies will help them or not to get a job.

Table (16) Percentage distribution of Syrian labor force persons with more than basic education and the role of education in obtaining employment

Answer	Frequency	Percentage
Yes exactly	31	16.9
Yes, to some extent	46	25.1
No	81	44.3
I do not know	25	13.7
Total	183	100

6. Relationship of skills to education

Note from Table (17) that about 63% of the respondents believe that the education they received did not help them in building the necessary practical skills, While (204) of the respondents with a percentage of 37.5% believe that education contributed to building their skills, the proportion of those who believe that the education they received did not help them in building the necessary practical skills on males 62.9% and females 61.2%, this finding may explain that some respondents have applied disciplines such as accounting, food production, and hotel domain, this type of study involves practical application and training in which the individual acquires practical skills.

Table (17): Percentage distribution of the Syrian labor force by the opinion on the acquisition of skills through education and by sex

Answer	Sample		Males		Females	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	204	37.5	154	37.1	50	38.8
No	340	62.5	261	62.9	79	61.2
Total	544	100	415	100	129	100

(7) Cases were excluded for lack of response

7. The distinctive skills of Syrian labor

Table (18) shows that the number of sample members of the Syrian labor force in the capital governorate who possess skills and believe that they distinguish them from the Jordanian workers reached 322 individuals by about 40%. These skills included some professions such as food production, In addition to the skills related to the eastern and western sweets industry, in light of the above, it can be concluded that the Syrian workforce, especially the younger ones, needs more training, skills and skills to be effectively engaged into the Jordanian labor market.

Table (18): Percentage distribution of Syrian labor force members who possess skills according to their distinctive skills

Answer	Frequency	Percentage	Answer	Frequency	Percentage
Sanitary extensions	3	1.0	Flower arrangement for cars and weddings	1	.3
Sales Representative	1	.3	Arrangement of flowers and decorative plants	3	1.0
Upholstery Furnishing	3	1.0	clothes designing	2	.6
The cutter (butcher)	7	2.1	Repair Shoes	1	.3
Law Firm	2	.6	Dairy Processing	3	.9
Carpentry	8	2.5	Manufacture of pottery	1	.3
Horses coach	1	.3	Decorating cars	1	.3
Education	5	1.6	Smith	9	2.8
Automotive Technician (Mechanical, Painting)	8	2.5	Vegetables	1	.3
Engineer	3	1.0	Driver Transfer	1	.3
Dress fabric	2	.6	Maintenance of equipment	3	1.0
Services in sewing of woman clothing	22	6.8	Hairdresser	30	9.3
Aluminum worker	1	.3	Electric household	7	2.1
Food production	46	14.3	Novelist	1	.3
Sweets chief	24	7.4	Sweets chief	2	.6
Construction and Building (Stone Building, ...)	31	9.6	Make all kinds of juices	1	.3
Worker in factories	5	1.6	car wash	1	.3
Buying and selling	11	3.4	Satellite Technician	1	.3
Casher	3	1.0	pastry chef	3	1.0
Upholstery Furnishing	1	.3	Other	62	19.2
Distinguishing medicinal herbs	1	.3	Total	322	100

On the other hand, it is possible to benefit from the highly skilled in the Jordanian labor market. We also note that the skills related to the preparation of food, drink and sweets ranked first with a percentage of about 22%. This result is logical due to the widespread spread of restaurants and pastries in the recent period, vocational skills related to construction, construction, reconstruction and design in the second place and a percentage of 10%, and the skills related to beauty and shaving in the third place and a percentage of 10%, and the rest of the sample had diverse skills in a number of different professions.

8. Number of years of skill acquisition

In Table(19), about 38% of the respondents have skills of (1-5) years. On the other hand, 7.3% of the sample of the sample has cumulative experience. They have their current skills for more than 20 years; these results can be explained by several points: First, the sample of the study consists of young people who, when they came to Jordan, some were under the age of 18 years. Thus, the number of years of acquiring the skill is still small compared to the large age groups that gained their experience over a period of more than twenty years, moreover, a number of the study sample changed their profession or work after coming to Jordan for reasons including lack of job opportunities suited to the nature of their skills or failure to provide the necessary training to refine their new skills.

Table (19) Percentage distribution of Syrian labor force personnel with skills according to the number of years of skill ownership

Answer	Frequency	Percentage
Less than one year	4	2.1
1-5	73	37.8
6-10	45	23.3
11-15	38	19.7
16-20	19	9.8
More than 20	14	7.3
Total	193	100

(129) Cases were excluded for lack of response

9. Contributors in building skills for Syrian labor

Note from Table (20) that 67.5% of the sample of the study replied that the skill building is due to their parents and relatives, especially "in occupations that constitute the work of the family, this is known to Syrian families that encourage the work of family or so-called "family domain" for several reasons, including maintaining the family profession, and this result can be justified

through the low level of education, where about 4% of the sample of the study are illiterate and somewhat literate reading skill, while 25.7% of the respondents completed their primary education successfully. In addition, 4.7% of the study sample does not have a specific body responsible for building their skills.

This result can be explained by the fact that a number of study sample members are females who are engaged in unregulated economic activities or who have acquired new skills in an individual way, on the other hand, we note that 6% of the sample of the study has been built their current skills through the employers themselves, whether in Syria or Jordan, for example, "one of the individuals interviewed during the discussion sessions say that his original career Mechanic but did not find a job, for this reason, he replaced it with the maintenance of photocopying machines, which he learned from the Jordanian employer.

These results reflect the lack of interest in vocational training and apprenticeships in Syria and Jordan, where 13% of the sample members learned their skills through training institutes, which include vocational training, crafts and other specialized subjects. Did not contribute to building their skills, especially primary or secondary education.

Table (20) Percentage distribution of Syrian labor force personnel with skills according to the entities that participated in contributed to building their skills by sex

Answer	Frequency	Percentage	Males		Females	
			Frequency	Percentage	Frequency	Percentage
Family or relatives	129	67.5	166	73.8	22	47.8
School	4	2.1	-	-	4	8.7
Training Institute	24	12.6	22	9.0	11	24.0
Community College	6	3.1	4	2.8	2	4.3
University	7	3.7	6	3.4	2	4.3
Others	9	4.7	21	4.8	2	4.3
other (work owner)	12	6.3	11	6.2	3	6.5
Total	191	100	145	100	46	100

(131) Cases have been excluded for lack of response

10. Number of years of practicing skill in Syrian labor

Table (21) shows that 36% exercise their current skills over a period of 1-5 years, this result is justified by the fact that part of the sample of the study is among young people who have just started or new entrants to the labor market or learn new careers and skills, In contrast, 26.8% of the sample of the study exercise their skills available from a period of time (6 to 10) years, In contrast, we note that 20% of the respondents exercise their skills for a period of (11-15) years, we also note that 7% of respondents have been practicing their skills for more than 20 years.

Table (21): Percentage distribution of Syrian workforce personnel with skills according to number of years of practice for skill

Answer	Frequency	Percentage
Less than one year	3	1.6
1-5	66	36.1
6-10	49	26.8
11-15	37	20.2
16-20	15	8.2
20+	13	7.1
Total	183	100

(139) cases were excluded for lack of response

11. Current skills of Syrians and job opportunities in the Jordanian market

Table (22) shows that 24% of the study sample reported that the skills they possess did not provide them with a job opportunity in the Jordanian market. This may be due to a large part of the skills already available in the Jordanian market, either by Jordanian labor or other foreign nationalities, and the other may be due to the existence of government decisions to prevent foreigners from working in certain sectors or professions or so-called restricted professions, this is confirmed by the results related to the number of Syrian workers changing careers due to the lack of job opportunities suited to their skills and experience. In contrast, we note that 76% of the sample has skills that helped them obtain economic opportunities in the Jordanian labor market; this is evidence of the engagement of Syrian labor into the Jordanian labor market.

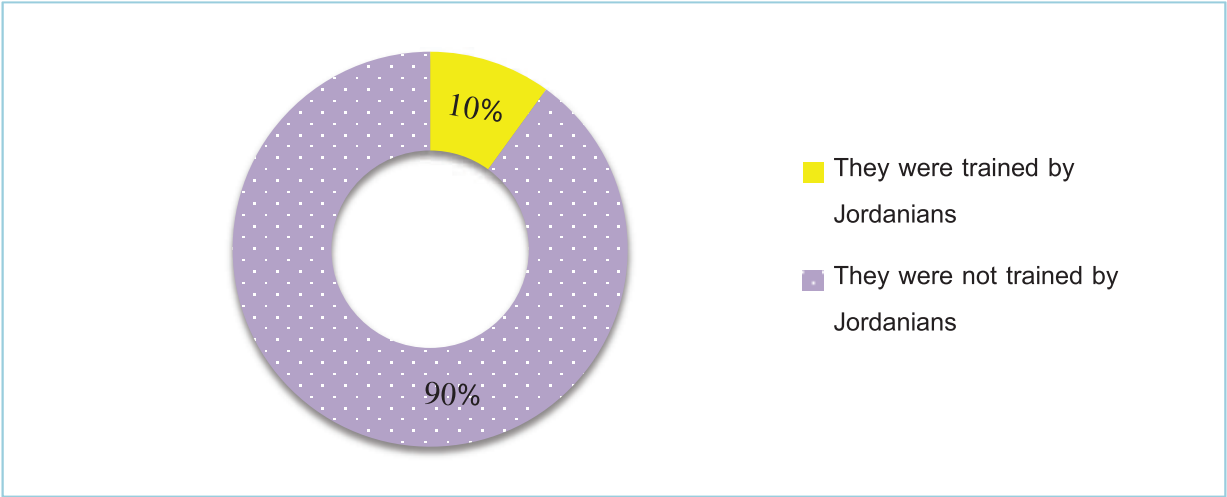
Table (22): Percentage distribution of Syrian workforce with skills according to their opinion on the role of skills in getting a chance to work

Answer	Frequency	Percentage
Yes	155	76.0
No	49	24.0
Total	204	100

12. Syrian training in Jordan

Figure (5) shows that approximately 90 %of the sample of the study reported that they did not receive any training at the hands of Jordanian workers, while (78) respondents, who make up 10% of the respondents, said that they received training "by Jordanian workers, through concentrated groups that were carried out with Syrian workers, some showed that they had been trained "by skilled Jordanian workers in the field of stone building, rocking, paving and other occupations.

Figure (5) Percentage distribution of Syrian labor force by degree of receiving training from Jordanian



24 cases were excluded for lack of response

13. The Jordanian Trainer for the Syrian Labor Force in Jordan

Table (23) shows that 69 members of the study sample from the Syrian labor force received training at the hands of Jordanian or foreign labor in several places, including commercial, industrial or workshops, or through international or regional organizations operating in Jordan and concerned with refugees, this result is supported by the results of the concentrated groups with the Syrian labor, which showed that they received training "by Jordanian labor, specifically" in the field of stone building, reconstruction, food and drink services, we also note that (12) persons were trained by employers in a factory or shop, this is a positive indicator of the role of the private sector in helping to engage to Syrian labor into the Jordanian labor market.

Table (23): Percentage distribution of Syrian labor force personnel who received training at the hands of Jordanians or the entities within Jordan according to the provider of training

Answer	Frequency	Percentage
Butcher	1	1.4
Training Foundation	2	2.9
Organizations	4	5.8
Workshops	3	4.3
Clothes shop	1	1.4
Shoes shop	1	1.4
Craftsmen shop	5	7.2
Goldsmith shop	1	1.4
Petrol station	1	1.4
Chemical Factory	1	1.4
Press	1	1.4
Restaurant	7	10.1
Metal workshops	1	1.4
Sweets Chef	4	5.8
Red Crescent	1	1.4
The Olympic Club	1	1.4
Friends	4	5.8
Parents and relatives	1	1.4
Association	3	4.3
University	1	1.4
Dentist	1	1.4
Co-workers	4	5.8
Employer The owner of a supermarket	7	10.1
Private company	4	5.7
Private company for shaving	8	11.6
Al Quds College	1	1.4
Total	69	100

(139) cases were excluded for lack of response

14. The skills the Syrians train on them

Table (24) shows that (71) individuals responded that they received training in some skills such as cosmetics, body and hair care (shaving) for both men and women, construction and stone work, food production, tiles, sewing and painting, we also note that the skills that have been trained are common skills available in the Jordanian labor market, whether from Jordanian or other expatriate labor.

Table (24) Percentage distribution of Syrian labor force personnel who received training at the hands of Jordanians or within Jordan according to the skills they were trained on

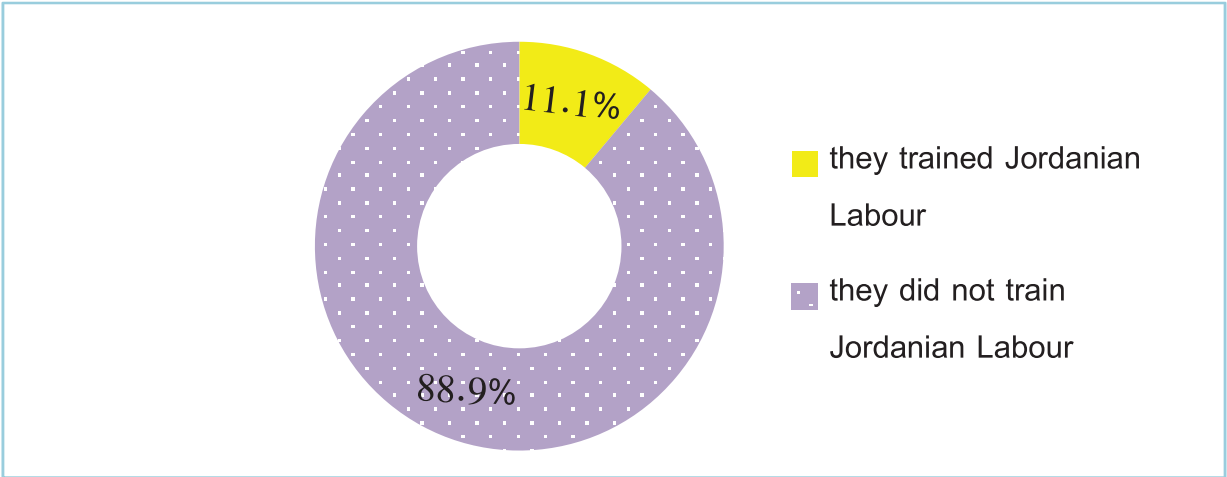
Answer	Frequency	Percentage
Dentist	1	1.4
Gold workshops	1	1.4
Sweets Chef	3	4.2
Carpentry	3	4.2
Construction and Building	9	12.7
Food production	13	18.4
Buying and selling	5	7.1
Education	1	1.4
Public safety and customer handling	1	1.4
Butcher	2	2.8
Work in a coffee shop	2	2.8
Project Management	1	1.4
Dress Up Sugar	1	1.4
Sanitary extensions	2	2.8
Flowers arrangement for cars and weddings	1	1.4
Software	1	1.4
Manufacture of soap	2	2.8
Blacksmith	1	1.4
Sewing and ironing clothes	4	5.7
Hairdresser	11	15.5
Electric household	2	2.8
Casher	1	1.4
Automotive Technician	1	1.4
Juice Technician	1	1.4
Technician for binding	1	1.4
Total	71	100

(7) cases were excluded for lack of response

15. Syrian training for Jordanian labor

Note from Figure (6) that 692 of the sample of the study did not provide any training for Jordanian workers by 88.9%, while 11.1% of the sample respondents said that they provided training in certain skills for Jordanian labor, this result may have a number of reasons, including: lack of availability of specialized skills in the Syrian workforce in the study sample, which enables it to train others, in addition to the availability of Jordanian skilled labor does not require training, or may be the lack of professional programs to transfer skills between Jordanian and Syrian labor, or personal reasons related to Syrian employment and unwillingness to transfer their skills and experience to maintain their current jobs.

Figure (6): Percentage distribution of the Syrian labor force according to their training for Jordanian labor



26 cases have been excluded for lack of response

16. Skills Learned by Jordanians

Note from Table (25) that Syrian labor provided training in certain skills for Jordanian labor, which included the following skills: production of food and drink such as the preparation of shawarma, and the work of barbecue and sweets, pastries and cooking in general, in addition to sewing and embroidery, hence, we conclude that most of the skills transferred to Jordanians are in the food production sectors with limited technical skills required by the industrial sector. This confirms the results of interviews with Syrian and Jordanian investors who demand skilled and specialized labor in industrial fields, whether Syrian or Jordanian.

Table (25) Percentage distribution of the Syrian labor force, which trained Jordanian labor according to the skills they were trained on

Skill	Frequency	Percentage	Skill	Frequency	Percentage
Agricultural roads	1	1.2	Software	1	1.2
The sweets Chef	13	15.3	Packaging & Binding	1	1.2
Carpentry	1	1.2	Baker	2	2.3
Construction	5	5.9	Sewing and ironing	5	5.9
Food production	42	49.3	Hairdresser	3	3.5
Buying and selling	2	2.3	Working in wool paintings	1	1.2
Education	1	1.2	Satellite Technician	1	1.2
Butcher	1	1.2	Automotive Technician	3	3.5
Textile	1	1.2	Total	85	100
Vegetable seller	1	1.2			

One exception was made for no answer

17. Name of the entity that supervised the training of the Jordanians

Table (26) shows that the vast majority of the study sample did not provide any training for Jordanian labor, where no one supervised the transfer of skills or capabilities of Syrian labor to Jordanian labor, while we note that 13.4% of the study sample replied that the employer is the supervisor of the training process, and approximately 28.4% of them learned themselves or through the practice of mixing with others, this is usually done in an unorganized way through contact with workshops or at different work sites.

Table (26) Percentage distribution of Syrian labor force personnel who trained Jordanian labor according to the entity that supervised the training

Total	Frequency	Percentage
The same person (self-learning)	19	28.4
Employer	9	13.4
Shops, restaurants ... etc.	39	58.2
Total	67	100

(19) Cases have been excluded for lack of response

4.4 Labor Force

4.4.1 Employees

1. Working for remuneration (in cash or in kind) in Jordan

Table (27) shows that 75.9% of respondents who responded to this question worked for a fee (in cash or in kind) during the last seven days preceding the survey, while 24% of respondents did not work in the past seven days, this confirms the results of concentrated groups of Syrian labor, which reported that they are well engage into the Jordanian labor market, the reason why 57.4% of females may not work is that they are unemployed women.

Table (27): Percentage distribution of Syrian workers by work for wages in Jordan during the last week prior to the survey and sex

Answer	Total		Males		Females	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Yes	604	75.9	518	87.2	86	42.6
No	192	24.1	76	12.8	116	57.4
Total	796	100	594	100	202	100

2. Average number of working hours for Syrians

Note from table (28) that there is a discrepancy in the number of hours worked by respondents during the seven days preceding the survey, 23% of the respondents worked for between (51-60) hours per week, while 16% of responding individuals worked between 61-70 hours per week, we note that 15.4% of the respondents worked for between 1-20 hours per week, and that 11.6% of the respondents worked for between (41-50) hours per week, It can be concluded that the majority of respondents are work for relatively long hours, especially those working more than (80) hours per week, which amounted to about 12.2% of respondents, it can be deduced from the table that Syrian labor is engage into the Jordanian labor market either in a structured or unorganized manner, this confirms the results of qualitative analysis, which indicated high levels of engagement of Syrian labor in the Jordanian labor market.

Table (28): Percentage distribution of Syrian workers by number of hours of work during the last week of survey

Working hours	Frequency	Percentage
1-20	92	15.4
21-30	27	4.5
31-40	20	3.4
41-50	69	11.6
51-60	139	23.4
61-70	96	16.1
71-80	80	13.4
81-90	55	9.2
91+	18	3.0
Total	596	100

(8) Cases were excluded for lack of response

3. Absence from work ²⁷

Note from table (29) that 70.6% were not absent from work in the last seven days preceding the survey, while 29.4% of the study sample have a specific job and are absent temporarily, this may be due to several objective reasons, such as day-to-day work, lack of work and steady income.

Table (29) Percentage distribution of Syrian workers by absence of work during the last week of survey

Answer	Frequency	Percentage
Yes	158	29.4
No	379	70.6
Total	537	100

(67) Cases have been excluded for lack of response

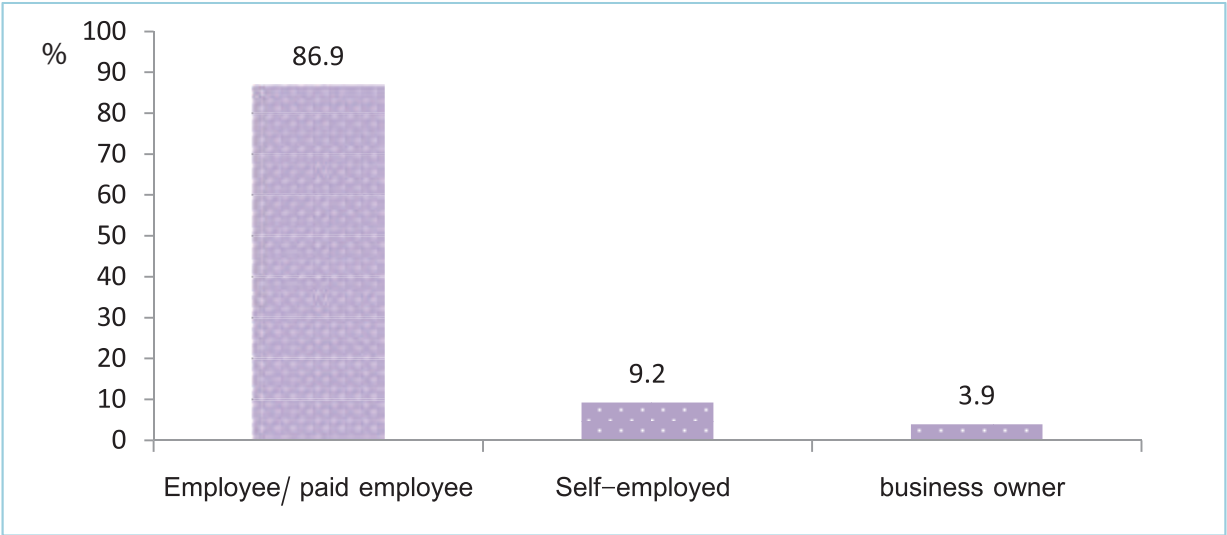
4. Professional status

Figure (7) shows that 86.9% of the respondents work as employees or employees with specific wages, while we note that 9% of the respondents are self-employed, this result supports the

²⁷ Absence is the absence of a specific employee to work at the time of the particular employee. In general, absenteeism is divided into 3 categories. Legal absence (during public holidays), authorized absence (approved holidays) and unauthorized absence

results of the qualitative analysis, which indicated that a number of self-employed Syrian workers were worked in the implementation of certain tenders, either individually or collectively.

Figure 7: Percentage distribution of Syrian workers according to the situation of Syrian labor



15 cases were excluded for lack of response

5. Main current occupation

Table (30) shows that there is diversity in the current professions of Syrian labor in Jordan ,We also note that work in the production of food and drink ranked first, the first rank also included occupations such as butcher, sweets chef, shawarma chef, barbecue chef and baker. In addition, the construction professions ranked second, who included occupations such as construction, stone kiln, stone building, paint, tiling, electrician, and we note that these professions do not require high education.

Table (30) Percentage distribution of Syrian workers by occupation

Answer	Frequency	Percentage	Answer	Frequency	Percentage
Nurse	2	0.3	Smith	10	1.7
Handmade sculpture	1	0.2	Services in sewing of woman clothing	32	5.4
Coach	1	0.2	dry clean	4	0.7
Foreman	2	0.3	Calligrapher	1	0.2
Farmer	1	0.2	Coffee Industry	14	2.4
Dress Fabric	2	0.3	Juice Industry	4	0.7
Aluminum Technician	1	0.2	Driver	2	0.3
Chef of sweets	34	5.8	General Maintenance	1	0.2
The manufacture of Halawa	1	0.2	Shoemaker	1	0.2
Glass Technician	1	0.2	Hairdresser	43	7.3
Carpentry	15	2.5	Electric household	8	1.4
Construction and Building	68	11.5	Casher	4	0.7
Food production	109	18.3	Cleaning worker	13	2.2
Buying and selling	22	3.7	Loading and unloading	22	3.7
Education	1	0.2	Work in the shop	5	0.8
Butcher	14	2.4	Worker in the furniture	1	0.2
Work at home	3	0.5	Worker in factories	5	0.8
Upholstery for furnishings	6	1.0	Spice seller	1	0.2
Sanitary fittings	5	0.8	Car Wash	1	0.2
Arrangement of flowers	1	0.2	Aluminium technician	1	0.2
Sales assistant	93	15.6	Satellite Technician	2	0.3
Dairy Processing	2	0.3	Maintenance technician	4	0.7
Manufacture of pottery	1	0.2	Automotive Technician	11	1.9
Decorating cars	2	0.3	Pastry Chef	10	1.7
Guard	3	0.5	Total	591	100

(13) cases have been excluded for lack of response

6. The main current economic activity of the institution in which the Syrian works

We note from Table (31) that about 18.3% of the study sample members work in their business establishments, while about 28% of the respondents work in food and beverage establishments such as restaurants, desserts factories, in contrast, 14.5% of the respondents are employed in institutions or entities whose main activities are related to construction or the so-called construction sector, We also note that approximately 6.6% of the respondents work in the beauty and hair care or body sector such as barbershops, body care centers and services, while 17.8% of respondents work in the service sector. the minimum was in the agricultural sector 0.7 and 7.4% were employed in the industrial sector, this result may be due to the decision to simplify the rules of origin with the European Union, which occurred in "2016" and continue for (10) years, Which simplifies and facilitates the conditions to be met for preferential treatment of products in the European market, in order to benefit from the Jordanian factory, it has to operate 15% of the Syrians in the first and second years and then to 25% in other years to implement Jordan's commitment to the London conference which aims to employ Syrian labor in the industrial sectors.

