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CARE International in Jordan

Urban Protection Response Program

Livelihoods Impact Assessment

March, 2017

Amman, Mafraq, Irbid, and Zarqa Governorate



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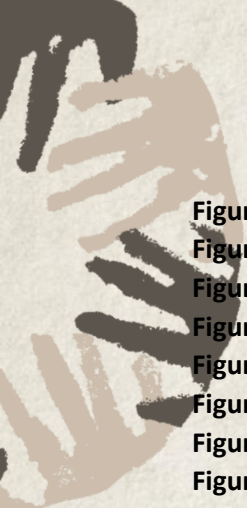


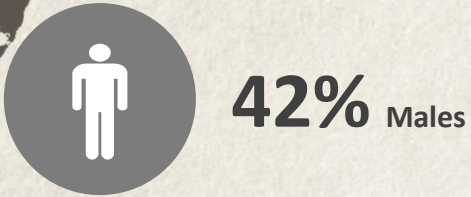
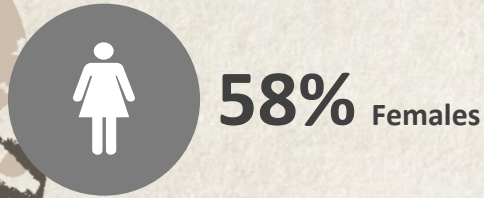
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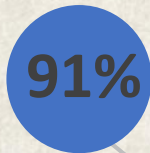
Executive Summary



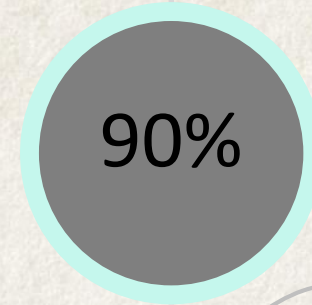
Sample Details



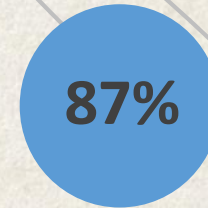
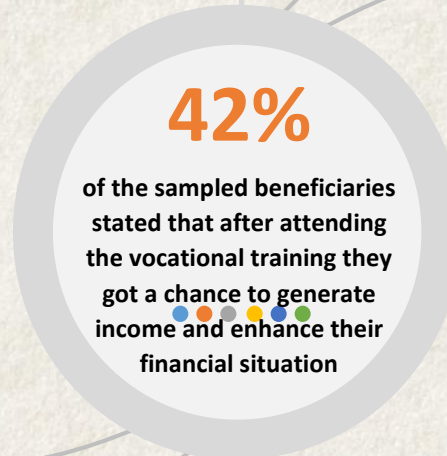
Vocational trainings offered a great chance to meet new people and discover new cultures



Feeling Self-empowered



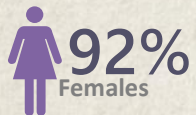
Stated that the training was very beneficial to them as it enhanced their knowledge and skills in the subject matter



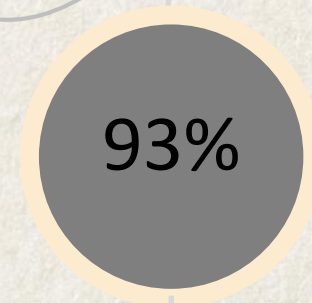
Stated that they have obtained good skills and knowledge in the training topic




Attending CARE's vocational trainings have actually changed their life and their daily routine to the better



Capacity Building Training was Very Effective



Vocational trainings played an important role in their lives and was in line with their expectations



Introduction

Prologue

Recognized in 1946 as an independent sovereign state, almost since its inception Jordan has acted as a safe haven for those fleeing conflict in its neighboring countries, taking in hundreds of thousands of Palestinian refugees who were displaced by the creation of Israel in 1948.

A census carried out in February 2016 cited Jordan's population as 9.5 million (47% females, 53% males); 6.6 million are Jordanians, meanwhile 30% of the total population is made up of non-Jordanians, including 1.3 million Syrians and 130,000 Iraqis. Since the outbreak of civil war in Syria in 2011, Jordan's population has increased considerably; Syrians now constitute 13% of the total population and are mainly concentrated in the urban areas centers of Amman (435,578), Irbid (343,479), Mafraq (207,903) and Zarqa (175,280), and several other urban areas throughout Jordan (Figure 1: Jordan Population overview).