Table (31): Percentage distribution of Syrian workers by economic activity of the institution in which they work

Answer	Frequency	Percentage
An international organization	10	1.7
Constructions	84	14.5
Trading	106	18.3
Industry	43	7.4
Agriculture	4	0.7
Food & Drink (Restaurants & Cafes)	162	28.0
Fashion	29	5.0
Beauty (shaving)	38	6.6
Services	103	17.8
Total	579	100

(25) cases have been excluded for lack of response

7. Labor sector

Table (32) shows that the majority of respondents work in the private sector by 92%, while 5% of the respondents work for parents, especially in projects run by parents, this percentage can be explained by the fact that some respondents manage their own business (employer).

Table (32) Percentage distribution of Syrian workers by labor sector

Answer	Frequency	Percentage
NGO employee	4	0.7
an international organization	6	1.0
Private sector	551	92.4
Family business	32	5.4
Other	3	0.5
Total of workers	596	100

(8) cases were excluded for lack of response

8. Type of main workplace

Table (33) shows that about 73.6% of the respondents work in a fixed place, whether in an office, shop, factory, company or market stall, and that 14% of the respondents answered that there is no specific place to work, this result may have several reasons, including the lack of permanent or regular work, or the fear of disclosure of the workplace, we note that approximately 12.4% "of them work at home or in a place attached to the house, in general, we can conclude that part of the workforce is working in an unorganized manner.

Table (33) Percentage distribution of Syrian workers by type of main workplace

Answer	Frequency	Percentage
Building site	36	6.1
The building attached to the house	25	4.2
Farm / Agricultural Land	6	1.0
Home	49	8.2
The street	23	3.9
Transportation car	1	0.2
Stable stall in the market	43	7.2
At the customer's home	17	2.9
In an office, shop, factory or any fixed work place	395	66.4
Total of workers	595	100

(9) Cases were excluded for lack of response

9. Duration of the current occupation

We note from Table (34) that 32% of the study sample work in their current occupations more than five years ago, this indicates the involvement of Syrians in the labor market since they came to Jordan, specifically the capital Amman, while 31.8% of respondents work in their current occupations from two years to less than five years, we also note that 8.6% of respondents work in their current occupations for less than three months.

Table (34): Percentage distribution of Syrian workers by duration of work in current occupation

Answer	Frequency	Percentage
Less than three months	51	8.6
Three months to less than six months.	40	6.7
Six months to less than a year	43	7.2
Year to less than two years	79	13.3
Two years to less than five years	189	31.8
Five years or more.	192	32.3
Total	594	100

(10) Cases were excluded for lack of response

10. Work permits

Table (35) shows that more than half of the sample or 61.5% does not have a work permit, the reason for not obtaining a work permit may be due to several reasons, some of which are objective from the point of view of the sample members and others are subjective. One of the objective reasons is that a large part of the skills and professions they practice are considered restricted jobs for Jordanians according to the decisions of the Ministry of Labor. Some sample members do not wish to obtain a work permit in order to maintain financial and in kind from international

Table (35) Percentage distribution of Syrian workers by holding a work permit

Answer	Frequency	Percentage
Yes	228	38.5
No	364	61.5
Total of workers	592	100

(12) cases were excluded for lack of response

organizations, such as the UNHCR. The reason may be that some Syrian labor force did not obtain a work permit for their ignorance of laws and regulations, because they practiced unregulated economic activities, or through the home or work piece by doing work with the employer or The customer in the form of contracting or daily and some Syrian labor and a percentage of 38% have a work permit.

11. Frequency of work

Table (36) shows that more than half of the sample (66%) of the respondents are regular at work and full time, i.e. work for fixed hours, On the other hand, we note that 21% of the respondents work irregularly or are more like day laborers, We also note that 11% of the respondents know part-time and fixed hours, as well as 2% of respondents working for a specific, in general, these results indicate that the Syrian labor force is well involved in the Jordanian labor market.

Table (36): Percentage distribution of Syrian workers by frequency of work

Answer	Frequency	Percentage
Permanent part-time work (i.e. fixed hours)	64	10.8
Limited work for (6 months / 07 months)	10	1.7
Permanent work full-time (ie fixed hours)	391	65.9
Irregular work (such as daytime)	126	21.2
Seasonal work	2	0.4
Total of workers	593	100

(11) Cases were excluded

12. The relevance of the current work with the level of education

Table (37) shows that about 61% of respondents feel that there is a correlation between their educational levels and the nature of their work, while 26% and moderately agree that their educational levels correspond to the work they do, while 13% of respondents responded with a lack of consistency between their educational levels and the nature of their work, despite this percentage, there is a consensus among respondents that they work in jobs that are largely commensurate with their practical qualifications, it is noted that the majority of them work in jobs that do

not require higher education or specialization, both at the level of school or university or community colleges.

Table (37): Percentage distribution of Syrian workers to the extent to which the level of education corresponds to the level of work

Answer	Frequency	Percentage
Yes	355	60.8
To certain extent	152	26.0
No	77	13.2
Total of workers	584	100

(20) Cases were excluded for lack of response

Table (38) identified the occupations they wish to work with or are currently working for, which are suitable for their education or experience, these included food and drink production, construction and construction, electricity and accounting.

Table (38): Percentage distribution of Syrian workers who work in jobs that do not fit their educational levels according to the field of work that fit the educational level

Answer	Frequency	Percentage
Medical careers	3	10.0
Employee	5	16.7
Engineering	6	20.0
Accountant	5	16.7
Law Firm	2	6.7
Carpentry	1	3.3
Food production	1	3.3
Trading	2	6.7
Buying and selling	1	3.3
Education	1	3.3
Maintenance technician	1	3.3
Automotive Technician (Mechanical, Painting, ...)	2	6.7
Total	30	100

47 cases were excluded for lack of response

13. Do you have other work?

Table (39) shows that almost all individuals in the study sample are Syrian workers who have only one job, this is related to the number of official working hours and the extent of their commitment to a fixed place of business in shops, factories or the private sector.

Table (39): Percentage distribution of Syrian workers according to the existence of another job

Answer	Frequency	Percentage
Yes	4	0.7
No	562	99.3
Total of workers	566	100

(38) cases were excluded for lack of response

14. Paying mechanism

Table (40) shows that 46.9% of the respondents receive monthly wages, indicating the regularity of work for this group, while 23% of the respondents receive their wages on a daily basis, and this result is consistent with the results of daily work, on the other hand, we note that 20.6% of Syrian workers receive their wages on a weekly basis, and this result can be supported by the results of the qualitative analysis. The majority of the participants in the discussions indicated that they receive weekly wages; we also note that 4% of Syrian workers are paid according to the quota system and after the delivery of the required works.

Table (40): Percentage distribution of Syrian workers according to the paying mechanism

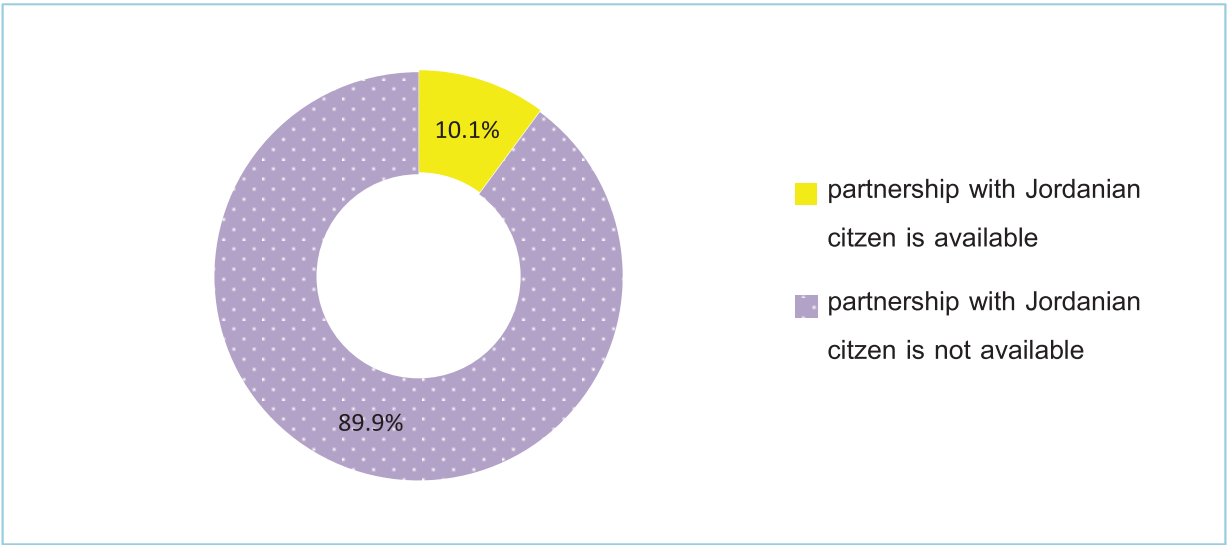
Answer	Frequency	Percentage
Weekly	122	20.6
By piece / by delivery	24	4.0
Daily	139	23.4
Self-employed	19	3.2
Monthly	278	46.9
business owner	11	1.9
Total of workers	593	100

(11) cases were excluded for lack of response

15. Establish a partnership (commercial or industrial) with the Jordanian citizen

Note from figure (8) that the vast majority of the study sample (the Syrian labor force) responded negatively to this question by 90% there may be several reasons for not establishing partnerships between Jordanian and Syrian labor, including lack of financial resources or lack of financial capacity to establish partnerships, a large part of the study sample members are not interested in establishing partnerships with Jordanian labor, the result may be due to the lack of confidence between Jordanian and Syrian labor, this result was supported by what was achieved in the focus groups, where some reported that most companies between the Jordanian and Syrian workers were unsuccessful due to lack of understanding and lack of trust between the parties. In contrast, we note that 10% of the respondents have already established partnerships with Jordanian labor.

Figure (8): Percentage distribution of Syrian workers according to the status of the partnership with the Jordanian citizen



(23) cases were excluded for lack of response

16. Reasons for non-partnership

Table (41) shows that 61.7% are not interested in establishing partnerships with Jordanians, while 28.5% of respondents attributed the lack of partnerships to the lack of work permits, in addition, 19% of the respondents believe that not finding a suitable Jordanian partner is one of the reasons that prevented the establishment of partnerships with Jordanian labor, also, 5% of the respondents indicated that legislation and laws are obstacles to the establishment of partnerships between

Jordanian and Syrian workers, moreover, 9.4% of the respondents believe that the lack of adequate capital is one of the challenges facing them to establish partnerships with Jordanian labor.

Table (41) Percentage distribution of Syrian workers who have never been partners with Jordanians by reasons of lack of partnership

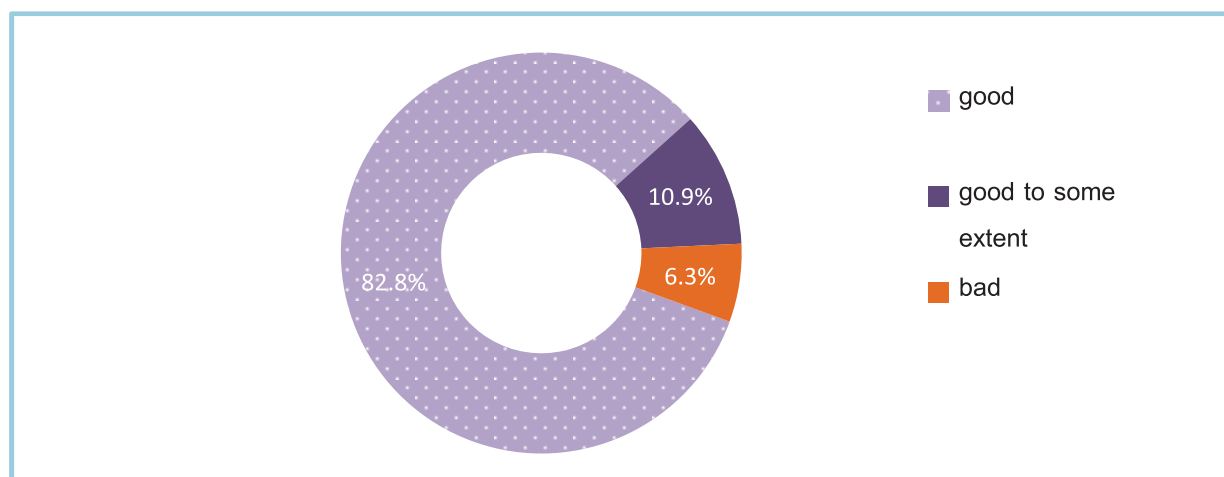
Reasons of lack of partnership	Yes	Total	Percentage
I am not interested	296	480	61.7
I do not have a work permit	137	480	28.5
I did not find a suitable Jordanian partner	93	480	19.4
Jordanian legislation does not encourage the establishment of joint ventures	23	480	4.8
Lack of capital	45	480	9.4

(28) Cases were excluded for lack of response for each reason

17. Partnership evaluation level

When asked about the evaluation of the partnership between Jordanian and Syrian labor for individuals who responded by working with the Jordanians, 82.8% said they are good, while 10.9% of respondents felt that they were fairly good, it is noteworthy that a number of respondents responded to this question that the establishment of partnerships with Jordanian workers is bad at a rate of 6.3%.

Figure (9) Percentage distribution of Syrian workers who entered in partnership with Jordanians according to their assessment of the level of partnership



(9) cases were excluded for lack of response

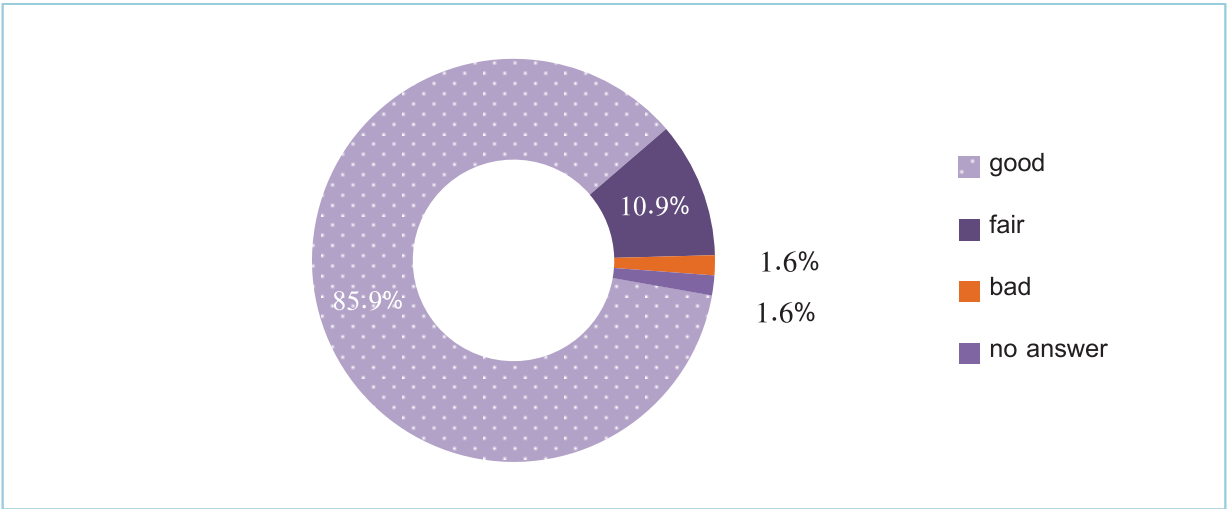
18. Why this participation is bad?

It turns out that there are four reasons to make participation with a Jordanian citizen equally bad, the project based on partnership with the Jordanian citizen is a failure of its foundation, relations with the partner are usually bad, in addition to the lack of guarantees for the rights of Syrians, in addition to the possibility that opportunities to grow the project is limited.

19. Evaluate the relationship with the Jordanian employer

Figure (10) shows that the sample of the study answered this question 86% that their relationship with the Jordanian employer is good, in addition, 11% of the sample of the study found that the relationship is quite good with the Jordanian employer and this is common for Jordanian employers in their good relationship with employees and workers of different nationalities without discrimination between them.

Figure (10) Percentage distribution of workers who entered in partnership with Jordanians according to their assessment of the relationship with the Jordanian employer



(9) non-answer cases excluded

4.4.2 the unemployed²⁸

1. Job search

Table (42) shows that 55.6% of the study sample is not working but they are looking for permanent work and their number is 100 individuals, we note that 37% of the sample did not seek

28 The definition of the International Labor Organization as "the unemployed is that everyone who is able to work and willing and looking for it and accept it at the prevailing wage level, but to no avail"

work for other reasons they do not want to mention, we also note that 7% of respondents do not seek employment for several reasons, including the presence of children and marriage, here we observe the prevalence of social norms that favor the presence of women at home and their lack of participation in the labor market.

Table (42) Percentage distribution of unemployed Syrians by labor search status

Answer	Frequency	Percentage
Yes	100	55.6
No, retired	3	1.7
No, sick	2	1.1
No, the way to work is insecure	1	0.6
No, because of marriage	1	0.6
Presence of children / family care	6	3.3
No, for other reasons	67	37.2
Total	180	100

(12) cases were excluded for non-response

2. Means used to search for work

Table (43) shows that 79% of respondents who sought work during the weeks preceding the survey are looking for work by helping relatives, friends and family, on the other hand, we see that 37% of the respondents rely on contact with private companies and workplaces, whether shops, factories or workshops to get a chance to work 25% of the respondents rely on advertisements in newspapers, television or the Internet to search for a job, including social media such as Facebook, print ads in shops and crowded places, and some of them put his phone number at the shops or with employers to ask them to work when needed, We also note that 15% of respondents rely on the help of former employers to seek employment .

Table (43) Percentage distribution of unemployed Syrians who sought work according to the means used to search for work

Means used to search for work	Yes	Total	Percentage
Read or follow advertisements in newspapers	25	100	25.0
Visit institutions and workplaces	37	100	37.0
Help, contact / family and friends	79	100	79.0
Helping former employers	15	100	15.0
Contact government agencies	4	100	4.0
Waiting to be employed (daily)	5	100	5.0
Other means	1	100	1.0

3. Unemployed and the period to search for a job

Table (44) shows that 42 of the respondents are unemployed and have been looking for a job for two years and more, We also note that 16% of the respondents are unemployed for less than a month, While we note that 18% of the respondents are unemployed and are looking for a job with a period of one to three months, this indicates that there is a non- engagement of Syrian labor into the Jordanian labor market, whether in an organized or unorganized manner.

Table (44) Percentage distribution of unemployed Syrians by Period of discontinuation / job search

Answer	Frequency	Percentage
less than a month	16	16.1
(1-3) months	18	18.2
(3-6) months	8	8.1
(7-12) months	7	7.1
One to two years	8	8.1
2 years and more	42	42.4
Total	99	100

One exception was made for no answer

4. Reasons for lack of work

When we asked the 100 respondents, looking for work, why they did not get a job, they answer several reasons why there was no work for the sample, we note from table (45) that 7.5% of the respondents attribute the reason for not obtaining a job opportunity, despite their research, to the fact that they did not obtain work permits, while 43% of the respondents believe that the lack of job opportunities in their area of residence is one of the reasons why they did not get a job, we also note that 18% of the study sample attributed the lack of access to work to the lack of expertise and skills available to them, as well as the inadequacy of those jobs available with their ambitions, In the opinion of 6% of the respondents that the reason for not getting a job is because employers prefer to employ Jordanian labor, this may be true in jobs that require specific skills to be mastered by Jordanians or jobs that require approvals or restraints for Jordanians only.

Table (45) Unemployed Syrians persons by reasons of not obtaining a job

Reasons for not getting a job	Yes	No. Cases	Percentage
I do not have a work permit	7	93	7.5
Lack of experience and skill	17	93	18.3
Jobs available do not fit my ambitions	16	93	17.2
I only accept work inside the house	18	93	19.4
Lack of employment opportunities in my area of residence	40	93	43.0
Employers prefer to employ Jordanians	6	93	6.5
Employers prefer hiring foreigners from other countries	2	93	2.2
I do not know how to look for work	4	93	4.3
I am a student / study	3	93	3.2
Family care	11	93	11.8
other reasons	3	93	3.2

(7) cases were excluded because there was no answer for each reason

5. Willingness to start a new job

Table (46) shows that 93% of job seekers are ready to start a new job, this result reflects respondents' willingness to change career paths or occupations, or to learn new skills in order to get a job or get a better economic opportunity, we also note that 3% are not ready to start a new job, this may be because they believe that their skills are important, or because they cannot learn skills other than the ones they are used to, or become proficient in. or because they want to stay in the same job because the work is appropriate for the skills they possess.

Table (46): Percentage distribution of unemployed persons from the Syrians according to the possibility of starting a new job

Answer	Frequency	Percentage
Yes	92	92.9
No	3	3.0
Do not know	4	4.0
The total of those who are	99	100

One exception was made for no answer

6. Working for cash or in kind in Jordan.

When we asked the 100 respondents whether they had previously worked in Jordan, we notice from table (47) shows that more than half of the sample (53%) had worked for cash or in-kind wages in past times inside Jordan, while 47% of respondents did not work for any cash or in-kind pay during past periods within Jordan, it should be noted that the rest of the total sample did not answer this question due to the non-applicability of this question to their condition or due to other reasons related to the characteristics of the respondents.

Table (47) Percentage distribution of unemployed persons from Syrians according to work paid for in advance in past times

Answer	Frequency	Percentage
Yes	52	53.1
No	46	46.9
The total of those who are	98	100

(2) Cases were excluded for lack of response

7. Duration of work in Jordan

The below table shows that 48% of Unemployed Persons from Syrians had worked for more than one year in Jordan, on the other hand, we note that 27% have been working for less than three months, and that 7.7% of respondents responded that they have been working for 3-6 months; finally, we note that 17% of the respondents have been working for a period ranging from 7-12 months.

Table (48) Percentage distribution of unemployed persons from Syrians by duration of work

Answer	Frequency	Percentage
Less than three months	14	26.9
From three to six months	4	7.7
From seven to twelve months	9	17.3
More than 12 months	25	48.1
Total	52	100

8. Reasons for leaving work

When 52 unemployed Syrians were asked about work paid in advance, their main reasons for leaving work were their dismissal to reduce the number of workers by 17%, a further 13% responded that they had left work to seek another job better in terms of physical income, due to poor working conditions and low wages, 11% leave work, It is also clear that the rest of the respondents believe that leaving the work is due to family conditions such as preference for the family to keep the worker at home especially women, or because of family burdens such as pregnancy and family care, this result explains the commitment of some Syrian families to customs and traditions that do not favor women's involvement in the labor market or because they prefer some domestic work.

Table (49) Percentage of unemployed Syrian persons according to reasons of leaving work

Answer	Yes	Total	Percentage
I Resigned from work	3	52	5.8
Dismissal (layoff) due to staff reductions	9	52	17.3
Close the workplace	4	52	7.7
Retirement from work	1	52	1.9
Disease / injury / disability	5	52	9.6
Pregnancy / family burdens	4	52	7.7
Family members think I should stay at home	4	52	7.7
Search for a better job	7	52	13.5
Working conditions were poor	6	52	11.5
Temporary, seasonal, project completion	3	52	5.8
Harassment (physical, moral, ...)	3	52	5.8
Transfer to another job	1	52	1.9
Other	2	52	3.8

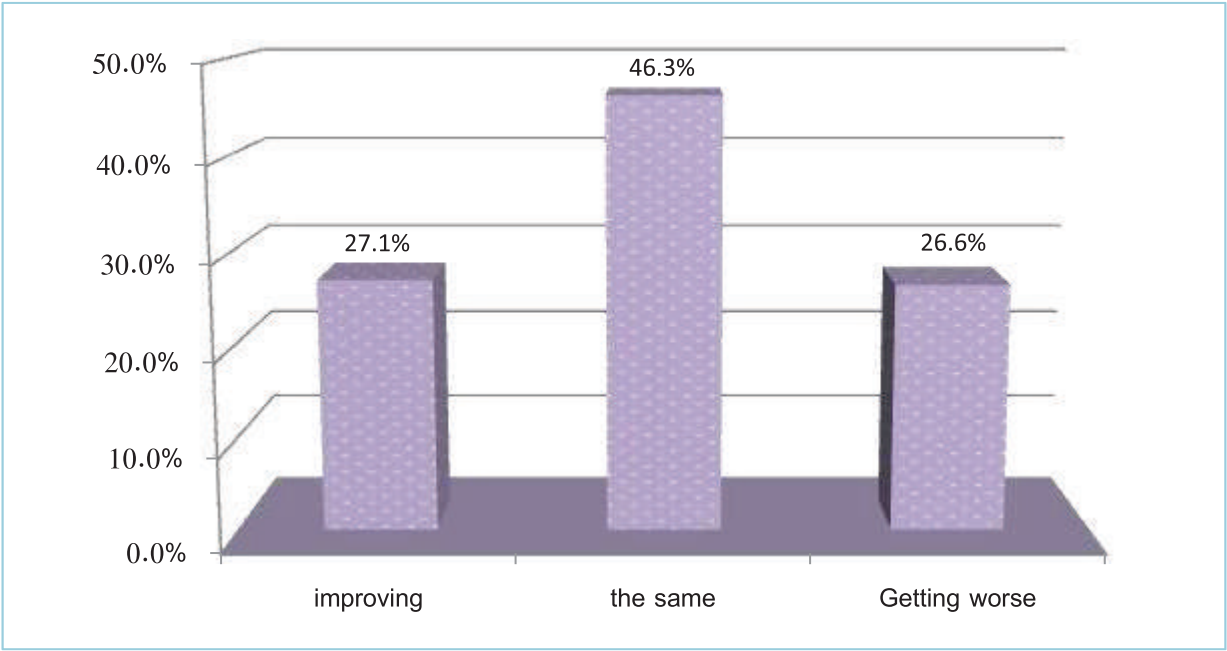
4.5 Engagement into the Jordanian labor market

1. Engagement of Syrian labor into the Jordanian labor market

Figure (11) shows that 46% of the respondents believe that the general situation is the same as before and after the asylum (coming to Jordan), while 27% of the respondents feel that their situation in terms of work has improved, especially for those who came from rural areas where there

are no jobs available, such as those in the main cities, on the other hand, 26.6% of the respondents believe that their situation has declined and this may be due to the payment of new unrecognized living expenses or the loss of real estate or money as a result of the war.

Figure (11) Percentage distribution of Syrian labor force according to their opinion on engagement into the Jordanian labor market



(22) cases have been excluded for lack of response

2. Reasons for improvement of the situation for Syrians

We note from Table (50) that 51% attribute their improvement in terms of engagement in the labor market to the increase in employment opportunities in the Jordanian labor market, while 18.6% of the respondents feel that they are accustomed to the current situation of living, and this is one of the reasons attributed to the improvement of their situation, and improve their engagement into the market, 33% of the respondents are looking for reasons from a social perspective, where they see that the improvement of social relations in the communities in which they live is one of the reasons for improving their status and engagement, in the view of 10.8% of the respondents that the legislation and legal frameworks helped them in the engagement compared to before their arrival to Jordan.

Table (50): Percentage distribution of the Syrian labor force, which reported that the situation of their engagement has improved due to the reasons for the improvement of the situation

Reasons for improvement in the situation	Yes	Total	Percentage
Increase job opportunities	104	204	51.0
Increase vocational training opportunities for Syrians	8	204	3.9
Provide a better legal framework	22	204	10.8
We are used to the current situation	38	204	18.6
Improved social relations with the community	68	204	33.3
Other reason	1	204	0.5

(8) Cases were excluded for lack of response for each reason

Why did the situation decline?

Table (51) shows that 26% attributed the decline in their status in terms of their engagement into the labor market to the lack of employment opportunities in the Jordanian labor market, while 24.5% of the respondents believe that the rise in prices and the change in the current living situation by 20.9% are reasons that led to the deterioration of their situation and the weakness of their engagement into the Jordanian market.

Table (51): Percentage distribution of the Syrian labor force, which reported that their engagement status has declined

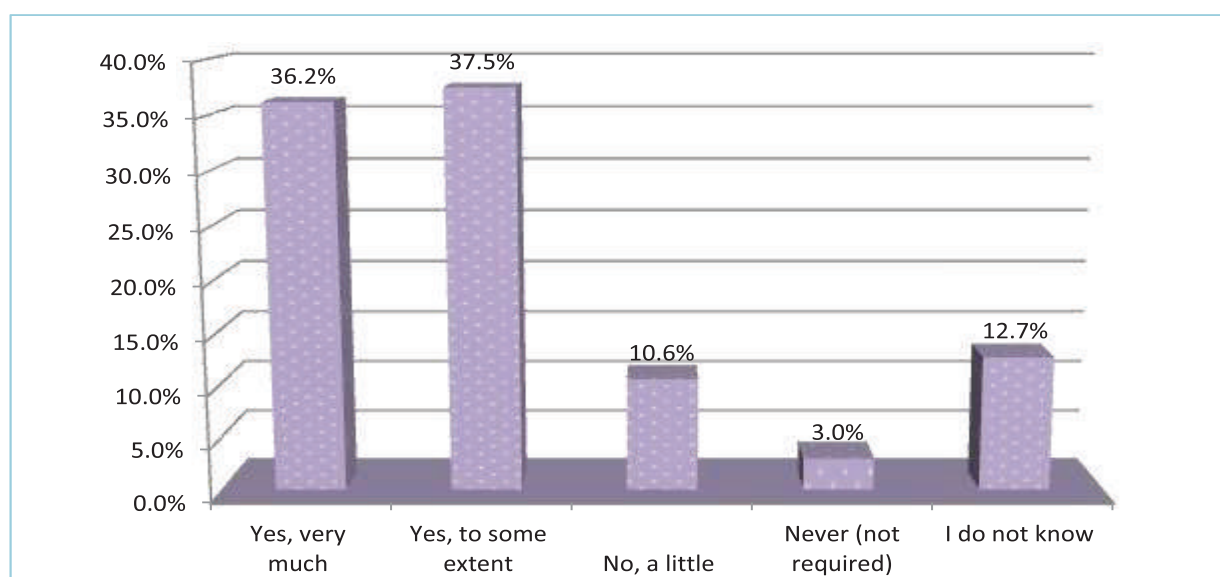
Answer	Frequency	Percentage
lack of capital	1	0.8
Psychological situation	1	0.8
the disease	2	1.5
Bad treatment	3	2.2
Low wages	27	20.1
Marriage	1	0.8
The rise in prices	33	24.5
Change of living situation	28	20.9
The number of Syrians increased	1	0.8
Lack of work permit	2	1.5
Very few job opportunities for Syrians	35	26.1
Total	134	100

(74) Cases were excluded for lack of response

3. The extent of demand for skills of Syrians in the Jordanian labor market

From figure (12) there is 36.2% of respondents believe that their skills are required in a large way in the Jordanian labor market, while 37.5% believe that their skills are reasonably required in the Jordanian labor market, while 3% of the respondents believe that their skills are not required in the Jordanian labor market, in contrast, 12.7% of respondents do not know whether their skills are required or not.

Figure 12 Percentage distribution of the Syrian labor force according to their opinion on the demand for skills of Syrians in the Jordanian labor market



(61) cases were excluded for lack of response

4. The existence of Syrian professional expertise not used in the Jordanian labor market

Table (52) shows that respondents' responses showed that 65% of the study sample had no professional experience not invested in the Jordanian labor market, on the other hand, we note that 35% of the respondents believe that they have many professional experiences and have not been used in the Jordanian labor market.

Table (52): Percentage distribution of the Syrian labor force according to the extent of experience and skills that are not invested in them

Answer	Frequency	Percentage
Yes	237	35.1
No	439	64.9
Total of workers	676	100

(128) cases have been excluded for lack of response

What are the experiences and skills that are not invested in Syrian labor?

Table (53): Percentage distribution of the Syrian labor force according to their available experience which is not invested

Answer	Frequency	Percentage	Answer	Frequency	Percentage
Sales person	1	0.6	Hospitality	1	0.6
Customs Clearance	1	0.6	Upholstery	3	1.8
Accountant	3	1.8	Sanitary extensions	1	0.6
Dress fabric	7	4.2	Flower arrangement	2	1.2
Chef of sweets	10	6.0	Sales assistant	4	2.4
Engineering	3	1.8	Fashion design	1	0.6
Law Firm	1	0.6	Arabic calligrapher	2	1.2
Carpentry	10	6.0	Coffee Industry	1	0.6
Constructions	20	12.0	Driver	2	1.2
Food production	16	9.6	Hairdresser	10	6.0
Trading	8	4.8	Football	2	1.2
Photography	1	0.6	Work of Embroidery	1	0.6
Education	4	2.4	Worker in factories	4	2.4
Blacksmithing	3	1.8	Spices	1	0.6
Sewing	10	6.0	Car wash	2	1.2
Drawing	2	1.2	Car Maintenance	14	8.4
Agriculture	12	7.2	Total	166	100
Butcher	3	1.8			

(71) Cases were excluded for lack of response

5. Proposals to increase the engagement of Syrians into the Jordanian labor market

Table (54) shows that 74% of the study sample submitted a proposal to grant work permits to Syrians for more than one occupation in the labor market to increase the engagement into the Jordanian labor market, followed by a proposal to raise the salaries of Syrian workers, which amounted to about 7% in addition, a proposal for training courses and workshops, especially for women, was presented at a rate of approximately 5%.

Table (54): Percentage distribution of Syrian labor force according to their proposals to increase the engagement into the Jordanian labor market

Answer	Frequency	Percentage
Grant work permits to Syrians for more than one profession	287	74.3
Raising salaries for Syrian workers	27	6.9
Granting driving and ownership licenses	22	5.7
Training courses and workshops especially for women	20	5.1
Good treatment	18	4.6
Provide financial support	6	1.5
Improving investment	2	0.5
Open food factories	2	0.5
Reduction of housing wages	1	0.2
Grant Jordanian nationality	1	0.2
Total	386	100

(418) cases were excluded for lack of response

6. Obstacles and legislative challenges for Syrian participation in the Jordanian labor market

Table (55) shows that 54.7% of the study sample believes that the failure to grant work permits for all is considered one of the most important obstacles and legislative challenges, followed by the non-granting of the right of ownership and driving licenses, which amounted to 23.3%, the table indicates that there is a lack of awareness of the legislation governing the work in Jordan, pointing out that about 13% of the obstacles are not related to the legislative challenges of the participation of Syrian labor in the labor market. "Without a driver's license, I cannot work," says one Syrian worker interviewed. "I live in Amman, but most of the workshops I do are in Zarqa."

Table (55) Percentage distribution of the Syrian labor force according to their opinion about the obstacles legislative of the participation in the Jordanian labor market

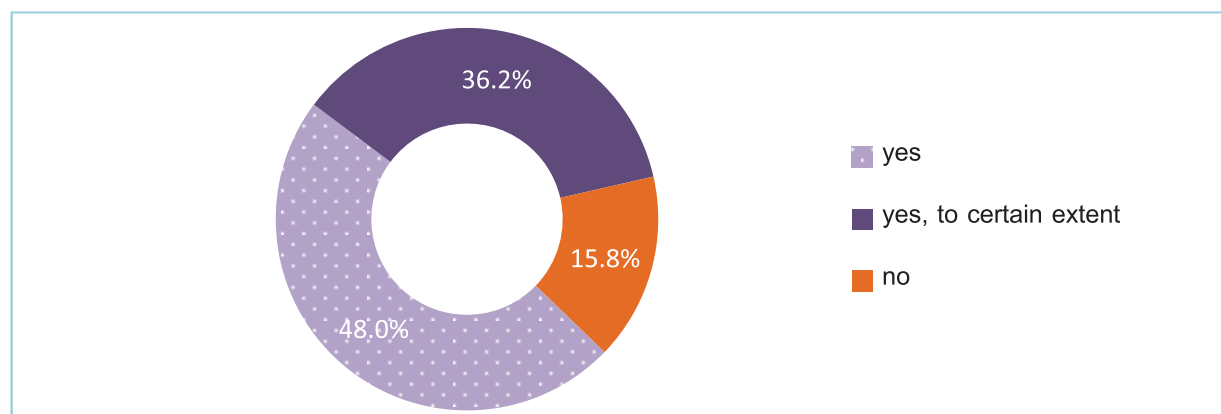
Answer	Frequency	Percentage	Answer	Frequency	Percentage
Price inflation	7	1.6	Lack of guarantees	12	2.8
Lack of wages	19	4.4	Lack of capital	4	0.9
Lack of vocational training	3	0.7	My children are young	6	1.4
Syrian nationality and preference for Jordanian labor	9	2.1	Not granted the right of ownership and driving licenses	100	23.3
Other reasons (length of working hours, lack of experience	4	0.9	Inequality in dealing with Syrian labor	8	1.9
Lack of employment opportunities	14	3.3	Not to issue work permits for all professions	235	54.7
Private investment and commitment to the participation of Jordanian citizens	5	1.2	Do not connect the fingerprint with the work permit	4	0.9
Total				430	100

(374) cases were excluded for lack of response

7. The ease of partnership with Jordanian citizens

Figure 13 shows that 48% of respondents believe that establishing partnerships between Jordanians and Syrians is easy, while 36% believe that the partnership with the Jordanians may be fairly easy, we note that 16% of the respondents believe that the partnership is difficult with Jordanian labor, and this can be supported by the results of the concentrated groups. where some participants reported that there are many partnerships between Jordanian and Syrian workers, especially in workshops in the construction sectors, although it is easy to start partnerships according to some focus group participants, most of them have not been successful because of many constraints such as lack of confidence among employment personnel, and the lack of real guarantees for successful partnerships.

Figure (13): Percentage distribution of the Syrian workforce according to their assessment of the level of ease of partnership with Jordanians



(87) cases were excluded for lack of response

8. Proposals to facilitate the partnership between Jordanian and Syrian labor

Table (56) shows that 29% of the surveyed respondents believe that the opening of joint projects between Jordanians and Syrians are considered practical proposals to facilitate partnership and establish projects between Jordanians and Syrians, and that 15% of the sample of the study propose the establishment of partnerships between Jordanian and Syrian workers through the issuance of work permits and easing the conditions related to those permits, in addition to the need for confidence between the parties, we note that 3.7% of respondents suggest reviewing the legislation governing labor and investment, they suggest that the investment environment should be encouraged to establish small projects between Jordanian labor and Syrian labor. We also note that 60% of respondents did not answer the question because they are not aware of the establishment of partnerships between Jordanians and Syrians, because there is no funding for such partnerships, or because there are no effective channels of communication to find suitable partners.

Table (56) Percentage distribution of the Syrian workforce according to their proposals to facilitate the partnership with Jordanians

Answer	Frequency	Percentage
Equality, trust and non-discrimination	45	15.2
Grant work permits	46	15.6
Joint training	7	2.4
Possibility to own and grant driving licenses	13	4.4
Providing vocational training	2	0.7
Providing guarantees	46	15.6
Supply of capital	16	5.4
Provide jobs	9	3.1
Vocational training for Syrians	1	0.3
Facilitating investment laws and reducing taxes	16	5.4
Raising wages	2	0.7
Not to impose a partnership with a Jordanian citizen	6	2.0
Open joint ventures	86	29.2
Total	295	100

(509) cases were excluded for lack of response

4.6 The professional situation of the Syrian labor force before coming to Jordan

1. Working in Syria for a fee

Table (57) indicates that 68% of the sample of the study had previous paid work while they were in Syria, while 32% of the study sample did not have a job while in Syria, the increase in the ratio may be due to the young age of some of the sample members during their stay in their country of origin Syria, or may be due to the fact that part of the sample of the study are women who prefer to stay at home to take care of children.

Table (57) Percentage distribution of the Syrian labor force according to its previous status of work versus wages in Syria

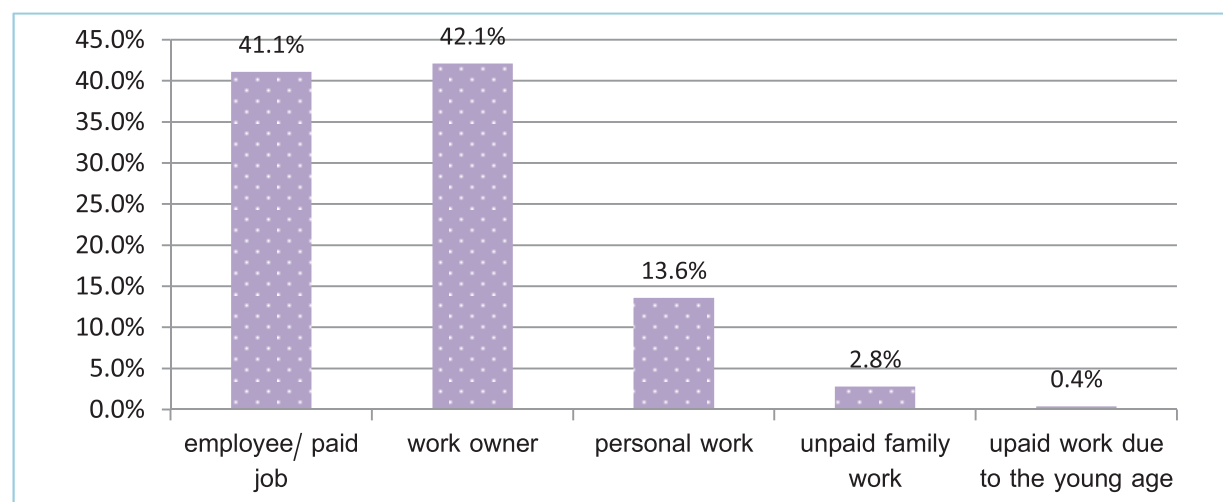
Answer	Frequency	Percentage
Yes	532	67.9
No	252	32.1
Total of workers	784	100

(20) Cases were excluded for lack of response

2. Professional status in Syria

Figure 14 indicates that approximately 41% of the respondents were employed either as paid employees or as employees, while nearly 42% of the respondents were employers before coming to Jordan, we also note that 13.6% of the respondents were self-employed, this type may be common in some free trades or construction contracting.

Figure 14 Percentage distribution of former employees in Syria according to their previous professional status in Syria



(2) cases were excluded for lack of response

3. Main Profession in Syria

Table (58) shows that there is a diversity of occupations that the Syrians know before coming to Jordan, however, most of these work within the selling and buying sector, where we note that 13.6% were working in the field of selling and buying, we also note that a significant number of

Table (58) Percentage distribution of former employees in Syria, according to their previous main occupation there

Answer	Frequency	Percentage	Answer	Frequency	Percentage
Construction and Building	47	8.9	Guard / driver	1	0.2
Buying and selling	72	13.6	Calligrapher	15	2.8
Photography	1	0.2	Painter	1	0.2
Embroidery	3	0.6	Press and Media	1	0.2
Education	12	2.3	Coffee Industry	1	0.2
Blacksmithing	15	2.8	Pharmacy / Nurse	3	0.6
Tailoring services	32	6.1	Employee	22	4.2
Studies	1	0.2	Food Spice Maker	2	0.4
Draw	2	0.4	Car wash	2	0.4
Agriculture	37	7.0	Pastry chef	8	1.5
butcher	15	2.8	Automotive Technician	9	1.7
Carpentry	17	3.2	Maintenance technician	13	2.5
warehouse guard	2	0.4	Casher	1	0.2
Food production	53	10.0	Electrical technician	2	0.4
Sales assistant	25	4.7	Electrical home	11	2.1
Horse breeding	1	0.2	Hairdresser	25	4.7
Ranching	1	0.2	Accountant	5	0.9
Interior Design	1	0.2	Lawyer	1	0.2
Manufacture of dairy	6	1.1	Customs Officer	2	0.4
Manufacture of juices	2	0.4	Hotel manager	1	0.2
Manufacture of pottery	1	0.2	Chef for confectionery	20	3.8
Polishing of metal	1	0.2	Sales Representative	3	0.6
Sanitary extensions	4	0.8	Engineer	6	1.1
Sofa upholstery	9	1.7	Government employee	4	0.8
Flowers arrangement	3	0.6	Textile for clothing	5	0.9
			Total	527	100

(509) cases were excluded for lack of response

occupations have been concentrated in the food production sector (e.g., shawarma, grills, butcher), desserts and other professions, where are also a number of occupations within the construction and reconstruction sector (such as construction, tiling, painting). The proportion of practitioners in this profession is 8.9%, we also note that about 7% of them are practicing agriculture, and this may seem logical result because part of the sample comes from the countryside and the Syrian Baeda, the education sectors were generally few.

What is the main economic activity of the institution in which you work in Syria?

Table (59) indicates that 20% of the respondents were engaged in trade in Syria before coming to Jordan, and 18.5% were engaged in food and drink, and 12% are institutions working in the construction sector, which justify the professions and skills they possess in the areas of sales, food production and construction.

Table (59) Percentage distribution of former employees in Syria according to the main economic activity of the institution in which they worked

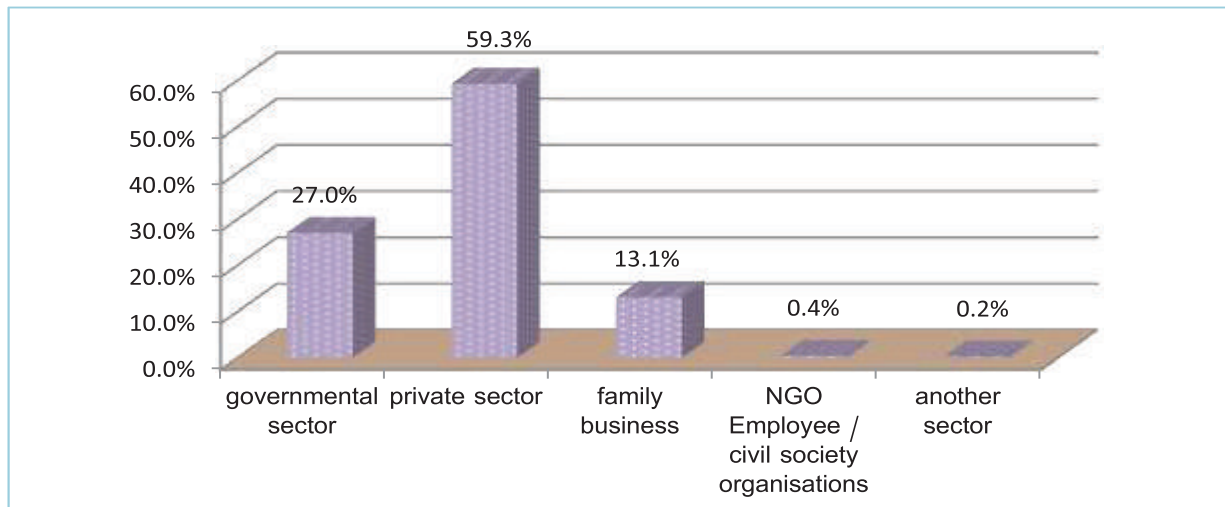
Answer	Frequency	Percentage	Answer	Frequency	Percentage
Medical professions	3	0.6	Food & Drink	96	18.5
Transportation	5	1.0	Fashion	30	5.8
Constructions	64	12.3	University	1	0.2
Cosmetic	28	5.4	Services	73	14.1
Trading	103	19.8	Government sector	20	3.9
Education	1	0.2	Furniture Industry	26	5.0
Industry	31	5.9	Total	519	100
Agriculture	38	7.3			

(20) Cases were excluded for lack of response

4. The main business sector in Syria

Figure (15) indicates that 59% of the respondents were employed in the private sector in Syria before coming to Jordan, this justifies the professions and skills they possess in the areas of sales, food production, construction, reconstruction...etc., while about 27% of the sample of the study were working in the government sector, we also note that 13% of the respondents were working with the family and this is common among Syrian families.

Figure 15 Percentage distribution of former employees in Syria according to the main sectors of employment in which they worked



(13) cases have been excluded for lack of response

5. The main workplace in Syria

Table (60) indicates that 62.5% of the study sample were employed in fixed workplaces, whether in a shop, factory, office or shop, while 7.5% of the study sample were working in stalls established in the markets, approximately 6.3% of the study sample work in construction sites or workshops, and 5.4% is considered home is the workplace, and 5.8% of the sample is considered the workplace is the part attached to the house, this is an indication of part of informal economic work or informal family work, as can be seen from the table above, 6.3% of the sample considers their place of work to be either farm or agricultural land.

Table (60): Percentage distribution of workers in Syria by main place of work in Syria

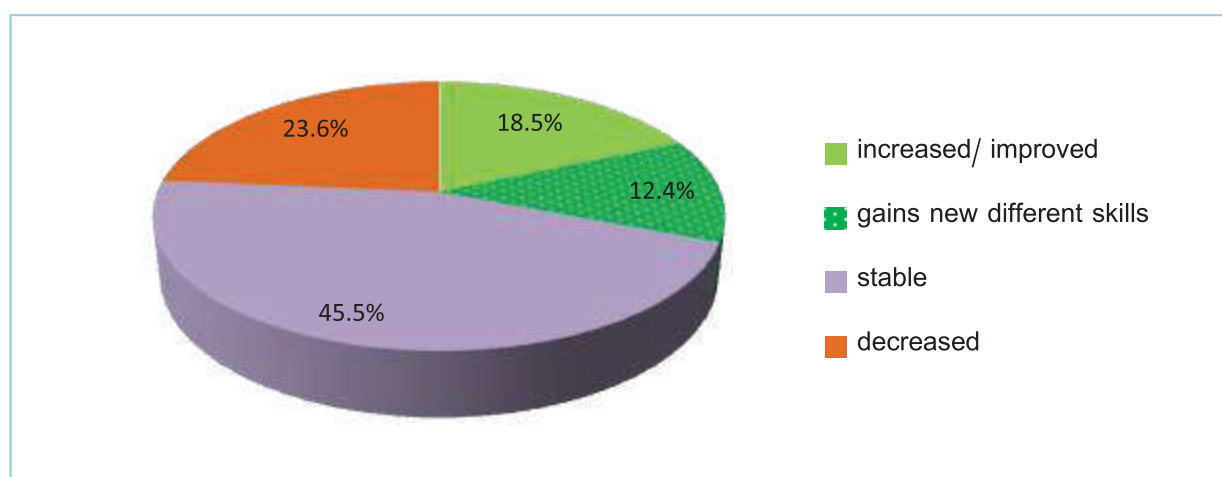
Answer	Frequency	Percentage
Building site	31	6.3
A building attached to the house	29	5.8
Farm / Agricultural Land	31	6.3
Elsewhere	1	0.2
Home	27	5.4
The street	9	1.8
Transportation car	9	1.8
Stable stall in the market	37	7.5
At the customer's home	12	2.4
In the office/shop/or any fixed work place	310	62.5
Total	496	100

(36) cases have been excluded for lack of response

6. The level of improvement and decline in technical skills after arrival in Jordan

Figure (16) shows that nearly 18.5% of the study sample has improved their skills since they came to Jordan, while 45.5% of the sample of the study consider that their skills are stable and do not change them even after coming to Jordan, while 23.6% of the sample believe that their job skills have declined after coming to Jordan, this may be due to the fact that these skills are not used in the same area of expertise or skill they possess, Sixty-five percent of those who make up 12.4% said they acquired new skills after coming to Jordan, especially young people who came and entered the labor market by learning new and diverse skills to increase their chances of getting a job.

Figure (16): Evaluation of Syrian labor for the level of its technical skills after reaching Jordan



(7) cases were excluded for lack of response

4.7 Income level and adaptation mechanisms

1. The general average of Syrian household income

Table (61) indicates that 33% of the monthly income of the Syrian family is in the category (200-299) JD, while the income of 29.5% of the Syrian families of the sample of the study range between (300-399) dinars, It is also clear from the analysis that 20.5% of the sample monthly income less than (199) JD, while the income of 10.8% of the sample of the study range between (400-499) Jordanian dinars per month.

Table (61) Percentage distribution of Syrian labor force by average income of Syrian families

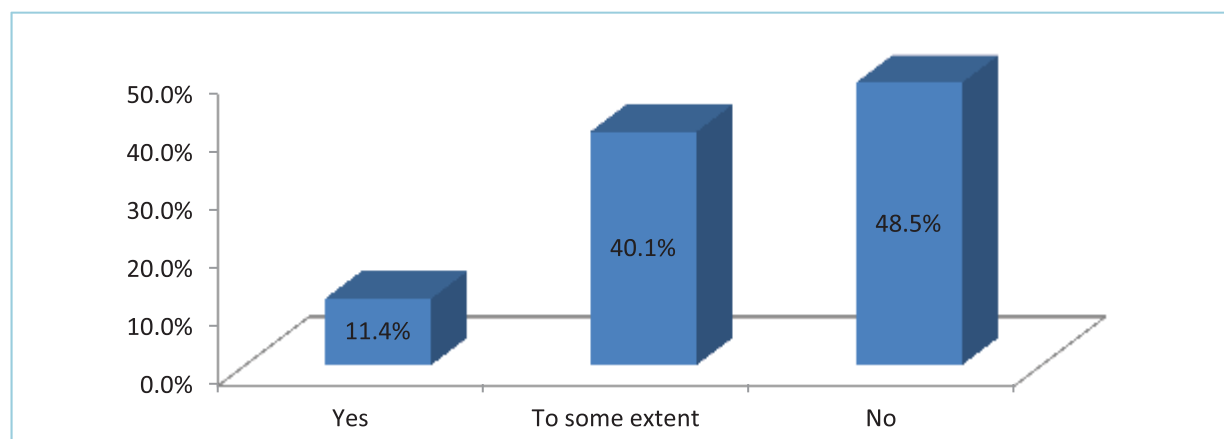
Answer	Frequency	Percentage
Less than 199 JD	163	20.5
From 200 to 299 JD	262	33.0
From 300 to 399 JD	234	29.5
From 400 to 499 JD	86	10.8
From 500 to 599 JD	22	2.8
From 600 to 699 JD	11	1.4
From 700 to 799 JD	9	1.1
From 800 to 899 JD	5	0.6
From 900 to 999 JD	-	-
1000 + JD	2	0.3
Total	794	100

(13) cases have been excluded for lack of response

2. The extent to which the income of Syrian families covers their expenses

Figure (17) indicates that 48.5% of the sample of the study reported that the monthly income or the amounts collected do not cover household expenses, while 40% of the study sample reported that household income is fairly adequate (in a medium way) to cover their expenses and living requirements, ninety people responded that household income meets their living needs, which constitute 11.4% of the sample, this result is consistent with the result of the fourth category of income (400-499), which is obtained by about 10.8% of the sample (Syrian labor force). This result may be explained by the increase in the number of Syrian workers who receive assistance from the UNHCR.

Figure (17) Percentage distribution of Syrian labor force answers about the extent of income coverage for family expenses



14 cases have been excluded for lack of response

3. Other sources of income for the Syrian family in Jordan

Syrian families vary in the study sample in other sources of income, Table (62) shows that there is more than one source of income for members of the same family, where the majority of Syrian families in the study sample receive support in the form of food coupons, they make up 83.4% of the sample, 39.5% of them received food aid in kind, and 38% of the sample received educational and medical assistance, in the same percentage. They also received in-kind medical assistance, such as medicines, treatments; in general, we note that most of this aid is in kind except for 6% that was financial through institutions that may be international organizations or charities such as Zakat and charity associations.

Table (62): Percentage distribution of Syrian labor force about other sources of income for the Syrian family labor force about

Other sources of income	Answer				Non answer
	Yes		No		
	Frequency	Percentage	Frequency	Percentage	
Financial assistance from institutions	46	6.1	706	93.9	52
Money transfers from relatives	23	2.9	764	97.1	17
Income from assets (such as real estate)	2	0.3	783	99.7	19
Scholarship	0	0.0	780	100	24
Compensation for paid health expenses	24	3.1	749	96.9	31
Coupons	657	83.4	131	16.6	16
Financial assistance for repairing the house or paying rent	11	1.5	716	98.5	77
Other financial assistance	35	33.3	70	66.7	699
Food aid in kind	311	39.5	476	60.5	17
Educational aids in kind	291	37.1	494	62.9	19
Medical assistance in kind	281	38.2	454	61.8	69

4. Coverage of other sources of income (aid) for Syrian family expenses

Table (63) shows that 43% of the respondents acknowledge that salaries, financial and in-kind assistance provided to families partly cover their expenses, while 46% of the sample of the study see that salaries and financial and in-kind assistance provided to them are not enough to meet the needs of their families and their expenses, in the opinion of 11% of the sample that the assistance and salaries they receive cover their expenses.

In general, the results are likely to improve the living conditions of a number of Syrian families as a result of support provided to them by international organizations, the government or civil society organizations such as charities and zakat committees.

Table (63) Percentage distribution of Syrian labor force about the extent to which the assistance covers the needs of the family

Answer	Frequency	Percentage
Yes	72	11.1
To certain extent	279	43.1
No	296	45.8
Total	647	100

157 cases have been excluded for lack of response

5. Mechanisms / means used to cover the expenses of the Syrian family

Table (64) indicates that the mechanism of borrowing for the past six months is 67.1%, followed by the study sample members of the delay in the payment of house rent in the past six months by 50.8%, while approximately 34.9% of the respondents worked longer hours to collect living requirements and to cover household expenses, it is worth mentioning that 33.9% of the sample used a means or mechanism to rely on food at the lowest price and quantity, while 13.6% of the patients did not use any of these mechanisms, this result may reflect the financial capacity of some of these families as a result of several factors: previous savings, rewarding work, or income-generating jobs.

**Table (64)Percentage distribution of Syrian labor force about adaptation mechanisms
for expenditure coverage**

Answer	Yes	Total	Percentage
Living with another family (co-payment)	171	794	21.5
Delay in paying home rent in past months	403	794	50.8
Leverage	533	794	67.1
Sale of productive / non-productive assets	23	794	2.9
More working hours	277	794	34.9
Buy on account	250	794	31.5
Rely on food at the lowest price and quantity	269	794	33.9
Reduce basic non-food expenditures such as education	137	794	17.3
Child labor	11	794	1.4
Use Family Savings	105	794	13.2
(Other mechanisms)	3	794	0.4
I have not used any of these	108	794	13.6

(10) cases were excluded due to lack of response to each mechanism

Chapter Five

Qualitative analysis and discussion (focus groups and interviews)

Introduction

This chapter describes the findings of the qualitative analysis by answering questions raised in focused groups and interviews with the sample targeted and included in the procedural guide for focused interviews and groups (see annex No.3), the purpose of which is to interpret the results. The discussion sessions included five major groups: Jordanian workers, Syrian workers, Jordanian investors, Syrian investors, and the partners of Syrians and Jordanians, after the implementation of the focused groups, the work of the Working Group has held several in-depth interviews with several quarters National included: Ministry of Planning and International Cooperation, Ministry of Labour, Ministry of Industry, Trade and supply, and a number of international organizations operating in Jordan, including: United Nations Population Fund, International Labour Organization/Jordan Office, in addition to the Jordanian Hashemite Fund and the Jordan Chamber of Industry, Trade unions such as the General Union of restaurant and confectionery owners, and then the results of focused groups and interviews. As indicated in the procedural guide (see annex. No. 2). The following table shows the distribution of the panels, the target groups, the number of participants and the venue.

Table (1) Distribution of panel discussions by target group, number of participants and venue

Session Number	Governorate	Targeted Group	Participants Number	Venue
1	capital	Jordanian workers	13	SEATC company
2	capital	Syrian workers	11	SEATC company
3	capital	Jordanian investors	5	Workplace
4	capital	Syrian investors	5	Workplace
5	capital	Jordanian and Syrian investors	7	Workplace
Total			41	

As regards interviews, a number of national institutions, international organizations and trade unions have been interviewed and the following table:

Table (2): Distribution of interviews according to the targeted group, participants' number, and the venue

Interview number	Governorate	Targeted group	Participants number	Venue
1	Capital	Ministry of planning and international cooperation	1	Ministry of planning and international cooperation/ the center
2	Capital	Ministry of labour	2	Ministry of labour/the center
3	Capital	Ministry of Industry, trade and Supply	3	Ministry of Industry, trade and Supply/ the centre
4	Capital	United nation population Fund	3	United nation population Fund/
5	Capital	International Labour Organization/ Jordan Office	1	International Labour Organization/ Jordan Office
6	Capital	General Union of Restaurant and confectionary owners	1	General Union of Restaurant and confectionary owners
7	Capital	Jordan Hashemite Fund for Human Development	2	Queen Zain Al-Sharaf Institute for Development
8	Capital	Jordan Chamber of Industry	2	Jordan Chamber of Industry/ head office
Total			15	

5.1 Results of focus groups with Jordanian and Syrian investors

In the light of the procedural Guide (Annex No.3), a number of questions and discussion points were directed to a number of (10) investors of Jordanian and Syrian nationalities, and following the answers and their conclusions in the light of the qualitative analysis methodology explained in the introduction to this chapter and in the procedural guide Approved.

1.Reasons for choosing Jordan as an investment destination

A number of Syrian investors in the concentrated group have explained that there are many reasons why Jordan has chosen as an investment destination: proximity to Syria, providing security and political stability, provides opportunities for investment. We also note that investors have not referred to the investment climate in Jordan as one of the attractions, such as customs and tax procedures, investment facilities, investment laws, development zones and infrastructure.

2. Obstacles or challenges to the investment of Syrian businessmen in Jordan

In the view of a number of participants, the difficulty of entering the investor for the first time is an important reason why Syrian investors are not entering Jordan, in addition to the difficulty of security approvals for the entry of Syrian investors, as well as the difficulty of sales and procurement procedures and agreements. The lack of specialized professional skilled labour is also available in a number of industrial sectors. "In order to appreciate the difficulties in attracting Syrian capital, the government must recognize the competitive advantages that exist in other countries such as Turkey, Egypt and some Arab Gulf countries," said a Jordanian investor. In this light, we conclude that there are advantages that are not available in Jordan for investment and are available in other countries.

3. Difficulties faced by foreign investors in Jordan

The Syrian investor faces a number of difficulties, which are difficult to obtain, skilled and trained, and one says :

"I have a plastic factory and very dangerous machinery and I can't run any unskilled workers, too. A large part of the employment does not agree to work for extra hours and I can't stop the machines, to the minimum, I want to operate it for at least 12 hours a day to be an efficient operation "

Syrian investor

Some Jordanian investors are also of the view that the reluctance of Jordanian workers to work in general is one of the reasons for the investor, especially as there are requirements and legislation by the Government to support the employment of Jordanian workers.

One investors says "We have no employment for Jordanian workers, but we look forward to committed labour that is under pressure, although we provide the right environment for good work and salaries, however, some of our employment works for a short time and then escapes!" Some investors consider that passive dealings with the investor by some government agencies are obstacles that face the Syrian and foreign investor in a general, in addition to the lack of a

sufficiently encouraging investment environment due to the government complexities associated with the investment process and the attraction of capital, In addition, some of the obstacles listed by the participants can be summarized as follows:

- "Security approvals for the exit and entry of the investor with the card category (B) but he is also entitled to renew the entry of the vehicle only for three months."
- "The harassment and difficulties facing the Syrian investor with a view to promoting the product and selling it for export".
- The difficulty of recruiting professionals, experts and their families and the harassment to which they are exposed, despite the fact that the Investment Act and article 24 allow the project to be managed in a manner that the investor deems appropriate and suitable.

4. Proposals (policies or mechanisms) to improve the investment climate in Jordan

Jordanian and Syrian investors have made a number of practical proposals that will improve the investment climate in Jordan and can be summarized in the following proposals:

- The opening of employment from the Arab Republic of Egypt, due to its high commitment in Jordan.
- Simplifying investor entry procedures for Jordan and reviewing government policies on security approvals.
- The investment Authority should be the main umbrella for investment in Jordan and prevent duplication and overlapping of competences and powers with other government agencies.
- There should be a single reference for the issuance of foreign employment offences in companies.
- Facilitation of customs procedures.
- Increased investor awareness and a realistic and not illusory map of available investment opportunities.
- **The area of transit and movement of persons:** Demands that investors and their families be facilitated (close to first Class) through a special outlet at the crossings. In

addition, an airport Investment Authority office has been established with the aim of facilitating investors and issuing clear instructions for the travel of permit holders.

- **Human Resources Area:** Demand that the employment reference be made to the investment authority and withdrawn from the Ministry of Labour and the establishment of employment liaison offices within the development zones, as well as permitting the appointment of non-Jordanians as permitted by law and for limited periods until the transfer of experience, and facilitating access to Work permits and grants according to real positions, the nature of work, especially managers, permitting the issuance of driving licenses and the establishment of a bread-winner of the permits campaign for less than six months and the granting of driving licenses to Syrian managers working in factories.

- **Cars:** They demand to allow the construction and renovation of workers ' cars and their families and to drive to those who are relatives first, in addition to the cancellation of security approvals for the purpose of registering the vehicle in the name of the investor's company and only at the origin of the approval.

- **Security clearances:** They are demanding the establishment of a security liaison office with the authority to interview security investors and to circulate to airline agents to allow the return of investors and their relatives and permit holders.

- **Investment:** Demand that the investment card be known, that the criteria for classifying investors should be reviewed and not limited to employment, and that the conditions for financial engagement to be determined for corporate registration, standardization of controls and the need to include in the licensing manual all necessary procedures to facilitate the work of investments Foreign in the kingdom.

5. Investment features outside Jordan

The bulk of investors have no investment outside Jordan, but Syrian investors have moved their investment from Syria to Jordan as a result of the reasons mentioned earlier such as proximity to Syria and political and security stability, some Syrian investors are currently considering transferring their investments to a number of neighboring countries, such as: Egypt and some other countries like Turkey, some investors say:

"In order to have an investment advantage in Jordan, the Government must seriously consider providing skilled manpower that serves the industries of investors."

Syrian investor

Another investor intends to transfer his full investment to Egypt and says, "We have an intention to transfer all our investments to Egypt in mid-2018, where there is qualified and cheap manpower in Egypt, as well as lower fuel prices." In general, Jordanian and Syrian investors have agreed that there are a number of pillars that they wish to have in Jordan, even competing in terms of investment. These factors are:

- Provide specialized work force.
- Low wages of labour.
- Government fees.
- Facilitating the recruitment of skilled technicians and workers from abroad.
- Reduce fuel prices.
- Lowering electricity prices.
- Use of alternative energy.
- Lowering rental prices.
- Adjust price inflation and develop alternative solutions.

6. Legislative/legal obstacles that reduce investment opportunities for Syrians in Jordan

The participants in the focused group consider that there are a number of legislative difficulties that reduce the opportunities for Syrian investment in Jordan, such as the residency law, to prevent the recruitment employment from abroad and especially skilled and artistic workers, the company loads the cost of overtaking fines and the offending worker, in addition to Forwarding to the court and paying a second fine. Restrictions on work permits for certain restricted professions and more specifically the decisions of the Ministry of Labour concerning the attendance of certain professions in foreign employment, some have added that although it is good, the investment law needs to be applied rather than configurable through cooperation and full coordination

with all parties with the relationship. "I have been denied security more than once by the Ministry of Interior, although I am a resident of Jordan and my question is why you have given me to Jordan if you don't want to give me a chance to invest!!" says one investor.

7. Opening new markets to Jordanian and Syrian investors

All Jordanian and Syrian investors have always looked forward to opening new markets because the Jordanian market is relatively small. "Of course, I look forward to opening foreign markets through export, which is the main objective for me to choose Jordan as an investment destination," says one investor. "The government must help us through agreements to easily enter our products, improve exports and trade balance in general," said one investor. "I want to open new markets and now we have visits to some countries, but the problem facing me is the high cost of production, which is why I have limited access to new markets, especially Europe," said another investor.

8. Practical proposals to reduce unregulated work or economic activity.

Jordanian and Syrian investors have made some practical proposals that would limit unregulated economic activity. In this context, one investor says, "Why does a simple investor resort to it? Because he did not find the right environment and because the cost of production is high and he cannot go down to the market. "It is understood that small investors face a regulatory, legal and high-cost problem when they try to move from unstructured economic activities to organize or legal economic activities."

I have an unregulated economic activity," says one of the small investors. I have a shoe factory in my house? I tried to open a workshop not a factory!! It hit the high financial cost, taxes, duties, customs and raw materials! "

One investor

The investor proposals can be summarized as follows:

- Conduct a realistic study of the number of non-organized economic activities in Jordan and identify their actual causes.
- Financing small projects and supporting Jordanian youth with pilot projects.
- Granting of concessional loans to small Jordanian investors under government supervision.
- Granting of Customs and tax exemptions to young Jordanian and foreign investors.

- Separating industrial activities from commercial and residential activities/land use map Master Plan

9. Policies and mechanisms to curb unfair competition between Jordanian and Syrian investors

Syrian and Jordanian investors have proposed a number of mechanisms to curb unfair competition between Jordanian and Syrian investors and can be categorized in a number of groups:

- Standardize customs duties for all investors.
- Review the exceptions granted to the Minister of Industry and Trade, particularly in the Competition Act.

10. Skills necessary to empower Jordanian employment in the Jordanian labour market

A number of Jordanian and Syrian investors have agreed that a number of skills are needed to enable them in the Jordanian labour market, especially technical and technical skills. One investor says:

"The provision of technical skills is not only a requirement to enable Jordanian and Syrian employment, but to open up new industries and to support investors, when the investor sees the required technical skills, they are encouraged to open investment and expand production lines."

One investor

"I'm going to move my investments out of Jordan next year because the country I'm going to have is a skilled worker," says one investor. "Despite the importance of artistic skills, there are other skills that we need in the labor market and may be more like such values as commitment to work, and appropriate communication skills especially in services sectors." Hence, in our view, a number of specialized technical skills must be provided in cooperation with the national training institution such as the Vocational Training Foundation, which includes, for example: operation of heavy equipment, underwater maintenance and welding, chemical industries, textiles and clothing, etc.

11. Methods to be pursued by the Jordanian government to attract Syrian investors

Investors suggested a number of methods that the Jordanian Government should adopt to attract foreign capital in general and Syria in particular, such as:

- Improving the investment environment, labour laws and workers.
- Provision and training of required Jordanian and Syrian employment, particularly in the industrial sectors.
- Improving judicial procedures.
- Unification of the issue of the issuing of infractions and fines.

On the judicial and litigation procedures, one investor says:

"A part of my factory was burned in 2014, knowing that the factory is insured by an insurance company. Jordanian we have obtained a report from the relevant authorities, such as civil defense, and we have provided all the evidence showing the liability of the insurer... So far, the subject is in the courts."

One investor

We conclude from this case that the investor recommends the improvement of judicial procedures and litigation and the speed of implementation and governance.

12. Proposals to strengthen the roles of national institutions for the engagement of Syrian investors and employment in the Jordanian economy and the labour market

Investors have made a number of practical proposals to enhance the roles of relevant national institutions, including:

- Make the investment authority of Jordan a refuge for the investor in the event of any problems.
- Increased coordination and engagement of State institutions related to investment and prevention of conflict and duplication.
- The Ministry of Labour should open the door for recruitment from Egypt because it is currently allowed from Asian countries and the investor cannot understand them because of the language barrier.
- The Ministry of Industry and Trade will protect the Jordanian product and the required specifications after making sure it covers the country's needs.

- Facilitating the liquidation procedures of companies by the corporate control service without resorting to the "corporate liquidator", especially in the optional filtering.

5.2 Results of focused groups with partner investors (Jordanians and Syrians)

1. Establishment and success of the partnership

Partnership stories between participants in the discussion session vary from one hangout to another.

"I chose Jordan as a country to invest in after having been in contact with my current partner, where we had a business relationship before," said one of the Syrians. Coming to Jordan, where I was issuing our merchandise to Jordan and driving it out of its way, and after the events we moved our factory to the city of Sahab and the fact that my partner was a market expert Jordan has decided to share this interest. "

Syrian investor

- Mutual trust between investors.
- An attractive investment climate.
- There are common advantages among investors.
- Separation of ownership and administration.
- A shared vision among investors.
- Project large size.

Another Syrian investor said "I decided to transfer my investment to Jordan after destroying the city of Aleppo, where most of my investments were made at the end of 2011 I arrived to Amman, and now to me more than a Jordanian and Iraqi partner, and a month ago we opened our sixth branch as one of the most important tourist restaurants." "I need partners because of the capital and the expansion of work." On the evaluation of the partnership, the Syrian authorities themselves believe that "the partnership is successful, but things do not allow for the bites and problems." Many investors and Jordanians emphasize that the larger the project, the more successful the partnership is. "Look at the Jordanian-Syrian partnership in the cement industry," said one, "it worked out in a dazzling way because there is no more, one is a controlled but a group of investors marching according to the traditions and laws governing them all and sharing profits according to a previously agreed policy."

2. Investment climate in Jordan from the point of view of Jordanian and Syrian partners

Responding to the question on the investment environment in Jordan, the participants differed from the views of the partners on the investment climate, depending on the sector in which they invest and say one of them:

"My experience is good at investing in Jordan, and the proof is that we have been able to grow up in seven years and open many restaurants in the Capital and Zarka."

Syrian investor

"Their project is still in the process of being established and the costs are very high, especially rents and the presence of skilled and committed workers", a Jordanian investor said. Another Jordanian investor says, "Although there is a modern investment law in Jordan, especially after its recent amendment, the problem is not in law but in its application and overlaps with multiple government agencies, in addition to the difficulty of administrative procedures". Another Jordanian investor believes that the investment promotion process, the accompanying administrative procedures and energy prices are factors that have forced many foreign investors to go to other countries. "I had a partner in Syria in Jordan who ended the partnership with him two years ago and by mutual consent, and today is one of the largest investors in the housing and construction sector in Istanbul, Turkey", said a Syrian investor. He said that there are better investment advantages in Turkey than Jordan. Other investors consider that:

"If the state is to be an investment source, it should support partnerships between Jordanian and foreign investors, not just Syrians, because it is the refuge in employing both Jordanian and Syrian employment, improving the Jordanian economy, and increasing public revenues. The state also pays attention not only to major investors and partners, but also to encouraging small-scale Jordanian and Syrian investors and partners".

Group of investors

Another Syrian partner added that "the opening of new markets for the promotion of our products is an important step for us to engage in new investments and partnerships, particularly in the industrial sector." Another Syrian investor says, "I would like to enter as a participant with a Jordanian and a Chinese partner in the solar cell industry, which made me hear that there are agreements that allow our products to enter foreign countries, I am still studying the project and there are discussions with all the parties."

3. Difficulties faced by Syrian and Jordanian partners

The views of Jordanian and Syrian partners differed on the difficulties they face between their supporters and exhibitions, and one Syrian investor says:

"I am facing some difficulties not because of partnership but because of the difficulty of getting bank facilities, while my Jordanian partner things are easier for him and it may be the advantage that we shared with each other."

One investor

A Syrian investor looks at the topic from a political corner and says, "I am very concerned about my investments and partnerships in Jordan, and I don't know what their future is, the region is doomed to unknown". Another Syrian partner is of the view that "the subject of residency is disturbing to me and I am concerned about the future of the partnership". Another partner sees the topic from a more practical corner "I moved my factory from Aleppo to Jordan, which my brothers and I inherited from my father, but the problem is that I can't move the skilled labor and the experts who were working with us, the project can only succeed with their presence they know everything!!".

4. Partnerships between Jordanians and Syrians and creation of job opportunities

In response to the question about the extent to which Jordanian and Syrian investors ' partnerships have contributed to creating jobs for Jordanians and Syrians, all answers are positive. "Yes, we have been able to provide more than 100 jobs for Jordanians in the areas of food production," said one of the Syrians practicing. "Our policy in the factory includes social responsibility, and we aspire to employ more local and Syrian employment that also has a good share, according to the law," another Syrian investor says:

"We are working in the field of housing construction and the sale of apartments (real estate development), we are dealing with Jordanian employment in the areas of health extension and electricity and stone building, we deal with Syrians in tiles, decoration, and the palace, as well as we are occupying Egyptians in the works of emergency and arming, we provide hundreds Jobs every year and as you know, we have no fixed jobs, but contracts, contractors and workers, but eventually everyone is a beneficiary!

Syrian investor

Another Syrian investor says, "I have more than 200 jobs, but I am having trouble providing specialist employment and experts to manage the lines of production, and we wish the relevant stakeholders to help us to provide specialized employment in the plastic industry." "We tried to operate a number of Jordanian and Syrian workers in agreement with a Jordanian institution, but a large part of them did not continue and prefer to work in simple jobs and services," he added. Another investor says, "I have a farm to produce a liquid and palm tree, we provide about 20 fixed jobs, plus 60 seasonal jobs, but all of them are Egyptians! Although this thing costs me work permits, we need Jordanian workers who are satisfied to work in the agricultural sector."

In an interview with one of the women who participated in the project of raising sheep and poultry with the support of the International Labor Organization, she explained that she did not face problems in registration and joint work and the project exists and earns an acceptable income for them.

A Syrian partner explained that his partnership with his Jordanian friend is good because he trusts him, since there is no guarantee of his money from the Jordanian partner and they are involved in a marble cutting factory. The reason is that the registration is in the Jordanian name only. A licensed and indicated that a number of acquaintances with money transferred to Turkey that the licensing facilities easier and their rights guaranteed to invest their money in addition to the need for Jordanian driving licenses to facilitate their movements as he worked to run a Jordanian driver for his movements.

5.3 Results of concentrated groups with Syrian workers

1. Skills available in Syrian employment residing in Jordan

One Syrian worker says that his work, which he is proficient in, is the electricity of the houses and is operated intermittently for health reasons and is looking for work at this time, and he cannot change his work because he is the work he understands. Another participant says that his current profession is "stone tricks" learned from his relatives who came to Jordan before the Syrian crisis he adds that his relatives have learned from Jordanians and is currently working in a housing company and receives a weekly fee of approximately 120 dinars per week. One participant said that he had learned to build a professional in construction from Jordanian workers and before coming to Jordan he was working in the agricultural sector as he was coming from the countryside, and had not tried to work in the agriculture sector here because of poor physical return.

2. Professional Development

The Syrian workers participating in the panel session unanimously agreed that the profession provided them with basic living requirements and did not provide them with development, especially as the income was limited. Another factor adds "income is limited, not to mention repeated work injuries, which cost a lot and in the absence of social security or injury insurance". Another factor suggests that his current profession does not help him to secure professional development because his profession is included in restricted occupations and is not easy to work with and says "I do not want to change my profession because I can only work with it".

3. Extent of need for training for Syrian employment

The Syrian workers participating in the discussion session were unanimous that they did not need training in their current occupations and one of them says:

"I don't need training, I'm an electrical expert and I'm known for my work and I was doing lighting power in the Syrian series."

Syrian worker

"I don't need training, I don't want to change my profession to another profession or work," says another.

4. Proposals to overcome unregulated work

One of the workers participating in the discussion session says:

"Sometimes we lose our fees when some of the people we work for are owners of housing or companies," We cannot collect them because there is no agreement or contract between us and I cannot complain about it because I am Syrian and my work is not authorized. "

Syrian worker

right to me". Syrian workers propose several mechanisms to bypass unregulated work: the issuance of work permits, the existence of contracts regulating work between the employer and the employee, especially in simple contracting, and the application of flexible working style in the same way as agricultural work permits.

5. Competition between Jordanian and Syrian employment

Syrian workers participating in the discussion session see that there is a competition between Jordanian and Syrian employment and nationalities the other is for most of the construction professions. Syrian workers are responsible for the fact that there are no rates of control over their work, especially construction work. One of them says, "The wage of the Jordanian worker is high because of his living requirements and this is his right." "The latest acceptance of Egyptian Labor says lower wages, which are due to the lower cost of living for Egyptians, most of whom live alone without the family, the Egyptian workers live together in one room, and they share it with each other and the cost is low," he added. Another factor said that Egyptian labor is the lowest paid in all sectors and says here, "I was going to do 100 dinars, taking the job from me, an Egyptian worker with 35 dinars." In order to curb unfair competition, participants in the discussion suggested the creation of approved employment-offices, particularly of migrant workers, and specific work permits that set prices and wages.

6. Role of national institutions to assist Syrian employment

Syrian workers participating in the discussion session proposed a number of proposals for activating the role of national institutions, for example, asking the institution of training professional identification of all Syrian workers and in cooperation with the Office of the High Commissioner for Refugees (UNHCR), where one sees:

That there are professionals from Syrians do not work. They request the Vocational Training Institute to equalize their professional certificates or recognize the skills they have in place to facilitate their access to career or work permits.

Syria worker

7. Exchange of experience and skills between Jordanians and Syrians

Syrian workers participating in the discussion session see that there are multiple ways that can be built to exchange experience and skills between Jordanian employments and Syrian such as workshops, workplace training as a result of labour friction with each other, and another finds that training through specialized training institutions could have an important role. In the same vein, some comment that part of the labour groups that were provided to Jordan from Syrian employment were working in agriculture, which made it impossible to transfer specialized expertise to Jordanians.

8. Partnerships with Jordanian employment

Syrian workers participating in the discussion confirmed that they had some experience with Jordanian workers, either simple partnerships or sub-work, and the views participants on the level of evaluation of these partnerships one says "I worked in partnership with a Jordanian sub-worker, and we agreed on 5000 dinars to carry out the work and after Finishing it gave me only 2500 dinars." Another electrician tells his story, saying, "me and a Jordanian person have been involved to carry out electrical extensions for a house in the Jubaiha area and after agreeing with him that we share the wages I discovered he agreed with the employer on the price of 600 dinars and he told me that the contract is 300 dinars and he will give me 150 dinars!!" We note that all companies have not been successful between Jordanian and Syrian workers and may be due to the fact that relationships are not organized and individualized between employment and are not governed by other than the individual values like morals and conscience in this case, to improve the levels of partnership between Jordanian and Syrian workers, there must be a guarantee of the rights of all Of the parties and that there should be written and documented contracts between them reserving all labour rights.

9. Evaluation of the Syrian employment relationship with the employer

The views of Syrian workers participating in the debate on the level of relationship with the Jordanian employer varied, and one of them says, "Some employers they do not give the full fare as agreed and are exceptional cases and these cases have a great loss for Syrian workers." In contrast, another factor says, "in general, dealing with the employer is excellent and those who pay the fare are more complete than those who do not pay." According to another, he did not face any problems in payment with the employer. It is suggested that there be written contracts between employment and employers to avoid disagreements and to regulate work and rights.

10. Engagement of Syrian Labour into the Jordanian labour market

The majority of Syrian workers participating in the discussion session confirm that they are engaged and active participants in the Jordanian labor market, In addition, ask them about their current situation did you get back or did someone say "the situation has generally declined after 2011 because of the high number of jobs and their competing opportunities for employment." Another factor says, "our matters are good without the high house fare." "For us as Syrian workers, we are all engaged into the labour market but without documentation and proof," he said. "We are more engaged into the labour market than the country's workers," he said, emphasizing the high level of engagement of Syrian Labor into the Jordanian labour market. Some workers feel that obtaining a driving license is important for their further engagement into Jordan's labor market and says here, "we just face the problem of driving licenses for cars and we are forbidden to drive the cars and this is more than a challenge this is a 50% job, for example, it costs me to go to work in Zarka 20 JD by Taxi If I had a car, it would cost me 5 dinars, just a round-trip gasoline. "One of the difficulties they also face is that there is no insurance against work injuries or work hazards, and someone says "there is no insurance for our lives against risk, my uncle fell from the fifth floor and died, no action or compensation was taken for his family, such insurance must be in place." To solve the driver's license problem, one of them suggests, "a fee of 300 to 400 dinars a year can be levied on the Syrian chauffeur, and on a temporary basis, it suits us and facilitates our work."

11. Work Permits

The views of Syrian workers participating in the debate on work permits varied, with some asserting that there were no work permit problems and one of them says "there are no problems now, we have the Jordanian security identity and we pay 57 Jordanians and we put the phone number and contact us when the permit is completed and there is a page on Facebook with ready-made names." In contrast, some Syrian workers are of the view that their professions are unlicensed and restricted to Jordanians, such as electricity, and are therefore denied access to work permits.

12. Closed professions

The views of Syrian workers participating in the debate on restricted occupations for Jordanians varied, and one of them says, "This decision is 100% correct because for example about 5 percent of Syrian barbers and plumbing and electricity there is no Syrians in it and this was even before the asylum in 2011 the Jordanians were They work in construction like tile and tiles but these professions are tiring for them and now with the presence of Syrians they have withdrawn to other professions such as plumbing and electricity because they are more comfortable with them! ". "I am an electrician, I am not authorized to work, and I am working in my domain within the law," said a Syrian worker. "Health extensions are being carried out by Jordanians because some believe that the Jordanian worker is present at any moment they need in the future to do the necessary maintenance," he said.

13 .Difficulties faced by Syrians in the search for a job opportunity

The views of Syrian workers participating in the debate on the difficulty of seeking work varied from those who felt that finding an easy job was due to their experience on the Jordanian labor market and for their good knowledge of the employers one of them says "We are dealing with contractors and engineers and know our level of work." On the means to find a job and its difficulties, one of them says, "I'm having a hard time finding a job, where I put my phone number in the building materials to connect with me, and also put it on Facebook." Another says, "I got a business opportunity (entrepreneur) by phone.

14. Health Insurance

The Syrian workers participating in the discussion session agreed that there was no medical insurance and that one of them said, "There is no insurance and we get medicines for treatment from pharmacies once the disease is described to the pharmacist." Some of them emphasize the existence of treatment at nominal prices, some of which are free of charge through government health centers. Another says "treatment in private hospitals, operations and childbirth at our own expense and the cost of dental treatment is very expensive."

5.4 Results of concentrated groups with Jordanian workers

1. Skills that distinguish Jordanian employment in the labour market competition

Differing opinions and words about the skills that distinguish the Jordanian from others in the labour market have been explained, and one sees "what we experience as a shoe salesman, a high ability to handle customers this is a good advantage to me on a Syrian worker who has no experience in selling like I have." Another says that what distinguishes us is "understanding the needs of citizens better and understanding the behavior of our society". "I hired a Syrian worker at the shop and faced many problems and some people refused to deal with him," said another.

In view of the persistence of competition, the majority of Jordanian workers participating in the discussion session are difficult, especially since the majority of expatriate Labour is paid less than the Jordanian worker and one of them says "From our experience, Syrian takes less but the citizen prefers the Jordanian worker because of the confidence.

In the deal." On other aspects of competition, one of them explains that it must be recognized that there are talents and skills of Syrian employment that cannot be overlooked but, unfortunately, most of them have not come to us! one of them says, "I know one of the home factories for the footwear industry, where the teacher is a Syrian, while the son of the country is a worker." Another adds that:

"The resistance to competition is not easy, especially since Syrian employment, for example, receives salaries from UNHCR and on ration coupons, not to mention other assistance for this reason, whatever his salary will suffice!"

Jordanian worker

In contrast, a Jordanian worker says, "Of course we can compete, but we need the support of government institutions and the Vocational Training Foundation." Commenting that the difficulty of coping with the confrontation is caused by the low wages of employment, one of them says, "We had a Jordanian worker with a salary of 220 dinars he was fired he was replaced by two Syrians, who was a supermarket worker, and he was doing everything from packing, loading and downloading, and he was fired, though. "The employer wants to reduce the cost at the expense of the Jordanian worker," says another. Some see it from an economic standpoint where one says "employment substitution is caused by a difficult economic situation and a decline in purchasing power, which has led to a different mindset on the part of the trader or employer".

Some propose to raise work permit fees for expatriate workers to maintain a job opportunity for Jordanians. From another angle, some see that Syrian employment in some sectors has skills and from these sectors construction and food production here, the state's role is to qualify and train the Jordanian worker to reach the level of the expatriate worker in certain professions and to compete. Another says the problem is cultural, as "Jordanians seek employment more than work in the private sector or self-employment." Some Jordanian workers demand the government's move, restrict and evaluate all Jordanian-owned skills and create jobs against them. Someone else says, "If you ask a 27-year-old man, what your ambition, he will say I don't know and what you want to do will say any action and this is dangerous talk." This demonstrates the lack of proper professional guidance by the relevant actors and the weak link between the availability of skills produced by educational institutions and the labour market on the other hand.

2. The informal economy and coping mechanisms

The Jordanian workers participating in the discussion session unanimously agreed that the informal economy is one of the problems that everyone suffers. One of them says:

"I am an unregulated and unlicensed entrepreneur, the reason for low returns, taxes, high license prices, high shop wages, and social security."

Jordanian worker

The latest absence of clear government policies towards small and pioneering investments is one of the reasons why small investors resort to an unregulated and unauthorized economy. Another says, "A shoe player opened in an old building that was deserted and the input of the operator was all local industry such as the sole, but leather, Chinese industry." Jordanian workers propose a number of actions that the State should adopt to assist pilot projects and to reduce non-regulated economic activities:

- The government should help small traders or manufacturers to market their products and open new markets for them.
- Creation of commercial cities or special markets for young or radian investors and assistance in the selection and study of projects.
- Providing concessionary loans to existing small-scale entrepreneurs.

3. Transfer and exchange of skills between Jordanians and Syrians

The beginning of the Jordanian workers participating in the discussion session, the end of the Jordanian labor skills is superior to foreign labor and in some sectors in contrast, we cannot underestimate the size and quality of the skills available to foreign and Syrian workers in particular. Some are of the view that the ability to transfer skills is available but difficult, and above all, it is necessary to build trust between Jordanian and Syrian employment and thus move to exchange skills and experience! One says:

"In the field of Jordanian carpentry is superior to the Syrian and the furniture is detailed, but the Syrians, especially from Aleppo, have mastered the drilling of wood and arabesque."

Jordanian worker

This may be an opportunity to exchange skills between Jordanian and Syrian workers. Some suggest that skills can be transferred and exchanged through the Vocational Training Foundation and national employment and training institutions. In return, some Jordanian workers see that the expatriate worker does not want to teach them! To keep their job position. Some suggest that Jordanian workers should be forced to teach some of their skills that are not available to them and suggest that this be under the laws or as a condition for work permit.

4. Establishment of partnerships with Syrian employment

Jordanian workers participating in the panel discussion were unanimous about the weak partnerships between Jordanian and Syrian employment. "My nephew shared a Syrian in an unlicensed bird's shop with 4000 dinars, and the work lasted 4 months and each one worked alone with clients and then separated," said one. Some of them are repeating a confidence-building proposal first to build real partnerships between Jordanian and Syrian workers and Jordanian and Syrian traders as well. Some suggest applying the Kafalah method as it is in the Gulf States with a view to establishing partnerships between Jordanians and Syrians, where work is allowed only by there is a guarantor and one says "in Jordan, the Syrian works and gets money, a car and a better home than Jordanian and Jordanian become a worker." On the other hand, one of them says that "an expatriate worker or an expatriate employer only occupies an expatriate."

5. The Jordanian employee's relationship with the employer

All Jordanian workers agreed that their relationship with the employer is good, and one of them says, "Our relationship is excellent because he is Jordanian and comfortable together and he is also in progress." "I work in a restaurant and the owner of a Jordanian shop, but the director of food is Syrian and there is no other Jordanian and our relationship is good," says another worker.

6. Sectors suitable for Jordanian workers

The majority of Jordanian workers participating in the discussion show that there is no specific sector suitable for Jordanian, as the Jordanian worker can work in any sector if the appropriate environment and training were available, and one of them says:

"I'm an electronics specialist and I like to work in this field and study it and I have done the place and register Commercial and official methods but the work has become difficult sometimes there is a profit and work and sometimes there is no work for several months besides the project is small".

Jordanian worker

7. Obstacles facing the Jordanian worker in the labour market

Among the Jordanian workers participating in the discussion session, a number of obstacles and challenges faced in the Jordanian labour market can be summarized in the following points:

Lack of job opportunities, one of them says, "Most of our young people are looking for work, and because of Syrian employment, much has been done by Jordanians." "I used to work in my own field of air conditioning and refrigeration, but the problems between me and the employer and employing it Syrians have better skills than and more experience, I was fired to a number of companies, but the Syrians were the ones who were taking the order, not the Jordanian."

Lack of support for projects and pioneering ideas presented by young people, one of them says, "any place that needs to pay taxes, registers, fees and customs, all of which are obstacles to any work, if they become less likely to improve work." one said:

"The big trader has special treatment and is being treated, supported and facilitated, but we do not provide any facilities for our small capital,"

Jordanian worker

Low wages versus large requirements, says a Jordanian worker "If you go to work in a restaurant, for example, ask me not to be a health certificate, to participate in social security, to ask me for experience and to work from 8 am to 8 pm and the salary is 220 dinars and it is deducted from it also and I get paid on the seventh of the second month not the end of the month and I stay under trial My position in the warranty is subject to the status of the company if there are irregularities that delay my salary and so on. "

5.5 Results of interviews with international organizations

First: International Labour Organization/Jordan Office

1. Quality features of Syrian employment

Participating in the interview says, "Based on the study undertaken by the International Labour Organization in cooperation with FAFO and the statistics service in 2015, and among the refugees of the outside of the camp who reported that they were in pre-war, 23% said they were in the construction industry, and 23% in wholesale trade in retail, 16% in manufacturing, 9% in agriculture and forestry, fish farming and 10% in the transport and storage industry, the pattern is similar to that of refugees in the refugee camps outside the camp. However, they are under the debt of the Eritreans, only 7% were in construction, and 2% in agriculture, forestry and fish

farming. The proportion of the population working in wholesale and retail trade is 18%, industry 11%, transport and storage 8 was somewhat lower than that of the Syrian. About 25% of those who were in the public administration and the defense, and 12% in education, each of these groups accounted for about 5% of the Syrian refugees, therefore, we find that the specific advantage that Syrians possess is in the construction sector, especially those requiring manual skills, which have attracted the attention of many of them, with more than 40% of them currently employed in this sector.

2. Skills necessary to enable Jordanian and Syrian employment in the Jordanian labour market

"We find that the industrial sector is a promising sector, the sector that creates the largest number of jobs a year and is often possessed by expatriate workers, particularly from South Asia, owing to the lack of such skills among Jordanians and Syrians, as well as low wages the focus on improving working conditions and providing decent jobs, as well as the training of Jordanians and Syrians in these skills, will empower them in the Jordanian labour market." Hence, the focus should be on the industrial sector and the attraction of Jordanian and Syrian employment to work in the industrial sector or by training in skills and crafts suited to different industrial sectors.

3. Possible mechanisms for the transfer and exchange of skills and capabilities between Jordanian and Syrian employment

The participants in the interview propose two things to say and exchange skills between the Syrians and the Jordanians:

- Activation of the Apprenticeship system, which focuses on training in the workplace and can be used by Jordanian and Syrian job seekers.
- Linked to training with employers, whether Jordanian or Syrian, especially in occupations required in the labour market.

4. Proposals to strengthen the roles of national institutions to engage Syrian employment into the Jordanian labour market and the economy

Participant in the interview says: "It is incumbent upon these institutions to develop sectorial plans for the engagement of Syrian employment into the Jordanian economy, especially in occupations where there is not enough Jordanian labour," and adds that these plans should include the following.

- The current and future employment needs of the sector.
- Training needs.
- Examine the legislative, political and procedural constraints and how to overcome them.
- Develop incentives to attract Syrian employment, such as improving salaries.

5. Amendment of rules of origin and creation of jobs for Syrians

The agreement on the amendment of the rules of origin is a real opportunity for the Jordanian industries to enter the European markets, but it needs some time to attract the attention of Jordanian companies as well as to achieve export requirements, including the operation of a percentage of Syrian employment.

6. Restricted Professions in favor of Jordanian employment

We believe that there is a need for a transparent and clear mechanism that will lead to the exclusion of Syrians from these restricted professions and allow employers to operate Syrians if the appropriate Jordanian employment is not found.

Second: United Nations Population Fund/Jordan Office

1. Population Opportunity and labor and labor issues

Interviewees noted that there is an integrated programme of population opportunity in the high Population Council and programs for children, youth and women, a study was conducted on women in the labor market, highlighting challenges and causes, lobbying the Parliament and the government for efforts, and working to solve the problems associated with rapid population growth, assistance in solving population problems and improving reproductive health.

The participants added that there is a tendency in the government to increase employment opportunities, our role is to identify the risks that could occur if no job opportunities are provided. "When jobs are available, the economy and labor market will flourish and investment opportunities will be created, to 2020, and adds: "Prior to determining the policies that will be working to address the real crises, especially in the current period, there is no specific body to work to solve these problems, as common partnership solutions can be reached, and we aspire to real partnership with Ministry of Labor, Investment Authority and Ministry of Planning and International Cooperation, as they are the main actors and engines of national policies that adopt the solution of population problems.

5.6 Results of interviews with industrial chambers and trade unions

First: Jordan Chamber of Industry

1. Investment challenges in Jordan

The participants in the interview, representing the Jordan Chamber of Industry, spoke of a number of challenges and obstacles to foreign investors' reluctance to invest in Jordan, the most prominent of these challenges are:

- Heightened security checks on exit, entry and importation of machines, although they are investors.
- Their inability to bring experts or professionals from Syria to their factories in Jordan.
- Promotion and sale of the product with a view to export.
- The inability of the investor and the Syrian worker to open a bank account in some Jordanian banks.
- The reluctance of Syrian workers to work in the industrial sector despite the need for factories to employ Syrian workers.

2. Mechanisms of attracting investors

In addition, participants in the interview added some mechanisms to attract investors, including:

- To sensitize investors to the characteristics of the Jordanian industrial sector and the procedures for accessing global markets.
- Facilitating the introduction of investor funds to Jordan within established financial agreements and facilities.
- Sensitize them about local industrial opportunities in the governorates, facilitate investor transactions, provide assistance to them and solve their problems.
- Provide a secure and encouraging investment environment and provide facilities to bring in and provide security facilities for the experts required to encourage them.

3. Partnerships between Jordanian and Syrian investors

Speaking of successful partnerships between Jordanian and Syrian investors, participants pointed out that there were two successful partnership: The Jordanian-Syrian industry and the

cement industry. The Jordan Chamber of Industry also relies on a number of mechanisms to attract investors, including: training of Jordanian and Syrian workers through four vocational training centers in four sectors: wooden industries, furniture, chemical industries, packaging industry, and garment industry. In response to this, one of the two interviews in the Chamber of Industry said, "The Jordan Chamber of Industry has shouldered its responsibilities as a private sector where training will be conducted according to the paths we pointed to her curricula and infrastructure processing are being developed in training centers in cooperation with international organizations, the Ministry of Labour and the foundation Vocational training ".

4. Promising sectors of investment

The participants in the interview suggest that, according to their available data, investments should be opened to Syrians, especially in the garment and textile sectors, for several reasons:

- The added value provided by these industries and the high operational capacity of Jordanian workers.
- To build complementary industries of accessories and to benefit from the Syrian experience in this sector, thereby helping to upgrade and settle the industry under closed factories.
- The industry in the textile sector, which employs 80% foreign workers.
- The desire of many large Brand Name industries to move to the kingdom.
- The need to attract industrial investors who export to the Arab States by providing the business environment and appropriate legislation, granting them special privileges and their positive contribution and reflecting them on their technical and administrative expertise.

Second: General Union of restaurant and confectionery owners

1. Skills available in Syrian employment in the catering and confectionery sector

A member of the board of the syndicate says that we do not deny the skills available to Syrians, but in general, there is no great distinction in those skills than those of Jordanians, today Jordanians are able to work in most sectors. "In contrast, some professions, especially in the catering and confectionery sectors, have been learned by Syrian employment in Jordan.

2. Transferring the knowledge, skills and experience of Syrians to Jordanian labor and contribute to the engagement of local employment

"It is not our primary role as a union for the transfer of experience and skills between employment, but our role is to preserve the interests of the affiliated of the Union, whether Jordanian or foreign, and offer them some services such as the adoption of prices for their products. Currently, we have discussions with the Ministry of Labour, the Vocational Training Foundation for the training and operation of a number of Jordanians in the catering and confectionery sector, which will see the light in the year 2018." says one member of the union's board, It should be noted that this Convention will be in common with the general Union of workers in the public service and the liberal professions the goal is to achieve a number of gains for some 120,000 workers in the catering and confectionery sectors, and priority is given to work in this sector for Jordanians. Under this agreement, the General Union of restaurant and confectionery owners will undertake to give priority to the Jordanian worker in the appointment and to comply with the minimum wage in accordance with the laws in force and the regulations in force. The Convention also provides for the application of regulations and laws relating to permanence, number of hours of work, leave, overtime allowance and weekly holiday allowance holidays, whether formal or for religious occasions, in addition to providing a safe environment for the worker in accordance with the Labour Code and the Social Security Act. This Convention binds all social security workers, and workers are given fair wages consistent with the cost of living and high rates of inflation, commensurate also with the policies of the owner of the facility whether it is a restaurant or a pastry shop, and in the light of this agreement the syndicate will be committed to generalizing all the restaurants The confectionery shops registered with the syndicate if the health insurance company is involved should include all employees in exchange for a proportion of the annual contribution that the worker and his family bear on in accordance with the policy of the enterprise.

3. Attracting foreign investors to invest in the catering and confectionery sector

In fact, we have no direct role in attracting money or Arab or Syrian investors to invest in the restaurant and confectionery sector, but on the contrary. We demand that non-Jordanian investors not be allowed to invest in the restaurants and the non-tourism confectionery shops where they should be confined Invest in it only with Jordanian investors. He adds that the Jordanian market is full of distressed popular restaurants, and from the records of the syndicate, we observe many of the problems facing the sector and its young people and there is no need to increase their suffering.

5.7 Results of interviews with national institutions

In accordance with the results achieved with the Jordanian and Syrian employment discussion groups, Jordanian and Syrian investors and organizations the international labour force in Jordan is the last stage with the aim of identifying the role of national institutions in helping Syrian employment and investors to engage into the Jordanian economy and the Jordanian labour market.

First: Ministry of Labour

1. The role of the Ministry in Employment and operation

The Ministry of Labour carries out a number of tasks which, in the opinion of the participants in the interview, are as follows:

- Overseeing projects implemented by organizations only.
- Implementation of the response plan and establishment of projects to serve Syrians with budgets and targeted plans in each sector.

On the scope of the ministry's work, one of the two interviews explained that the focus on several axes was:

- Livelihood.
- Job creation.
- Employment licensing.
- Regulation of the labour market.

2. Accommodating of Syrian employment in the Jordanian labour market

The interviewed spoke of a number of actions taken by the Ministry of Labour and specifically the Syrian asylum unit with the aim of engagement of Syrians into the labour market and providing them with economic opportunities and jobs such as:

- Facilitating Syrian access to the labor market in an orderly manner through exemptions from work permit fees. The number of permits issued to Syrian refugees reached 100,000 permits from the beginning of 2016 until the end of April 2018.

- Configure and adapt the instructions, allowing the Syrians to move to another sector in the event of the end of his permit.
- The Syrians are allowed to move to another sector in the event that their permit is terminated without requiring the exemption of the first sponsor.
- Syrian workers can work in the construction sector and agriculture sector through the issuance of flexible and free work permits.
- Exemption from presenting the health certificate for purposes of issuing a work permit.
- Sufficiency with the Ministry of Interior certificate instead of personal documents.
- Extension of the exemption from work permit fees for Syrian refugees at intervals under the approvals of the Council of Ministers, until 30/6/2018.
- Benefiting from the exemption from extending the work permit until 31/6/2018.
- The Ministry of Labor has worked to reclassify professions in the industrial sector to encourage Syrian labor to work in industrial enterprises to benefit more from the decision to simplify the rules of origin for export to European markets.
- Issuing temporary work permits (less than 6 months) to accompany the Syrian employment programs in the work for pay programs.
- Allow the transition from the agricultural sector to other sectors.
- Allow Syrian refugees residing in the camps to issue work permits that enable them to work in various governorates in the Kingdom.
- The establishment of an administrative unit concerned with Syrian asylum within its structure, concerned with organizing and facilitating the arrival of Syrian refugees to the labor market since the beginning of 2016.
- Raise awareness and guidance in various media, and through SMS, as well as holding awareness meetings with refugees in camps and in the agricultural sector through the partners UNHCR and ILO.
- The development of 11 operating offices inside and outside the camps (in the directorates of employment) through the ILO.

3. Closed professions from the point of view of the Ministry of Labour

For the purpose of maintaining the balance between Jordanian and Syrian employment in the Jordanian labour market, the Ministry of Labour has implemented the following procedures:

- Closed professions for Jordanians only: The Ministry of Labour has worked to reclassify professions in the industrial sector to encourage Syrian expatriate workers to work in industrial enterprises to make greater use of the decision to simplify the rules of origin for export to European markets.
- Quota: the obligation of enterprises to operate and to be committed by the establishments in accordance with the numbers in the social security.

4. Syrian employment Skills

When asked the participants about the skills available to the Syrians, they answered only in the construction and in a few proportions, also they have no professional additions.

5. Converting Syrian asylum to opportunities

Converting the Syrian asylum to opportunities that could be tapped, the interviewed answered

- International support can be used to contribute to the strengthening of the Jordanian economy.
- Increasing employment and commodity exchange, thereby increasing production and capital turnover.

6. Migrant workers and their proportions in the Jordanian labour market

The corresponding proposals were made to reduce the proportion of foreign workers: implementation of the National Empowerment and Employment Programme:

- Job creation for Jordanians began work in the month of 10/2017 in coordination with the Ministry of Industry, the Investment Authority, and the industry chambers in the governorates, the municipalities and the Greater Amman municipality.
- Replacement of the expatriate worker in a number of productive sectors, including: construction, nurseries, energy, tourism and agriculture) the replacement will begin 10/2018.

Second: Ministry of Planning and International cooperation

1. Projects and programs implemented by the Ministry in response to the Syrian refugee crisis

There are three main axes that the ministry is working on: the response plan, which includes infrastructure, education and health, economic, economic and employment opportunities and jobs for

Syrian workers, adds the Director of the Project Unit of the Ministry of Planning and International Cooperation "No humanitarian crisis can be addressed without taking into account the social and economic impact on host countries," he added. In the light of the challenges facing the Jordanian state, the government has changed its methodology of dealing with asylum and seeking to create economic opportunities in a number of vital sectors. The Ministry of Planning and International Cooperation has adopted a philosophy of creating economic opportunities for the two hundred thousand jobs by 2020, as well as creating parallel employment opportunities for Jordanians starting from the following considerations:

- A number of reforms have been implemented in the Jordanian labour market, so that Syrians can have access to employment and jobs and engage in economic sectors that are not competitive with Jordanians.
- Allowing Syrians to work under permits within the sectors allowed to work.

On the unregulated work, the head of the project unit, based on studies carried out by the International Labour Organization (ILO), asserts that some 180,000 Syrian workers in Jordan work informally and participate in the Jordanian economy in an unorganized manner.

The reforms also include the Jordanian labour market:

- Issuance of work permits to Syrians and exemption from work permit fees to encourage employers to hire Syrians to replace other expatriate workers.
- Allowing Syrians inside the camp to work whether or not they are registered with the Office of the United Nations High Commissioner for Refugees (UNHCR).

2. Restricted Professions

To answer this question, the Director of the Project Unit of the Ministry of Planning and International Cooperation asserts that the Jordanian worker is the priority, and that the principal is to provide employment opportunities for Jordanians and thus help expatriate workers.

3. Policies pursued by the Government to accommodate Syrians into the Jordanian labour market

The areas of work open to foreigners apply to Syrians, with preferential treatment of Syrians, as some sectors have opened up to Syrians, such as agriculture and textiles and clothing sectors, as

some garment factories are providing employment from China, Bangladesh and India, and in this light the Government encourages National employment and employment of Syrian citizens to enter these sectors, and for Syrians are encouraged through work permits and exemption from their fees. The participant in this interview proposes a number of proposals for the reduction of asylum and the engagement of Jordanian and Syrian Labour into the Jordanian labour market, including :

- To benefit from the external assistance and employment of Syrians to spend on specialized vocational training for Syrian and Jordanian workers;
- To limit the skills available to Jordanians and Syrians comprehensively and to orient them to the industrial and productive sectors.
- Confirmation of the facilitation of work permit procedures and confirmation of the role of the Ministerial Committee (Investment Authority, Ministry of Industry and Trade, Ministry of Labour).

He added "In administrative and coordinating terms, the Ministry of Planning and International Cooperation has worked to form a committee of Syrian Investors, the Chamber of Industry and Commerce, the Ministry of Planning and International Cooperation and work and investment to facilitate these agreements and work permits to attract employment and protect Jordanian workers already present in these companies."

4. The advantages of Syrian employment that distinguish it from the Jordanian workers in terms of skills and training

There are no great skills that distinguish Syrian labor from Jordanian. "Both Syrian and Jordanian workers need training in many productive and industrial sectors," he said. He says the Syrians have expertise in plumbing and carpentry but have no certificates to prove it. He states that the Ministry of Planning and International Cooperation has sought to provide training for Syrian and Jordanian workers, in cooperation with the National Army Employment Company of the Jordanian armed forces, and in cooperation with donors such as the European Union.

5. The role of the Government of Jordan in supporting investment and employment and its engagement

"With the aim of increasing employment and employment of Syrians, he said, more attention should be paid to investment, export expansion and investment in new sectors with a view to employment. Donors must also commit themselves to expanding Jordan's labour market, realizing the Jordanian response plan for Syrian employment and expanding investment opportunities in particular, legislative and legal reforms should be made to allow Syrians to work and, in cooperation with the Ministry of Labour and the Amman secretariat, the subject Domestic labour, which means household products such as foodstuffs and sewing, are available in Jordan and sometimes in an unorganized manner, in addition, there are domestic chores outside the Amman Metropolitan Municipality, which is the responsibility of the Ministry of Municipalities, which has been reached by the Ministry of Planning and International Cooperation and is currently a mechanism is being worked out to include Jordanians and Syrians in household chores such as food production, dairy and cheese."

"What concerns us is Jordan's institutions and is required to expand industrialization, especially after the production has ceased in Syria as well we need new markets," he added. He believed that the way out was to increase investment opportunities and improve the trade balance by increasing Jordanian exports to European markets and emerging, we cannot recruit and create economic opportunities for Jordanian and Syrian employment without real investment and without a real investment climate!! The rules of simplification of origin should be exploited with the European Union not only for the employment of Syrians, but also for the creation of jobs for Jordanians and for giving them a share in employment similar to those given to Syrian employment. "The agreement is now being revised to facilitate its terms, as only (10) companies in Jordan have obtained approval and the agreement was on (52) production lines, and these companies make up more than 75 % of the EU agreement," he said.

6. Possible solutions to reduce the informal economy.

The participant in the interview finds that there are no magic solutions to curb the unorganized economic activities since they have been haunted by the Jordanian economy for long periods and have increased after the Syrian crisis, before presenting possible solutions to it, the participant

suggests the need to know the extent and skills of persons engaged in unorganized jobs and the nature of their activities. On solutions, the idea of flexible work in the agricultural sector has been largely successful, with the Syrian worker being able to obtain a work permit to ensure that the associations agricultural and gives him free work on farms where he obtained this type of permit (46000), including (18000) Syrians working in the agricultural sector.

Third: Jordan Hashemite Fund for Human Resource Development /Queen Zein Sharaf Institute for Development

1. The programs they are implementing to assist Syrian refugees.

Participants in the interview indicated that there were a number of programs implemented by the Jordan Hashemite Fund in support of refugees in general and Syrians in particular and one of the difficulties they face in implementing their programs is that only about 20% of Syrians in the camps are about 80% outside the refugee camps, adding to the burden in the development of programs directly addressed to them. Nevertheless, the Fund is concentrating its programs in the marginalized and densely populated areas of the Syrian region, such as Irbid, Mafrqa, Karak and the eastern areas of Amman. On the quality of the programs offered, one participant said, "there are projects on education, programs for the disabled and community service programs". "The programs are offered to all nationalities of Jordanians, Syrians and Iraqis, and 70% Syrians and 30% Jordanians," he added.

One of the pilot projects to which the two were referred was the community homogeneity project for Syrians and Jordanians, which is being expelled by "the reasons for non-acceptance and the societal homogeneity among them is the decline in aid that was provided to Jordanians/and some organizations worked with Syrians only, so a large project was financed from office of the High Commissioner for Refugees to implement the community cohesion project with the formation of 23 community support committees 50% of Syrians and 50% of Jordanians as well as the percentage in the development committees for the diversity of experiences and skills to reach communities where there is tension through monthly activities and exercises such as ways Living, writing reports and collecting data. " One of them says, "The fund also works to hold functional days each year through (8) employment offices, and any applicant of any nationality can apply for

employment to companies and factories participating in the day's career." A youth life skills programme was also implemented in 2016, in which (24,000) young people were trained, 50% of whom were Syrians. In 2018, 40,000 Syrian and Jordanian youths will be trained.

2. Transfer and exchange of skills between Jordanian and Syrian workers

Someone says before talking about the transfer of experiences, the labour market must be restrained and the unfair competition adds, "the employer is the biggest beneficiary where he gets services from Syrian Labour for a low wage and long and highly skilled working hours have created a societal tension between Jordanians and Syrians." There are some skills among Syrians in the areas of food production, bakery and agriculture, therefore, they must be searched comprehensively and in all governorates of the kingdom, and employed in the interests of Jordanian employment and the Jordanian economy. Participants in the interview made a number of proposals for the engagement of Syrians into the labour market and for the transfer and exchange of experiences with Jordanian employment, including:

1. Facilitation of the principle of partnership between Jordan and Syria in order to promote the exchange of experience and skills available to Syrians.
2. Development of training programs for Syrians and Jordanians with a view to the transfer of expertise.
3. Provision of in-kind materials for those wishing to establish small and medium-sized enterprises, all nationalities and in Jordan's pockets of poverty in particular.

3. The difficulties facing the Jordan Hashemite Fund in dealing with Syrians

One of them says yes, we have some difficulties in dealing with Syrian refugees, in his words, these difficulties are "having to work with all members of the family, not just the child or the young person to persuade them of our programs". "The Syrians are afraid to deal with society for fear for their daughters and for fear of being exploited in jobs," said the latest.

Fourth: Ministry of Industry, Trade and supply

Three persons were interviewed in the Ministry of Industry and Trade, representing three sections: the head of the Industrial accounting Section, the head of the rules of Origin section, and the head of the Business Development Section. The results of this interview are as follows:

1. Legislative impediments and investment promotion

With regard to legislative impediments to the access of investors to the Jordanian economy, participants replied that Jordanian legislation, specifically the Investment Act, did not discriminate between foreign nationals in any area of investment. To engage Syrian employment into the Jordanian labour market, the Jordanian Ministry of Industry and Trade signed the rules of Origin agreement with the European Union in 2016 for the next 10 years, the aim is to open new markets for the benefit of the investor. This agreement requires 15% of Syrians to operate each plant or destination. Benefiting from this convention in the first year and raising the proportion to 25% of employment in the remaining years in accordance with the decisions of the London donors Conference. As to the decisions of the London Conference, the participants in the interview say that they have a specific part in these decisions, which are within the responsibility of the Ministry of Industry and Trade and are as follows:

- Provide work permits to Syrians and exempt them from work permit fees in agreement with the Ministry of Labour, where the number of work permits granted to Syrians is 36,000, which means 36,000 jobs until the end of 2017.
- Granting work permits to Syrian refugees residing in the camps, where some factories operate Syrians on a daily basis to take advantage of the European Common Market agreement.

In the view of the participants, the following mechanisms could be invested to encourage foreign investment, including:

- Activation of the investment law through clear procedures and instructions away from the exceptions.
- Activation of the non-Jordanian investment regulation system.
- Simplification of rules of origin, which have been given the opportunity to enter into Jordanian partnerships with the Syrian investors.

In the view of the participants, the decision to simplify Origin served to:

- Entry of Jordanian products to European markets.
- Giving Syrians an opportunity to enter the Jordanian labour market, in addition to Syrian employment, to benefit the investor from this decision, adding that the investor does not pay their work permit fees for being free of charge to Syrians.

2. Vital economic sectors and employment engagement

In addition, about the most vital sectors that could suit the Syrians, the participants said the construction sector is one of the best job-generating sectors for Syrians. The problem of the permits shown by the results of the field survey and the focus groups with Syrian employment as a legislative constraint "the Syrians are afraid to take out a work permit in order to maintain the salary of the Office of the High Commissioner for Refugees," said one participant. "There are no challenges that will prevent Syrians from reaching the Jordanian labor market because they have a desire to work," said another. On the exchange of experiences, participants suggested that it should be done by working in factories

On the mechanisms for the engagement of Syrians into the Jordanian labour market, participants in the interview say that the government has expanded the number of professions that were closed to foreigners, as participants suggest that there be an exemption from work permit fees for certain categories of foreigners, including Syrians, which has been discussed with the Ministry of Labour several times and The objective of controlling the unregulated market. In the view of the participants, the issuance of work permits to all is an important mechanism for regulating the Jordanian labour market. Finally, they add that it is difficult for investors to operate Syrians to take advantage of the decision to simplify origin, which is that Syrians do not have to work in factories despite facilities because of their desire to work in the market or in the unregulated economy.

5.8 Summary

After analyzing qualitative data based on focused groups with Jordanian and Syrian workers and Jordanian and Syrian investors, interviews with international organizations, trade unions, industry chambers and national institutions, we have produced a number of important results in several areas, including the engagement of Jordanian and foreign (Syrian) employment in the Jordanian labour market, the informal economy, and the skills of workers, the transfer and exchange of those skills and experiences between Jordanian and Syrian employment and foreign investment and its challenges. The results of the analysis are briefly outlined and discussed below:

First result:

The reluctance of Syrian workers to work in the industrial sector despite the need for factories to employ Syrian labour under the Convention on the simplification of the rules of origin for export to the European Union, one of the conditions of which is to employ Syrian employment by 15% of the total employment in the factory during the first two years starting from In 2016 to increase in the third year and thereafter to 25% to work on the need to guide and facilitate the access of Syrian and Jordanian employment to the industrial sector and encourage them to work during it. Jordanian employment must also be encouraged to enter the industrial sectors as well. The reasons for the reluctance of Jordanian and Syrian workers to work in the industrial sector conclude that the remoteness of Syrian refugees from industrial gatherings identified as an impediment to the feasibility of their work in the industrial sector, which makes the cost of transportation a major impediment to their orientation to work in this sector and this situation For Jordanian employment in the industrial sector. The increasing demand for Syrian employment in services sectors is also a cause for easier work than in the industrial sector, especially as they work informally, which makes them vulnerable to the loss of the benefits they receive from international organizations, and the growing demand from the private sector comes Non-industrial because of the low salaries paid by this sector. Another reason is the difficulty of removing family members of workers from the camps on the one hand and the unwillingness to stabilize to work formally in the light of the aspirations of some refugees to migrate to foreign States and the desire to have the time necessary to continue the search for such an opportunity for Syrian refugees.

Second result:

Foreign and Syrian investors, in particular, face a number of procedural impediments, including legislative and other obstacles to obtaining labour, qualified and trained, particularly technical or technical, and this result is confirmed by quantitative analysis data as most Employment is employed in non-industrial or professional sectors. "I have a plastic factory and very dangerous machinery, and I can't operate any unskilled worker," said an investor here.

One of the legislative difficulties that reduces the investment opportunities of Syrians in Jordan in the view of the investors is the residency law, preventing the recruitment of labour from the outside, the company is charged with the cost of trespassing fines and the offending factor, as

well as the referral of the court and the payment of a second fine. Impediments to work permits and decisions of the Ministry of Labour concerning the presence of certain professions in foreign employment, and to overcome the difficulties faced by the foreign investor, a number of policies have been proposed, the most important of which are: the investment Authority should be the main umbrella for investing in Jordan and preventing duplication and overlapping in Terms of reference and powers with other government agencies, review of criteria for classification of investors and non-accounting of employment, and determination of financial engagement requirements for corporate registration, standardization of regulators and the need to include in the licensing manual all necessary procedures to facilitate the work of foreign investments in Jordan .

Third result :

The high rates of non-regulated economic activities affected on the Jordanian economy, government policies on the one hand, and workers ' policies, and the creation of a fertile environment for contravention of Labour laws on the other. To overcome the unregulated work, Syrian workers propose a number of proposals, most notably: the issuance of work permits, the existence of contracts regulating work between the employer and the employee, especially in simple contracting. Some of the solutions are also proposed by the Jordanian workers: the government should help small traders or manufacturers to market their products and open new markets for them, as well as create commercial cities or private markets for young or pioneers investors and assist them in the selection and study of projects.

To overcome unorganized economic activities, investors and workers have proposed a number of means, including: conduct a realistic study of the number of non-regulated economic activities and the causes, finance small-scale projects and support Jordanian youth with pilot projects, granting soft loans to young Jordanian investors under government supervision, the granting of Customs and tax exemptions to young Jordanian and foreign investors, increased investor awareness and a map realistic and not illusory for available investment opportunities, separating industrial activity places from commercial and residential activities/map for uses land. At the same time, some national institutions consider that there are no magic solutions to curb economic activities that are not organized, and they have been haunted by the Jordanian economy since long periods after the Syrian crisis, and before the possible solutions were presented, they suggested that it was necessary to know the extent of the capacity of persons engaged in unorgan

ized work. On solutions, the idea of flexible work in the agricultural sector has been largely successful, with the Syrian worker being able to obtain a work permit to guarantee associations and gives him the free work on the farm where he obtained this permit 46000 work permits of which 18,000 Syrians work in the agricultural sector. To solve the problem of the unregulated economy, the researcher believes that a realistic study should be conducted on all sectors of the informal economy and on the true causes and in a holistic manner thus, the development of feasible and realistic solutions or a national plan to reduce non-regulated economic activities with a view to its regulation and engage into the macro economy.

Fourth result:

the existence of an illegal competition between Jordanian employment and foreign and Syrian workers in particular, due to low wages where Syrian employment is accepted at lower prices because of the coverage of income shortfalls through other sources, including financial and in-kind assistance from international organizations while The Jordanian cannot work under difficult living conditions and under price inflation and low wage levels. This is an invitation to the relevant actors to control illegal competition, especially wage-based, and to enable Jordanian employment to work in innovative sectors not especially industrial after qualification and appropriate technical training and through networking with, inter alia, the Ministry of Labour, the Vocational Training Foundation, The Ministry of Planning and International cooperation, the investment Authority and the chambers of Industry, which may include a number of actions, including review wage policies and raise the minimum wage of the Jordanian worker, while at the same time adjusting the wages of foreign workers.

Fifth result:

Many sides are working to address the challenges of Syrian asylum in Jordan, especially with regard to training, engagement and coping mechanisms, but it does not there is a single umbrella or focal point that will guide all energies and efforts in a practical and clear manner and in the interests of objectives and policies Government this idea has been endorsed by, inter alia, the Ministry of Planning and International Cooperation, the Ministry of Labour and the International Labour Organization/Jordan Office cooperation may be horizontal through the formation of a council or a high Commission on a policy formulation related to employment and investment, where we have noted that more than one actor He trained Jordanian and Syrian youth and it is also important to review the programs and plans of the Vocational Training Foundation

and the national training authorities to ensure the provision of trained professional employment that serves investment opportunities, supports the Jordanian economy and benefits the Jordanian worker primarily .

Sixth result:

Although there are some partnerships between Jordanian and Syrian investors, they are still in the lower limits and most are concentrated in the sectors services and restaurants it is essential that these partnerships and government support be expanded through meetings and may be conferences of investors Jordanians and Syrians are like business associations that contribute to bringing investors together and to identify potential investment opportunities and partnerships. It is essential that the Jordanian State encourage investment in the industrial sector and establish partnerships between Syrian and Jordanian investors to support the Jordanian economy and to create jobs for both Jordanians and Syrians in implementation of the decisions of the London donors Conference. It should be noted that, according to the opinion of Jordanian and Syrian investors, a range of ingredients can contribute to the success of partnerships, including: promoting trust between Jordanian and foreign investors, improving the investment climate, the existence of common advantages among investors, separating ownership

Chapter six

Conclusions and Recommendations

Introduction:

The study examined "the demographic characteristics of the Syrians in Jordan and the opportunities to address the challenges of asylum in the Jordanian labor market" In order to reach a set of recommendations to help decision makers in Jordan at all levels and employees of national and international institutions to formulate policies and develop programs and amend the necessary legislation to address the challenges of Syrian asylum on the Jordanian labor market and its implications for the economic, social and demographic situation in Jordan. This is done within the framework of answering the questions on which this study was based, in order to achieve the objectives set for this study.

In order to reach the above mentioned, the following were followed:

1. Extensive review of previous studies issued by scientific research centers, ministries, official and local institutions and international researchers in universities and academic institutions.
2. Conduct a review of international experiences of countries that have faced similar problems in dealing with refugees in all areas, especially with regard to the engagement of migrants into the local labor market in those countries.
3. Review the decisions of the London Donor Conference and the possible implications for the situation of the Syrian refugees in Jordan
4. Conducting an analytical study of the Syrian population in Jordan as shown by the results of the general census of housing and population in 2015 in terms of the most important demographic, economic, social and educational characteristics.
5. Collect data on the Syrian workforce in the capital Amman governorate using the sample method, in order to identify the economic, social and demographic characteristics of them and the expertise and skills they possess, assuming that this sample represents the Syrian labor force in Jordan. This study included the analysis of random sample data from 804 Syrian families in the governorate of Amman. They were located in 33 districts in Amman according to the divisions approved by the Department of Statistics.

6. Conduct a study using the method of in-depth interviews of a selected sample of workers from Syrian refugees and Jordanian workers in the governorate of Amman, in order to identify the success of the engagement of Syrian workers into the Jordanian labor market and obstacles to their access to the Jordanian labor market.

7. Conducting a study using the method of in-depth meetings of a selected sample of Syrian investors, Jordanian investors and Jordanian and Syrian partners, in order to identify the success of the experience of Syrian investors in Jordan and the obstacles of this investment and the impact of this investment on creating job opportunities for both Jordanian workers and refugees The Syrians.

8. Review relevant laws and regulations with a view to identifying incentives and impediments to the engagement of Syrian workers into the Jordanian labor market and reducing the unregulated work of Syrian labor

This chapter will review the most important findings of this study at all levels. Finally, this chapter will contain a number of recommendations related to the results of this study to help researchers and decision makers to address the problems related to Syrian migrant labor in Jordan and the policy of engagement of this employment in the Jordanian labor market and to achieve the common interest of all parties.

6.1 Results

This study came out with many results, the most important of which are the following:

6.1.1 In the field of scientific studies and similar international experiences in the engagement of migrants into communities in other countries:

Several international experiences regarding the engagement of refugees (and workers among them) into society in general and the engagement of workers in the labor market in particular have been reviewed. The German experience is one of the most important of these experiences in the engagement of refugees (mostly Syrian refugees) and is the wealthiest, richest and successful among many other experiences that have been identified. The most difficult problem in the German experience is learning German, the German experience is one of the experiments that

can be used in the case of Jordan, except that the problem of language does not exist, and it can be said that all the other experiments that have been identified except the German experience is not an example for the situation of the Syrian refugees in Jordan, this is because the Syrian refugees are Arabs who speak the same language and are from a society that is homogeneous with Jordanian society in terms of language, religion, customs and traditions, unlike in other experiments.

6.1.2 Main results in the field of investment promotion and engagement of Syrian labor in the Jordanian labor market:

- The decisions of the London Donor Conference were reviewed as the decisions of this conference opened the horizons for creating job opportunities for both Jordanian and Syrian workers by encouraging investment in the industrial sector by opening the export doors of the EU countries Of the Syrian refugees in Jordan, which starts at 15% during the first two years of investment and 25% later, which necessitates working on benefiting from these courses in support of the Jordanian economy.
- The regulations and laws in Jordan related to the work of investors interviewed, which in general encourage attracting investments to Jordan to achieve many goals, may in particular create new job opportunities. In addition, these regulations help Syrian refugees to engage into local communities And provide them with many rights to access health services and education, and help workers to access services in all areas, including access to a job opportunity, even if sometimes at the expense of competition with the Jordanian worker, we believe that the problems faced by the Syrian refugees, especially the workers, are due to the application of these laws, with the possibility of amending any laws that prove to be the reason why investments in Jordan, especially Syrian investors, are not encouraged, as well as the engagement of workers from Syrian refugees into the labor market in Jordan.

6.1.3 The most important results obtained from the study of the demographic characteristics of the Syrians in Jordan

- Jordan's population and housing census for 2015 indicated that the Syrian population in Jordan reached 1.27 million that year, including 1.05 million Syrian refugees.
- The census data indicate that 17.6% of the Syrian refugees in Jordan aged 13 years and above who are not currently enrolled in educational institutions are in the preparatory level, and 16.5%

at the primary level of education , and 15.9% at a basic level of education , and 10.6% at high school education level, and 2.3% at the diploma level and 4.2% at the bachelor's degree, In contrast, the percentage of illiterates was 16.5, while the literacy rate was 15.8%.

- The census data showed an increase in the illiteracy rate among Syrians living in Jordan and its increase with age, and even among young people. This can be attributed to the war conditions and the dropout of children from schools. The illiteracy rate among children aged 13-14 reached 19.3%.

- Syrians in Jordan aged 15 years and above are distributed by 67.8% who do not work or seek employment, they are outside the labor force or not economically active, and 32.2% Syrians in this age group are in the labor force or economically active(unemployed and employed).

- The number of Syrian workers in Jordan according to the General Population and Housing Census 2015 was (151423), constituting 67.4% of the Syrian labor force in Jordan, 93.2% for males and 6.8% for females.

- The governorate of Amman was ranked first in terms of the distribution of Syrian workers according to their place of residence, with about 50.3% of the total number of Syrian workers in 2015 .The governorates of Irbid, Zarqa and Mafraq have the highest concentrations of Syrian labor force after the governorate of the capital (19.6%, 11.4%, 8.1%), with a total of 89.4% in the four governorates.

- Unemployed Syrians those who do not work but are looking for work according to the results of the 2015 census, represent 32.6% of the economically (active workforce), the unemployment rate is 32.6%, and among males it is 28.1% and females 63.5%.

- The problem of Syrian child labor has emerged (9-14) years old, while there were (192423) children in this group, (2959) of them are workers, a rate of 1.5% of all children in this group, 83.7% of males and 16.3% of females. In addition, (4342) children were considered as job seekers, constituting 2.3% of the children aged 9-14 years.

- The Syrian labor force survey in the capital governorate indicated that the largest percentage of Syrian workers in the capital governorate are from Homs governorate, with a percentage of 31.7%,the areas and cities that came from Homs governorate noted that they live in rural areas,

areas, Damascus governorate with 24% ,and Lathakia governorate not more than 0.5%, and this can be understood through many factors, perhaps the size of the population of the Syrian provinces in addition to geographical proximity and links with the Jordanian population and other economic, social and demographic factors. The study also showed that the majority of the Syrian labor force in the capital governorate came from urban areas with a percentage of 62.2%.

- If the Syrian workforce in the capital governorate is taken into account according to the year of asylum to Jordan, the data of the study indicated that about 68.6% of the Syrian workers who responded in the Jordanian capital had come to Jordan in 2012 and 2013, which witnessed the peak of the crisis and the Syrian asylum to Jordan. The percentage of those who came to Jordan before the year 2011 did not exceed 5.6% and the percentage of those who came to Jordan after the year 2015 was only 2.7%, so that the crisis of Syrian asylum to Jordan has taken (at this stage at least) gradual decline.
- The results of the survey of the Syrian labor force survey in the capital governorate indicate that the percentage of families of respondents of the Syrian workers in the capital governorate, whose members are more than five members, is 43%, this indicates that the Syrian households in the capital governorate are large, the phenomenon of extended families, which includes more than one generation in such families among the Syrians in the province of the capital Amman.
- In terms of those who have been enrolled in educational institutions, 12.5% of them have received less than six years of regular education in educational institutions, while the proportion of those who have obtained a number of educational years is equal to six years and less than 12 years of full study is equal to 61.2%, and who completed 12 years of study were 16.0%. Finally, the proportion of university graduates who reached 16 years of study was 4.6%. Those who completed a number of full years were more than 16 years of study. The higher university, their percentage was very low less than 1%, all indicators indicate to allow level of education of the Syrian workforce in the capital province.
- 60% of the Syrian labor force in the capital governorate indicated that they do not have distinctive skills from their Jordanian counterparts while the remaining (40%) indicated that they have skills that distinguish them from Jordanian labor, the first place was the skills related to preparing food and drink with 25.7%, followed by professional skills related to construction 12.7%, followed by beauty and shaving skills in third place with 9.3%, textile, sewing and fashion design at 8% and the rest having varied skills in a number of different professions.

- In this context, 10% of the Syrian respondents indicated that they received training from Jordanian labor. About 40% of them received this training in shops and industrial establishments, while 7.2% received training from the employer and 11.6% in salons, and the rest from several scattered sources. The skills they are trained range from food and drink skills to shaving skills to building skills, especially stone building skills, stone cleaning and many other skills in small and varying proportions.
- 11% of the Syrians indicated that they trained Jordanian workers. The professions that trained the Jordanians included cooking skills, food production, sweets, sewing and embroidery skills,. Respondents indicated that 58.2% of the training was supervised by the owners of the shops, restaurants and confectionery shops. 28.4% of the training was self-training between the trainer and the trainee and the rest under the supervision of the employer by 13.4%.
- Reviewing the current occupations of the Syrian workers working in the province of the capital, we find that they are concentrated in a specific number of professions such as unskilled work, including sales, trade and construction works by 12%, food production by 18%, and the work of sweets, bakery and pastries 5.8%. In fact, we note that these are the professions in which Syrian workers work and compete in Amman governorate especially and in Jordan in general.
- The study showed that the Syrian labor force in the capital is concentrated in a specific number of economic activities. It works in the food and beverage sector by 28% and 17.8% in the services sector, then the trade sector by 18%, then the construction sector by 14.5%, then industrial sector by 7.4%, which is consistent with the professions that are mastered by Syrian workers working in the governorate of the Jordanian capital Amman.
- 82.8% of Syrian respondents who entered companies with Jordanians indicated that their partnership represents a successful experience, while 6.3% of respondents indicated that it was an unsuccessful experience.
- Of the important results in the field of engagement of Syrian labor in the Jordanian labor market, 46.3% of them believe that the situation remained unchanged and 27.1% believe that the situation has improved compared to their previous situation in Syria, those who see improvement in the situation after the policy of engagement of the Syrian workforce in the Jordanian labor market, this improvement has led to an increase of 51% in the job market in the Jordanian

market, while 33.3% of them attribute this improvement to improved social relations with the local community.

- In the field of legislative challenges, 31.7% of the respondents believe that the lack of obtaining a work permit and driving license is one of the legislative impediments to the participation of Syrian labor in the Jordanian labor market as a hindrance to the engagement of the Syrian labor force into the Jordanian labor market.
- In the area of assessing the level of ease of establishing partnership between Syrians and Jordanian citizens, 15% of the respondents noted the difficulty of partnership with the Jordanian citizens, while 48% noted that the establishment of the partnership is an easy process.

6.2.4 Main findings obtained using qualitative analysis using focus groups and interviews, some of the most important results of this study can be mentioned:

1. Jordanian and Syrian investors.

Syrian investors pointed out that the geographical proximity of Syria in addition to the availability of security and political stability with the existence of opportunities for investment without other reasons was the main motive behind the selection of Jordan as an investment destination, despite the presence of other countries that show strong competition for investors, especially the Arab Republic of Egypt and the Republic of Turkey, Syrian investors pointed to some of the most important challenges faced by the investor in general and the Syrian in particular in Jordan from difficulties to mention some of them:

- Security approvals for the exit and entry of the investor and his car.
 - Difficulty of procedures and agreements of sale and purchase.
 - The difficulties facing the investor in promoting his products.
 - Lack of specialized technical skilled workers and the difficulty of bringing them and their families.
- In this context, some of the investors interviewed have proposed some proposals that they see as an improvement in the investment climate in Jordan, some of which are mentioned below:
 - Facilitating procedures for investors entering Jordan.

- The Investment Authority shall be the main umbrella for investment in Jordan and the reference for employment within the development zones of the powers of the Investment Authority and coordination between state institutions related to investment to prevent duplication.
- Facilitate customs procedures.
- Review the exceptions granted to the Minister of Industry, Trade and Supply, especially in the Competition Law.
- Demanding the definition of the investment card and reviewing the classification criteria of investors.
- Financing small projects and supporting Jordanian youth with entrepreneurial projects, and providing soft loans to small investors.
- Conducting a study of the informal sector in order to identify its size, problem and how to deal with it
- In this context, Syrian investors are demanding some facilities they deem necessary to encourage investors in Jordan, for example:

Reducing the price of fuel, reducing electricity prices, using alternative energy, reducing rent prices, controlling inflation and rising prices, which are largely unenforceable under de facto conditions, and providing and training Jordanian and Syrian labor especially in the industrial sectors.

- Jordanian and Syrian investors pointed out that there are a number of specialized technical skills that are not available in the local labor market, which must be provided in cooperation with the Vocational Training Corporation and other national institutions in various fields such as operation of heavy equipment, maintenance and welding under water, chemical industries, textiles .
- In light of the above, the experiences of the Syrian and Jordanian partner investors are an example of all the above successful experiences in the partnership were based on the previous trust and knowledge between the partners. The investors' view of the partnership between Jordanian and Syrian investors varied between those who saw it well and those who saw it differently according to their own experience. On the other hand, the investors who have been interviewed

see that the investment law in Jordan is a modern law and that the difficulties and obstacles facing investors are the result of this application Law. If we add to that intense competition from other countries in the region, especially by the Arab Republic of Egypt and the Republic of Turkey, investors are calling for more support, especially in supporting partnerships between Jordanian and Syrian investors and other nationalities, and to give additional support to small investors.

- The partner investors pointed to the advantages they get from this partnership with a review of some of the problems they face and the contribution of Jordanian partners in solving such as access to banking facilities, benefiting from agreements that allow their products to enter the foreign markets, especially the European and American markets. Investors from Syrian and Jordanian partners pointed to the role played by their companies in creating job opportunities for Jordanians and Syrians in various economic sectors such as construction, catering, confectionery and other sectors.

2. Jordanian workers and Syrian refugees in the Jordanian capital Amman Governorate

- Syrian workers in Jordan believe that there is competition between Syrian and Jordanian workers and expatriate workers from other nationalities, especially Egyptian labor, where Egyptian workers receive the lowest wages while Jordanian workers demand the highest wages due to the low labor costs of Egyptian workers and their rise for Jordanian workers.
- Some Syrian workers suggest that the national institutions, especially the vocational training institution, should play a large and multifaceted role, such as recognizing the certificates held by secret workers before entering Jordan, facilitating their obtaining certificates of practicing the profession, obtaining work permits, this institution can also work on exchanging experiences between Syrian and Jordanian labor.
- The Jordanian workers participating in the dialogue see that there is fierce competition between them and the expatriate workers, especially the Syrian labor and the Egyptian labor. They see that they are able to compete at the technical level in terms of skill level, however, the essence of the competition is that the expatriate labor, especially the Egyptian and Syrian labor, this is why they demand that government agencies intervene and help them create jobs for them in order to

reduce the high unemployment rates among them. Jordanian workers see it necessary for the government to work hard to curb unregulated economic activities.

- Some Jordanian workers believe that they have high levels of skill. However, they see that some expatriate workers have skills that we need to acquire from this labor force, knowing that some expatriate labor force does not want to transfer their skills to other Jordanian and other work force, some workforce sees such skills should be transferred as a precondition when granting investment permits.
- Jordanian workers summarize the obstacles faced by the Jordanian worker with a number of points, the most important of which are:
 - Lack of employment opportunities
 - Lack of project support and entrepreneurial ideas
 - Low wages

3. Ministry of Labour

- The persons interviewed by the Ministry of Labor pointed out that the ministry has taken a number of measures aimed at engagement of Syrians into the Jordanian labor market and providing economic opportunities and jobs for them, including:
 - Facilitating Syrian access to the Jordanian labor market
 - Allow Syrians to move from one sector to another
 - Not to require clearance from the first sponsor
 - Possibility to work in the construction sector without a work permit
 - Necessity of health certificate
 - Sufficiency of the certificate of the Ministry of the Interior
- Added those interviewed by the ministry said that to maintain the balance between Syrian and Jordanian labor in the Jordanian labor market, the ministry worked on the following:
 - Determine the closed professions on the Jordanian labor
 - Implement the quota system, which requires companies to employ a certain percentage of their users from Jordanians

- When asked about how to turn the Syrian asylum to Jordan to opportunities that can be used to answer those interviewed:

- International support can be used to strengthen the Jordanian economy
- Increase employment opportunities and the movement of commodity exchange, increasing production and turnover of capital.

4. Ministry of Planning and International Cooperation

- The Ministry of Planning and International Cooperation is working on three areas to address the crisis of Syrian asylum to Jordan:

- A response plan that includes infrastructure, education and health
- Economic side
- Creating economic opportunities and jobs for Syrian labor

- The Jordanian government has changed its policy towards asylum and sought to create economic opportunities for Syrians and create jobs parallel to the Jordanians according to the following principles:

- Implementing a number of reforms in the Jordanian labor market to facilitate Syrian access to employment opportunities and their involvement in the Jordanian labor market in a way that does not constitute competition for Jordanian labor.
- To allow the Syrians to work within the sectors allowed to work, taking into consideration that the priority is for the Jordanian worker.

6.2 Recommendations

After this detailed review of the main results obtained from this study, we will point out to some recommendations for decision makers and researchers.

The recommendations have been distributed to groups in order to serve the main objectives of this research and then follow them with some general recommendations:

6.2.1 In the field of scientific studies and similar international experiences in the engagement of refugees into communities in other States.

The Jordanian state suffers from the energy crisis in recent times, especially with the steady increase in emigrations and the number of refugees. In addition to the increase in fuel prices, we

see the issue of leadership and encouragement of innovation as possible solutions to engage Jordanian and Syrian labor in the Jordanian labor market, in the development of similar ideas for leadership and innovation and networking with relevant national institutions such as the Ministry of Youth, which organizes summer camps in Jordan for more than (35) thousand young Jordanian annually, and it is good to introduce other nationalities to learn leadership and innovation to improve the level and to reduce the effects of resorting to the Jordanian state, thus helping to create future partnerships between young Jordanians entering the labor market with young people of other nationalities such as Syria. The Indian experience is worthy of study in this area.

6.2.2 Recommendations on investment:

Recommendations on investment come from an economic fact that says investment is the main factor in economic growth and is the direct cause of job creation. Economists and decision-makers have realized this fact early. As savings and hence domestic investment do not meet national aspirations, many countries have looked to the outside world for funds to invest. And after the bitter experience of many countries with external borrowing and the problems that could result, or even the risks, especially when not used both internal loans and external economic economy appropriate, attention has been drawn to the use of international capital surplus in many countries, and here is the idea of attracting and benefiting from foreign investments in the service of the local economy.

The world today is witnessing fierce competition among countries around the world for these investments as countries do everything possible to entice foreign capital to invest in them.

In our region, there are three main areas of capital attraction: the Arab Republic of Egypt and the Gulf States, Dubai is a clear example, and the Turkish Republic, which has been firmly on this line in the last few years.

Our recommendations are based on benefiting from the comparative advantages enjoyed by Jordan in pursuit of two main objectives:

1. Preserving and strengthening existing investments and ensuring that they are not leaked to other countries.

2. Attract new investors and investments.

In this context, we recommend a number of recommendations based on the facts that provided by this study in their various parts and chapters, which can be placed under a set of headings as follows:

1. Recommendations related to the marketing of Jordan investment:

- Working on marketing the Jordanian economy to current and potential investors locally and internationally by using all the media and means of communication, which have become many and varied and show the advantages that Jordan enjoys as an appropriate and convenient home for investment. The efforts should be coordinated by all media bodies under the supervision of a central authority one was the Investment Authority of the Ministry of Industry and Trade (or a private body in the Ministry of Information) responsible for preparing what will be presented to the media, read, audio and video on the Internet and all the details In coordination and cooperation with all relevant ministries.
- Holding local and international conferences and summits be held, bringing together current and potential investors, especially Syrians, including Jordanian investors and decision makers, especially in relevant ministries such as the Ministry of Planning and International Cooperation, the Ministry of Labor and the Ministry of Economy and Trade and institutions directly related to investment such as chambers of commerce and industry, A fixed program is being established to hold such conferences for five years to come, for example, to prepare them well in terms of the title, venue, date of the conferences, the parties, agencies and agencies expected to contribute to the financing of these conferences and all logistical and technical issues will be discussed. This task will be entrusted to one entity that can be assigned to any of the concerned authorities or ministries individually or collectively, this task may be entrusted to the Investment Promotion Authority.
- Strengthening official and informal participation in regional and international conferences and seminars related to investment and building bridges of relations between existing and potential local and international investors. These relations are important in supporting foreign investments in Jordan and attract more investments and investors, taking into account the principle of competence and specialization in the selection of participants from the official bodies in such conferences.

- Establishing a network of means of direct communication with existing investors and listening to their problems and working to solve them, taking into account the applicable laws and regulations, noting the possibility of amending these laws when necessary.
- Existing and potential investors should be informed of the investment opportunities they offer by the international relations and agreements between Jordan and the European Common Market and between Jordan and the United States of America and others such as the London Agreement to facilitate the entry of products from factories committed to the agreement to EU countries.

2. Legislative and legal recommendations:

The Investment Authority has worked on issuing the investment map for the governorates and includes 240 projects distributed across all governorates, which aims at identifying a number of small and medium-sized investment opportunities for development in the various economic sectors in the Kingdom (industrial, agricultural, tourism and service) with high growth opportunities promoting the private sector and attracting investors to these projects. Accordingly, the study recommends:

- Continuous review of the investment law and follow-up implementation on the ground. In this context we see that investors' complaints are viewed from the difficulties they face, the administrative complexities, the government routine, and all that alienates new investors and even current investors from investing in Jordan.
- Supporting the investment environment in Jordan, including facilitating the procedures for applying for investment and starting it.
- Studying the possibility of allowing investors to open bank accounts in local Jordanian banks.
- Consider the possibility of adjusting entry, exit and residence procedures for investors and their families of first class.
- Considering the possibility of modifying the procedures for recruiting some workers with special levels of skill.
- Considering the possibility of amending the decisions of the Ministry of Labor concerning the prohibition of certain professions on foreign labor and in line with the general trends in the engagement of Syrian migrant workers into the Jordanian labor market.

- Review the criteria for classification of investors and determine the conditions for registration of companies.

3. Recommendations concerning Syrian and Jordanian investors in Jordan

- As far as Syrian investors are concerned, in our view they are considered to be a special case of geographical proximity and all relations of kin with our fellow Syrian refugees. The Syrian investors have made a number of observations, including the need to strengthen contact with current Syrian investors in Jordan and to contact potential Syrian investors who seem to be looking for a state to transfer their investments to them and motivate them to make Jordan the destination country for their investments.

Therefore, we recommend holding a conference specially attended by current and potential Syrian investors, we must listen to their problems and look at them seriously enough and work to resolve them in accordance with the regulations and laws and notify them that we are concerned to solve their problems because this is the only way to keep them and not leave them to other countries because of competition and temptations which is provided to them from those countries, and more than that we have to work to attract more Syrian investors and new investments.

- Some of the Syrian investors, who have been specifically interviewed, pointed out some of the demands that make it easier for them to work and stay. Some of them are related to entry and exit procedures from Jordan, Some are related to driving licenses and some are related to the recruitment of some workers with special skill levels to operate their factories. (Ministry of Interior, Ministry of Planning and International Cooperation and Ministry of Labor, Ministry of Industry and Trade), which meets with Syrian investors or their representatives on a regular basis, where relevant authorities listen to their problems and provide appropriate solutions.
- Encouraging Syrian, Jordanian and other investors to take the doors of new sectors, except restaurants, desserts, construction and services, to the industrial sector with all its opportunities and potentials and to invest in other sectors such as the extractive industries sector. There is a successful investment experience in the cement industry, to consider investing in the exploitation of many Jordanian resources such as renewable energy, the oil and gas sector, rock oil, marble and mineral exploration, these are areas that can be clarified to investors and encourage them to access.

- Working in close cooperation with the Investment Authority and other supporting bodies to support Syrian investors and others in order to create job opportunities for Jordanians and Syrians. It is possible to negotiate with the investors, especially the Syrians, on the employment rates of Jordanians and Syrians in accordance with the London Agreement.
- Supporting small Jordanian investors and Syrian investors through soft loans as well as granting them tax and customs facilities.
- To strengthen the links between investors, especially the Syrians, and training bodies in Jordan, including the Vocational Training Corporation, in order to train the necessary staff and according to their needs.
- Encouraging pioneering ideas for creative young people in all fields, especially by granting them soft loans and supporting them in the fields of training and marketing of their final products.

4. Recommendations concerning joint Jordanian-Syrian investment

- The study recommends facilitating the establishment of partnerships between Syrian and Jordanian investors through periodic meetings (or annual meetings) under the supervision of any of the ministries mentioned individually or in combination, in cooperation with the Jordanian Chambers of Industry and Trade and in neighboring countries, if possible with the aim of collecting Jordanian, Syrian and other investors to establish a form of cooperation among themselves and to identify the possibility of establishing partnerships among them.

6.2.3 Recommendations concerning the labor market and the engagement of Syrian labor into the Jordanian labor market

After reviewing the main findings of this study and in order to know the skills of the Syrians and their transfer to the Jordanians, and turning the Syrian asylum in Jordan into investment opportunities, we present a set of recommendations that make this merger in the interests of the two parties, Jordan on the one hand and the Syrian refugees on the other, instead of keeping the Syrian refugees an economic burden on Jordan with limited resources, the Syrian refugees will become an active element contributing to the carrying out of all or part of the burdens borne and carried by Jordan since the beginning of Syrian asylum in Jordan in 2011.

- Many Syrians complain that the lack of permits prevents them from working in the informal sector, which in many cases exposes them to injustice and to deprive them of their rights or to force them to voluntarily waive their rights because they are working illegally. For all of this, we recommend studying all the ways that stimulate Syrian workers to obtain a work permit and benefit from the exemptions and incentives provided to them by the various parties, we also recommend that an awareness campaign be conducted using all means of information available to raise awareness of Syrian employment with the state policy regarding the engagement of Syrian labor into the Jordanian labor market and the implications of granting them some special rights and privileges such as work permits, the possibility of transferring between different sectors without the need of the sponsor's consent, that the Syrian worker is a direct priority after the Jordanian worker in the closed professions if the appropriate Jordanian worker is not available.
- Studying the possibility of assisting Syrian labor by opening bank accounts in Jordanian banks.
- The Jordanian worker complains of competition with Egyptian and Syrian labor because of the latter's acceptance of minimum wage levels. Therefore, this study recommends solving these problems by considering the possibility of applying a minimum wage to the expatriate labor force (which may be the minimum wage approved in Jordan).
- Working on encouraging the Syrian worker to work in the industrial sector and helping the Syrian investor to benefit from the London Agreement, which requires the employment of a certain percentage of the Syrian labor force to allow its products to enter the EU countries, therefore, working towards finding a solution to the problem of transportation, which is one of the most important obstacles to work in this sector ,this sector where the investor was responsible for providing transportation from specific places to workplaces or finding a solution to the problem of granting Syrian workers licenses to drive cars.

- Providing free training opportunities through the vocational training institution to Jordanian and Syrian workers to those who need them in coordination with institutions and companies operating in the public and private sectors, especially in highly skilled professions. The Syrians, who have special skills in training Jordanians and even other Syrians, can also be benefited from, and their salaries can be paid from the private sector benefiting from this training or from programs in support of the Jordan Charter - the London Agreement, this helps to engage the Syrian labor force into the Jordanian labor market.
- Encouraging and supporting partnerships between Jordanian and Syrian workers, and providing them with official incentives and facilities where possible.
- Given the non-constructive role played by the informal sector in the economy of any country, we recommend the implementation of a survey of the informal sector in Jordan to identify its size and operating sectors, including the size of Syrian labor in this sector, in order to develop plans and policies that work to organize this sector and turn it into a regulated sector with the possibility of benefiting from the London Convention in this sector ,and the commitments of the recent Brussels Conference.

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Appendix (1)

Distribution of Sample Survey for Syrians Labor Force in Amman Governorate

Governorate	District	Sub-District	locality	Neighborhood	Syrians			Sample
					Total	Males	Females	
Capital	Marka	Marka	Tariq	Alkhazneh	1480	784	696	41
Capital	Marka	Marka	Tariq	Tabrbour	566	276	290	40
Capital	Marka	Marka	Marka	Hamza	2844	1467	1377	90
Capital	Marka	Marka	Alnasir	Prince Hassan	8727	3982	4745	15
Capital	Marka	Marka	Alnasir	Princess Alia	8406	3955	4451	10
Capital	Marka	Marka	Alnasir	Almanarah	7880	3862	4018	10
Capital	Marka	Marka	Alnasir	Jabal al nasir	6598	3128	3470	59
Capital	University	University	Jubaiha	Alamanah	2504	1284	1220	10
Capital	University	University	Jubaiha	Albssalah	9821	5250	4571	40
Capital	University	University	Jubaiha	Alsaadah	5585	2889	2696	20
Capital	University	University	Sweileh	Al –hai al sharqi	3284	1632	1652	10
Capital	University	University	Sweileh	Alruhmanieh	2748	1409	1339	10
Capital	University	University	Sweileh	Alkamaliah	1997	1029	968	5
Capital	University	University	Sweileh	Maisaloon	1368	687	681	5
Capital	Wadisseeer	Wadisseeer	Wadisseeer	Aljandaweel	1289	638	651	40
Capital	Wadisseeer	Wadisseeer	Wadisseeer	Alsena'eiah	3849	2009	1840	30
Capital	Wadisseeer	Wadisseeer	Wadisseeer	Wadiesseeer	3598	1819	1779	30
Capital	Amman Qasabah Distric	Amman	Alabdali	Sport city	2674	1288	1386	30
Capital	Amman Qasabah Distric	Amman	Alabdali	Jabal al hussien	11694	6045	5649	60
Capital	Amman Qasabah Distric	Amman	Alabdali	Jabal alwebdieh	10864	5523	5341	30
Capital	Amman Qasabah Distric	Amman	Raseleen	Alzohoor	9421	4804	4617	20
Capital	Amman Qasabah Distric	Amman	Raselaien	Alnatheef	8451	4078	4373	25
Capital	Amman Qasabah Distric	Amman	Almadinah	Castel	8465	4010	4455	30
Capital	Amman Qasabah Distric	Amman	Almadinah	Jabal al jwfeh	6416	3340	3076	15
Capital	Amman Qasabah Distric	Amman	Almadinah	Wadi al haddadedeh	3818	1958	1860	15
Capital	Amman Qasabah Distric	Amman	Zahran	Jabal Amman	1016	552	464	20
Capital	Amman Qasabah Distric	Amman	Zahran	Alradwan	479	233	246	20
Capital	Amman Qasabah Distric	Amman	Zahran	South abdoun	362	165	197	15
Capital	Alqwaisimah	Alqwaisimah	Alqwaisimah	Alqwaisimah	1349	669	680	30
Capital	Alqwaisimah	Alqwaisimah	Alqwaisimah	Abo Alnda	5339	2794	2545	20
Capital	Alqwaisimah	Alqwaisimah	Alqwaisimah	Alnaharieh	3822	1784	2038	25
Capital	Alqwaisimah	Alqwaisimah	Alqwaisimah	Um Nwwarah	2859	1553	1306	15
Capital	Alqwaisimah	Alqwaisimah	Alqwaisimah	Hiteen	1235	675	560	10

Source of information on the study population: Department of Statistics, Population and Housing Census Database, 2015.

Appendix (2)

Names of interviewees in national and international institutions

Interviewers	Institution
Ministry of Industry, Trade and Supply	Ms. Sherouq El-Kefaween, Head of Industrial Accounting Department Mr. Atallah Al-Ayed / Head of the Department of Rules of Origin Mr. Hassan El Nsour / Head of Business Development
The Ministry of Planning and International Cooperation	Eng. Firas Momani / Director of the Projects Unit
Ministry of Labour	Mr. Hamdan Yacoub, Director of Policy and International Cooperation
Vocational Training Corporation	Eng. Ibrahim Al Tarawneh / Assistant Director General for Technical Affairs Eng. Ramzi Harb / Head of Planning
Jordan Hashemite Fund /Queen Zain Al Sharaf Development Institute	Mr. Qais Tarawneh / Deputy Executive Director Mr. Hakam Madi / Project Director, Program of Action with Refugees
Jordan Chamber of Industry	Mr. Mohammed Al-Khalayleh / Centre for Economic and Industrial Studies
Amman Chamber of Commerce	Mr. Rami Fayez Al-Qassem / Unit of Studies and Economic Monitoring
Syndicate of Restaurant Owners	Mr. Nimer Ould Ali / Secretary of the union
United Nations Population Fund	Ms. Layali Abu Sir
International Labor Organization / Jordan Office	Dr. Maha Qatta' / Coordinator of response to Syrian asylum

Appendix (3)

Procedural Guide to Interviews and Focus Groups

"Study of the demographic characteristics of Syrians in Jordan and opportunities to address the challenges of asylum on the Jordanian labor market"

Introduction

The objective of this guide is to develop the general framework for the implementation of interviews and focus groups on the study "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum in the Jordanian Labor Market". The guide was divided into several main areas according to the objectives of the study and data collection for each group of participants in the interviews and focus groups, which included the following categories:

1. Focus groups with Jordanian and Syrian investors.
2. Focus groups with Jordanian and Syrian partners.
3. Focus groups with Jordanian and Syrian workers.
4. Interviews with representatives of national institutions such as the Ministry of Labor, Ministry of Planning and International Cooperation, Ministry of Industry and Trade, Jordan Chamber of Industry, General Union of Restaurant Owners and Sweets, and Jordan Hashemite Fund.
5. Interviews with representatives of international organizations such as the United Nations Population Fund (UNFPA), the International Labor Organization (ILO) and the Jordan Office

Practical Procedures

In order to ensure the efficiency and effectiveness of qualitative research and data collection through interviews and focused groups, we followed a number of practical procedures and methods based on best scientific and global practices and in line with the proper methodology of qualitative research as follows:

Phase One: Theoretical Review

The team conducted a comprehensive review of literature and previous studies related to the subject of the current study. This was done with the aim of developing a general perception of the

the nature and form of interviews and focus groups, the objectives of the study have been taken into consideration as stated in the tender document, which is determined by the Higher Council for Population, accordingly, the main areas of focus were also identified, both in interviews and in focus groups.

Phase 2: Building the general perception of interviews and focus groups

This stage came after the completion of the general perception of how the interviews and their contents and core themes, which were formulated in light of several basic pillars:

1. Objectives and expected outcomes of the study.
2. Preliminary results of field research.
3. Relevant previous studies
4. Conducting initial interviews with policy makers and decision makers in relevant government agencies and international organizations. Following the completion of the focus of the interviews and the focus groups, they were presented to a number of experts in the field of the study and experts from university professors and international experts to arbitrate the questions of the interviews and focus groups and to take their observations.

Phase 3: Developing the interview tools

Having completed the development of the main focus of the interviews and discussion within the focus groups, the team developed the tools of interviews and focus groups, which includes two main sections: Section 1: General data or characteristics of participants in the interviews and concentrated groups of Syrian and Jordanian investors, Jordanian and Syrian workers such as age, gender, income level, investment sector, skills, education, etc., taking into account the specificity of each category. The other section included interview questions and discussion topics in focus groups, Which came in a flexible manner in terms of speech with a focus on the gradual in the construction of questions and the possibility to put them in terms of ease and difficulty, and the interview was characterized as semi-structured as well as discussion topics of the focus groups.

Phase 4: Preparation and implementation

After verifying the validity of the interview questions and the thematic topics of the focus groups and their relevance to the subject of the study and its objectives and scope, the preparation stage for interviews and focused groups come to implement them, the implementation process was preceded by a number of sub-procedures summarized in the following steps:

1. Field researchers were asked to ask Syrian respondents whether they would like to participate in interviews or focus groups to ensure consistency between the outcomes of the field study and their results, while the other side is to design and validate interviews and focused groups, about 20 respondents agreed to participate, enough to conduct focus groups.
2. Communicate with the Jordan Investment Authority after taking an important facilitation letter from the Higher Population Council addressed to the Chairman of the Authority. The message also aims to obtain the data of Syrian and Jordanian investors and know their characteristics and prepare for in-depth interviews with them, the team also worked to hold a meeting with the decision makers in the Commission to inform them of the goal of the study and benefit from their experience in building tools and questions of interviews and discussion groups of the focus groups, to represent investors, the team divided investors into three main categories: Senior investors, middle and small investors according to the criteria adopted by the Authority with a focus on the big investors for their importance in the Jordanian economy.
3. Preparing and scheduling special venues for holding interviews and focused groups, while providing all the logistical requirements required for the implementation of the concentrated groups.
4. As regards the interviews with government agencies and relevant international organizations, they will be carried out in their workplaces because of the importance of this category and the lack of time and time constraints. To facilitate the task of communication, SEATC has received an important facilitation letter from the Higher Population Council addressed to all relevant governmental bodies such as: the Ministry of Planning and International Cooperation, trade unions, international organizations, industrial and commercial drowning. The team has followed a number of sub-procedural steps to successfully complete the interviews as follows:

1. Training the researchers on how to conduct the interview.
2. Choosing the place and time of the interviews in proportion to the respondents (participants in the interviews).
3. Confirmation of interview dates before actual implementation by telephone and e-mail.
4. Recording interviews after obtaining prior approval.
5. Dumping interview data.
6. Analysis of qualitative data and presentation of results.

Model (1) Focus groups (Jordanian and Syrian investors)

Good morning, good evening

I..... From the Higher Population Council, we are conducting a study on "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum on the Jordanian Labor Market" first, we thank you for your active response and your valuable time to answer the questions. I would also like you to allow me to explain the course of the interview before starting it.

1. You have the right to withdraw from the discussion session at any time.
2. You have the right not to answer any question you deem inappropriate.
3. We would like to record the discussion session in a voice with the aim of documentation and facilitate the researcher to dump the data and maximize its accuracy, please allow us to do so.
4. The discussion session takes 3-4 hours

First: Procedural data

Date of the Focus Group	Place of focus Group
Focus group time	Start and end time / From: to:

Second: Questions / Discussion Topics

1. Why did you choose Jordan as an investment destination?
2. In your opinion, what are the challenges or difficulties that hinder the investment of Syrian businessmen in Jordan?
3. What obstacles or difficulties do you face as an investor in Jordan?
4. What proposals mechanisms can you propose to improve the investment climate in Jordan?
5. Can you tell us success stories for Syrian investors in Jordan and abroad? What are the secrets behind their success?
6. Do you have investments outside Jordan? If yes? In your opinion, what are the investment advantages outside Jordan that you wish to be available here?
7. What are the legal obstacles that reduce the investment opportunities of the Syrians in Jordan?
8. Do you want to open up new markets for your investments outside of Jordan? Why?
9. Can you make some practical suggestions for limiting informal economic activity or activity?
10. Can you suggest some policies or mechanisms to reduce unfair or dishonest competition between Jordanian and Syrian investors?
11. Do you think that there are certain advantages of the Syrian labor or some segments in the Jordanian labor market and are not available to others?
12. What skills do you think are necessary to enable Jordanian and Syrian labor in the labor market?
13. In your opinion, what are the possible mechanisms for transfer and exchange of skills and capabilities between Jordanian and Syrian labor?
14. In your opinion, what methods or methods can the Jordanian government adopt to attract Syrian capital (investors)?
15. Can you make suggestions to strengthen the roles of national institutions to engage Syrian companies and Syrian labor into the Jordanian economy?

Model (2) Focus group (Jordanian and Syrian partners)

Good morning, good evening

I..... From the Higher Population Council, we are conducting a study on "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum on the Jordanian Labor Market", first, we thank you for your active response and your valuable time to answer the questions. I would also like you to allow me to explain the course of the interview before starting it.

1. You have the right to withdraw from the discussion session at any time.
2. You have the right not to answer any question you deem inappropriate.
3. We would like to record the discussion session in a voice with the aim of documentation and facilitate the researcher to dump the data and maximize its accuracy, please allow us to do so.
4. The discussion session takes 3-4 hours

First: Procedural data

Date of the Focus Group	Place of Focus Group
Focus group time	Start and end time / From: to:

Second: Questions / Discussion Topics

1. Why did you choose Jordan as an investment destination? (A question for the Syrian partners), and how was the partnership between you?
2. In your opinion, what difficulties and challenges did you face as partners in shaping your partnerships?
3. To what extent do government legislation and regulations affect the establishment of partnerships between Jordanians and Syrians?
4. What are your practical suggestions for improving the level of partnership between Jordanian and Syrian investors?
5. Have your partnerships created jobs for both Jordanians and Syrians?
6. Can you tell us the success stories of Jordanian and Syrian partners? What is the secret behind the success of that partnership? Practical examples
7. What are your proposals (policies, mechanisms or legislation) ... to improve the investment climate in Jordan in general?

Model (3) concentrated groups (Jordanian and Syrian labor)

Good morning, good evening

I..... From the Higher Population Council, we are conducting a study on "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum on the Jordanian Labor Market", first, we thank you for your active response and your valuable time to answer the questions. I would also like you to allow me to explain the course of the interview before starting it.

1. You have the right to withdraw from the discussion session at any time.
2. You have the right not to answer any question you deem inappropriate.
3. We would like to record the discussion session in a voice with the aim of documentation and facilitate the researcher to dump the data and maximize its accuracy, please allow us to do so.
4. The discussion session takes 3-4 hours

First: Procedural data

Date of the Focus Group	Place of Focus Group
Focus group time	Start and end time / From: to:

Second: Questions / Discussion Topics

1. What skills do you have?
2. Do you think that the skills, education and abilities that you possess will provide you with professional development and maintain your current business opportunity?
3. Do you need additional training or vocational training to master your current work? What skills do you think are necessary?
4. Can you make some practical proposals to limit informal economic activity or activity?
5. Can you suggest some mechanisms or policies to reduce unfair competition between Jordanian and Syrian workers?
6. In your opinion, what are the possible mechanisms for transfer and exchange of skills and experiences between Jordanian and Syrian workers?
7. Can you make suggestions to strengthen the roles of national institutions to engage Syrian labor into the Jordanian economy?
8. Have you ever established partnerships between you (Jordanians and Syrians)? How do you evaluate this experience?
9. How do you describe the relationship with the employer?
10. How do you assess the level of your engagement into the Jordanian labor market (a question for the Syrians)? Did the situation improve or decline and why?
11. What industrial or commercial sectors fit your skills, abilities and education?
12. What are the most important legal or legislative challenges to prevent Syrian participation in the Jordanian labor market?
13. How do you look for work (methods and means) and what are the difficulties you face in looking for a better job?

Model (4) Interview with national and international institutions

Good morning, good evening

I..... From the Higher Population Council, we are conducting a study on "Population Characteristics of Syrians in Jordan and Opportunities to Address the Challenges of Asylum on the Jordanian Labor Market", first, we thank you for your active response and your valuable time to answer the questions. I would also like you to allow me to explain the course of the interview before starting it.

1. You have the right to withdraw from the discussion session at any time.
2. You have the right not to answer any question you deem inappropriate.
3. We would like to record the discussion session in a voice with the aim of documentation and facilitate the researcher to dump the data and maximize its accuracy, please allow us to do so.
4. The discussion session takes 1.00-1.30 hours

Interview topics

1. Engagement of Syrian labor into the Jordanian labor market
2. Proposals to strengthen the roles of national institutions to engage Syrian labor into the Jordanian labor market and economy.
3. Mechanisms to attract investors.
4. Possible mechanisms to transfer and exchange skills and capabilities between Jordanian and Syrian labor
5. Programs implemented by national institutions and international organizations to assist Syrians?
6. Programs implemented by the International Labor Organization to assist Jordanian and Syrian workers to obtain employment opportunities
7. Investment challenges in Jordan
8. Transform Syrian asylum into opportunities
9. Amend the rules of origin and create job opportunities for Syrians (London donors conference).

10. Possible solutions to reduce the informal economy?
11. The role of the Jordanian government in supporting investment and employment and its engagement.
12. Policies adopted by the government to engage Syrians into the Jordanian labor market
13. Partnerships between Jordanian and Syrian investors
14. Expatriate labor and controlling its percentage in the Jordanian labor market
15. Population opportunity and labor and labor issues
16. Vital economic sectors and employment engagement
17. The promising sectors of investment
18. Legislative constraints and investment promotion
19. Skills necessary to enable Jordanian and Syrian labor in the Jordanian labor market
20. Skills available in the Syrian labor sector in restaurants and sweets
21. Listed professions in favour of Jordanian labor.

Appendix (4)

Questionnaire Survey of the Syrians labor Force in Amman

Good morning/Good afternoon

I am from the highest population Council, the Council conducts a study to identify the characteristics of the Syrian workforce resides in Jordan in order to maximize their participation in the Jordanian labor market. Therefore, we would like to take a few minutes of your time to answer some common questions assuring you that your input and all provided data will be addressed with utmost confidentiality and neutrality, and only for the purposes of scientific research, your time and cooperation is highly appreciated.

Researcher Identification Data:

Q1	Questionnaire Number	()
Q2	Date of the interview	Day: Date: / / 2017
Q3	Time of the interview:	time(morning / evening)
Q4	Place of the interview	
Q5	Field Researcher Name	
Q6	Field Researcher Number	()

Correspondent Identification Data:

Q7	In which year did you come to Jordan?	Q8	Current place of residence.....
Q9	What is the last permanent place you stayed in (Governorate) in Syria?	Q10	Are you registered with the UN High Commissioner for Refugees (UNHCR)? 1.Yes 2.No
Q11	In which area used to you live? 1. Urban 2. Rural	Q12	Are you registered with the Ministry of the Interior in Jordan? 1.Yes. 2.No
Q13	Gender 1. Male 2.Female	Q14	Age in full years (-----)
Q15	Marital Status 1. Single 2. Married. 3 Widowed		4 Divorced. 5 Separated.

Section 1: Data on the respondent's family (comprising seven questions)

Q1	Q2	Q3	Q4	Q5	Q6	Q7
Family size	Number of persons aged 15 years old and above	Number of family workers	Family members	Return back to Syria	Absentees	Reasons for absence
What is the number of the family members who live with you under one roof and use the same Kitchen?	What is the number of the family members whom age is above 15?		What is your relation with the head of the family?	Would you like to go back to Syria?	Are there any other family members who are usually absent except for the married ones?	What is the main reason behind the family members' absence?
Define -----	Define -----	Define -----	1. I am the head of the family 2. Husband / wife 3. Son / daughter 4. Mother / father 5. The husband's daughter / son's husband 6. Protecting / Protecting the Head of the Family 7. The grandson / granddaughter of the head of household 8. Brother / sister of the head of household 9) Brother / wife's sister 10. The son / daughter of the brother or sister 11. Other relatives	1. Yes 2. No, the best stay at Jordan 3. No, I want to settle down In Jordan 4 - Want to travel to a country Other than Syria. 5. I don't know	1. Yes 2. No If the answer is no, go to Second section directly	1. Staying in Syria 2. staying in a separate house in Jordan 3. staying Outside Syria and Jordan 4. Other reason (select)

Section II: Education and Vocational Training

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
Are you Currently or previously enrolled in an Educational institution?	How many education years which have you successfully completed?	What is the latest educational level you have Successfully ended?	In which major?	Do you think that Your study Will effectively contribute to your future Job in the Jordanian labor market?	Have you gained extra skills from your education?	What skills that distinguished you from other colleagues in the labor market?	Since when you have obtained this skill?	Who has contributed to your skills enhancement ?
1.yes, currently enrolled 2.yes, previously enrolled 3.No (if your answer is no please go directly to Q6 in this section)	Define -----	1. illiterate 2. informed 3. elementary 4. preparatory 5. basic move to Q6 6 .vocational apprenticeship 7.secondary 8.Average Diploma 9.Bacheolar degree 10.Higher diploma 11. Master degree 12.PhD Continue →	Define ----- -	1.yes, certainly 2. yes, mostly 3.No 4. I don't know	1.yes 2.No (If the answer is no move to Q 12 in this section)	Define -----	Define -----	1.parents or relatives 2.school 3.training institute 4.college 5.university 6.others (Define)

Section III: The work (the Correspondent he/she works)

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Did you obtain any kind of payment (cash money or others) in return of working even one hour in the past seven days? 1.yes 2.No (If the answer is no please directly transfer to Q3 in this section)	How may actual working hours you spent in the past seven days? Define -----	Were you absent in the past seven days from any paid work or activity? 1.yes 2.No (If the answer is No please directly transfer to Q21 from this section)	What is your work status? 1.paid employee 2.owner 3.private work 4.unpaid family worker 5. unpaid work 6. others, (Define -----) -	What is your current major vocation? (e,g nurse, carpenter, teacher, ..) Define -----	What is your institution current major focus (e.g, agricultural, commercial, ..) Define -----	In which sector do you work? 1. Private sector 2. Family business 3. International organization 4. NGO employee 5. Other sectors, define	What is the type of your work place 1. The house 2. A building attached to the house 3. Office, shop, factory or any other fixed place 4. Fixed kiosk 5. Street 6. Farm/ agricultural land 7. Caravan 8. Customer house 9. Construction location 10. Other, define -----	Since when have you been working in this career? 1. Less than three months 2. From three to less than six months 3. From six months to less than one year 4. From one year to less than two years 5. From two years to less than five years 6. Five years and more	Do you have a work permit? 1. Yes 2. No

Continue /Section 111: The work (the Correspondent he/she works)

Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
How regular is the work?	Does your job match your education level?	Which rather work that match your educational level?	Do you have any other work?	How do you get your salary?	Are you currently sharing or ever shared a Jordanian citizen in any sort of commercial or industrial projects?	Why not?	How do you evaluate this experience?	Why is it bad?	How can you describe the relation with the Jordanian work owner?
1.Full time 2.Part time 3.Limited with certain period of time (6 months/12 months) 4.Irregular (daily) 5.Seasonal	1. Yes 2. Almost 3. No (If your answer is no please directly transfer to Q14 in this section)	Define:	1. Yes 2. No	1.Daily 2.Weekly 3.Monthly 4.Upon delivery 4.Personal account 5.Business owner	1. Yes 2.No (If your answer is Yes please directly transfer to Q18 in this section) (If your answer is NO please directly transfer to Q17 in this section)	1.Not interested 2.lack of legal work permit 3. absence of a convenient Jordanian partner 4.The Jordanian laws and legislations do not support starting up projects 5.Other reasons: Define----- 6. have no idea Transfer to Q22	1.Good 2.Almost good Transfer to Q20 3.Bad If the answer is bad complete Q19	1.Failed project 2.Limited development opportunities 3.Bad relations with the partner 4.Other reasons, Define-----	1.Good 2.Acceptable 3.Bad 4.No harmony Transfer to Q29

Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28
Did you look for a work or try starting any work during the past four weeks?	What search tools do you usually use to find a job?	Since when you have not had any work and in search for another?	Why did not you find a work while searching?	Are you ready to start up new Job?	Did you ever have a paid work in Jordan in the past?	How long was the work?	What are the Reasons for quitting the work?
1.Yes 2.No, but about to start searching Finish the questions from 22-28 3. No, elderly retired 4. No, sick, handicapped 5. No, disabled 6.unsafe route to work 7.unallowed to work (no legal work permit) 8. No, Student 9.No, Pregnant 10.No, house manager 11.did not succeed finding work then quitted 12.No, having extra income sources (Savings, ..) 13.No, due to the marriage 14.Children and taking care of the family 15. family rejection Other reasons-----	1.TV, Newspapers, internet advertisement 2.institutatins visits 3. parents and friends help 4. ex workers help 5. follow up with governmental institutions 6. waiting for daily jobs 7. other ----- ----- More than one answer is acceptable	1.Less than month 2.(1-3) months 3.(3-6) months 4.(7-12) month 5.From one year to two years 6.Two years and more	1.Lack of legal work permit 2.Lack of experience and skill 3.The unsuitability of the available work opportunity 4.I only accept in-house work 5.Lack of work opportunities in my living area 6.The owners prefer Jordanians 7.The owners prefer employing foreigners 8.I have no experience how to search 9.Pregnant 10.Ill/handicapped 11.Studying 12.Taking care of the family 13.Other 14.Cannot tell More than one answer	1.yes 2.No 3. cannot tell	1.yes 2.No If the answer is no transfer directly to Q28	1.Less than three months 2.(3-6) months 3.(7-12) months 4.More than 12 months	1.resignation 2.firing/ eliminating employees number 3.workplace closure 4.retirement 5.disease, disability 6. start studying 7. family responsibilities 8. my/family members beliefs that I have to stay at home 9.searching for better opportunity 10.bas work conditions (challenges and low salaries) 11.temporary work, seasonal, end of project 12. physical and psychological harassment 13.Moving in to another place Others, Define-----

A Question for all

Q29	Q30	Q31	Q32	Q33	Q34	Q35	Q36	Q37
How do you evaluate your and your family integration in the Jordanian labor market since your arrival?	How did the situation get improved?	Why did the situation decline?	Do you think that your vocational skills are required in the Jordanian labor market?	Do you have any other vocational skill not employed in the Jordanian labor market?	What do you suggest for further integration for the Syrians in Jordan?	From your perspective, What are the major legislative obstacles and challenges that hinder your suitable participation in the Jordanian labor market?	Do you think that partnership with Jordanian citizens is an affordable task?	What do you propose to facilitate the partnership between the Jordanians and the Syrians?
1.getting improved 2.stay the same 3.getting backward If the answer is getting backward, transfer to Q31	1.increas in the job opportunities 2.increase in the vocational training opportunities for the Syrians 3.constructing a better legal framework 4.we get used to a such situation 5. improving the social networks with the local community 6.Others, Define-----	Define ----- -----	1.yes, extremely 2.yes, nearly 3.No, very little 4.Never 5. Cannot tell	1. yes Define ----- --	Define ----- --	Define -----	1.yes 2.nearly 3.No	Define -----

Work in Syria

Q38	Q39	Q40	Q41	Q42	Q43	Q44
Have you ever had a paid or non-paid work in Syria?	What was your work status in Syria?	What was your main profession in Syria? (Nurse, carpenter, teacher, ..)	What was the major economic interest of your previous work institution in Syria? (Commerce, agriculture, wholesale trade, retailing,..)	What was your work sector in Syria?	What was your main workplace?	How do you evaluate the level of your technical skill since your arrival in Jordan so far?
1. Yes 2..No If you answer is No please transfer directly to the final section (income level and adaptation tools)	1.paid employee 2.owner 3.self-employed 4.unpaid work with family 5. unpaid work due to the young age 6. another status (Define) -----	Define -----	Define -----	1.governmental 2.private 3.family business 4.NGO employee 5.other sectors (Define)-----	1.The house 2.A building attached to the house 3.Office, shop, factory or any other fixed place 4.Fixed kiosk 5.Street 6.Farm/ agricultural land 7.Caravan 8.Customer house 9.Construction location 10.Other, define -----	1.increased/ improved 2.you gained novel and divergent skills 3. stable 4.declined 5. others (Define) -----

Section IV: The income level and adaptation tools





Q1	Q2	Q3	Q4	Q5																																							
What is the average of the family income?	Does this amount cover the family expenses?	Are there any extra income sources for the respondent and the family?	Does family salaries and assistance cover their daily life needs?	Has your family been forced to use any of the following mechanisms to cover expenses over the past six months?																																							
1.less than 199 JD 2.from 200-299 JD 3.from 300-399 JD 4.from 400-499 JD 5.from 500-599 JD 6.from 600-699 JD 7.from 700-799JD 8.from 800-899 JD 9.from 900-999 JD 10. 1000 and above	1.Yes 2.Nearly 3.No 4.refused	<table><tr><td>Financial institutional supports</td><td>yes</td><td>No</td></tr><tr><td>Relatives financial transfers</td><td>yes</td><td>No</td></tr><tr><td>Income from assets such as properties</td><td>yes</td><td>No</td></tr><tr><td>scholarship</td><td>yes</td><td>No</td></tr><tr><td>Health insurance compensations</td><td>yes</td><td>No</td></tr><tr><td>coupons</td><td>yes</td><td>No</td></tr><tr><td>Financial supports for properties rehabilitation</td><td>yes</td><td>No</td></tr><tr><td>Other financial supports</td><td>yes</td><td>No</td></tr><tr><td>Food supplies</td><td>yes</td><td>No</td></tr><tr><td>Educational supplies</td><td>yes</td><td>No</td></tr><tr><td>Medical supplies</td><td>yes</td><td>No</td></tr><tr><td>Any other supplies (Define)---</td><td>yes</td><td>No</td></tr><tr><td>---</td><td></td><td></td></tr></table>	Financial institutional supports	yes	No	Relatives financial transfers	yes	No	Income from assets such as properties	yes	No	scholarship	yes	No	Health insurance compensations	yes	No	coupons	yes	No	Financial supports for properties rehabilitation	yes	No	Other financial supports	yes	No	Food supplies	yes	No	Educational supplies	yes	No	Medical supplies	yes	No	Any other supplies (Define)---	yes	No	---			1.yes 2.Nearly 3.NO	1. living with another family and sharing expenses 2.The delay in paying the rent of the house in the past months 3.Debit 4.Selling assets of a producer or non-producer 5.More working hours 6.Buy on account 7.Rely on food at the lowest price and quantity 8.Reduce basic non-food expenditures such as education 9.Child labor 10.Use Family Savings 11.Other mechanism (Define)-- -- 12.Dont use any of these mechanism More than one answer is acceptable
Financial institutional supports	yes	No																																									
Relatives financial transfers	yes	No																																									
Income from assets such as properties	yes	No																																									
scholarship	yes	No																																									
Health insurance compensations	yes	No																																									
coupons	yes	No																																									
Financial supports for properties rehabilitation	yes	No																																									
Other financial supports	yes	No																																									
Food supplies	yes	No																																									
Educational supplies	yes	No																																									
Medical supplies	yes	No																																									
Any other supplies (Define)---	yes	No																																									



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