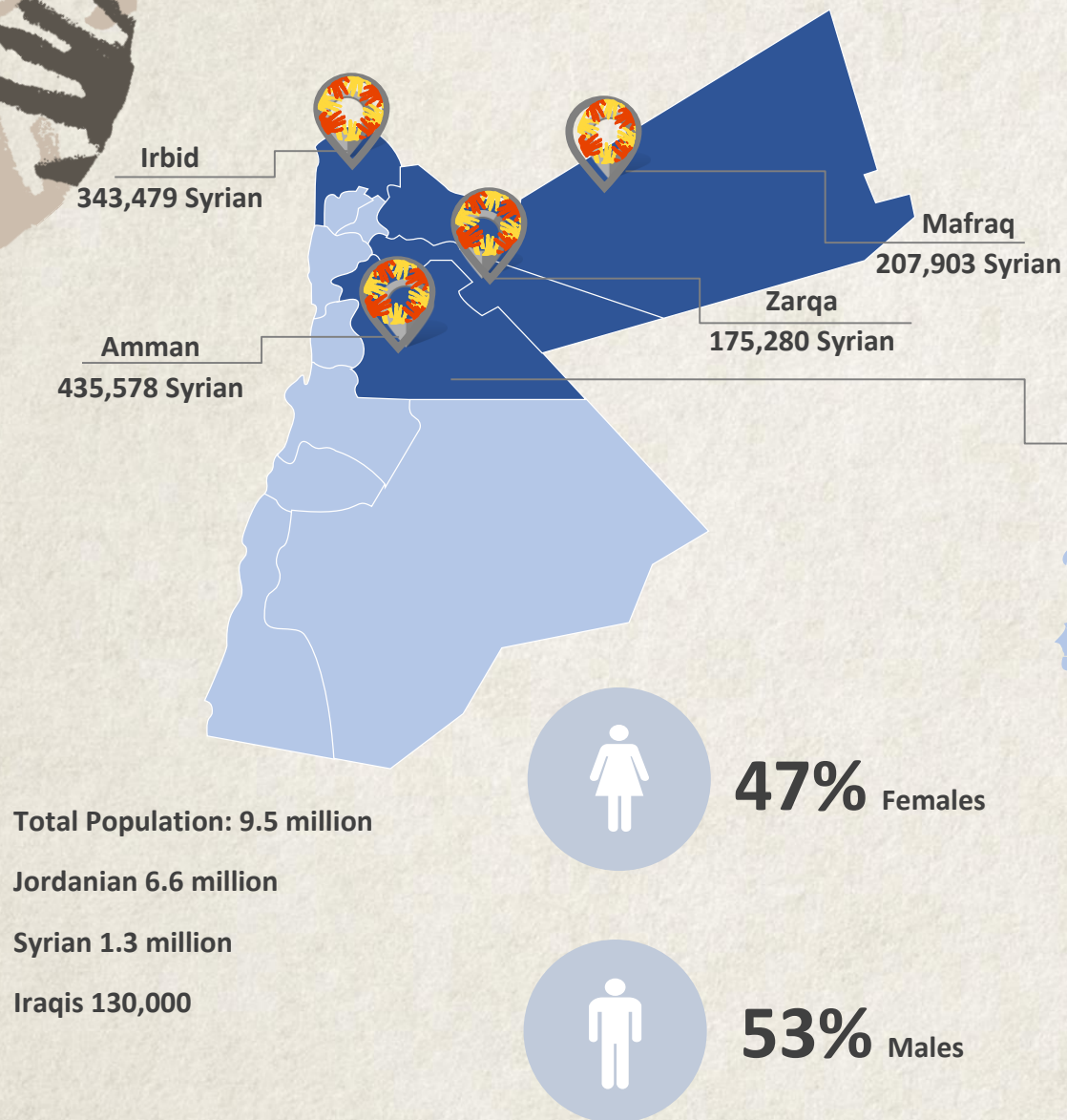
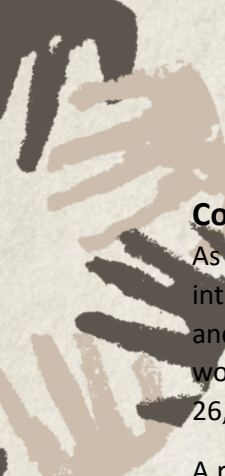


Figure 1 Jordan Population overview



Conception about the issue

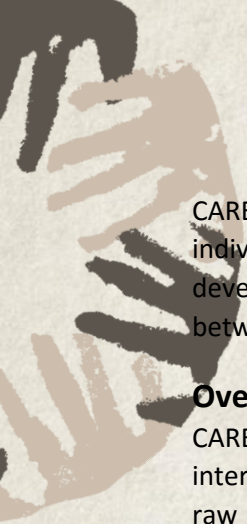
As a middle-income country situated in a conflict region, Jordan is vulnerable to shocks from its neighboring countries. The continuous influx of refugees into Jordan places strain on the country's economy and scarce resources, and has recently become a source of tension between host community members and refugees, particularly with regards to employment opportunities. Following the London Conference 2016, the Government of Jordan agreed to waive work permit fees (normally 300-500JOD) for Syrian refugees for a period of three months, which was later extended to six months, with the result that 26,000 Syrian refugees received foreign work permits in 2016.

A report published in 2015 by the International Labor Organization (ILO) observed that the recent arrival of large numbers of Syrian refugees in Jordan has led to a loss of opportunities for increased employment of Jordanians in newly emerging low-skilled jobs, increased unemployment and competition for existing jobs, and has caused an overall deterioration in working conditions and wage levels. In addition, the report predicted further 'crowding out' in the labor market in the future.

Specifically, the rate of unemployment in Jordan increased from 14.5% pre-2011 to 22.1% in 2015; in the same period, the number of Jordanians working in construction has decreased while the number of Syrians in the same sector has increased, indicating that Syrians are indeed crowding Jordanians out of employment opportunities to an extent. This is attributed in part to the willingness of Syrians to work for longer hours and lower wages than Jordanians. The 2015 ILO report stated that this was due to the supplementary income that Syrians receive in the form of international aid assistance; meanwhile, 2011 the minimum wage in Jordan was raised to 190JOD per month; however, this did not include non-Jordanians workers, which could also be a contributing factor. However, despite the participation in the Jordanian labor market of 51% of Syrian men residing outside the camps, many refugees are still afraid to seek employment, fearing consequential cuts to assistance from international aid agencies. As such, Jordanians and Syrian refugees alike remain vulnerable, with an average monthly expenditure gap of 107JOD for Syrians and 93JOD for Jordanians. With this in mind, it is important to build the resilience of both Jordanian host community members and refugees to equip them to respond to new economic and social challenges brought up by ongoing conflict in the region.

Livelihoods and Resilience

The term 'resilience' describes the ability of an individual, household, community, country or region to withstand, adapt to and quickly recover from stresses and shocks. In February 2016, the Jordan Compact outlined a plan with target of 200,000 to connect vulnerable populations with employment opportunities; livelihood opportunities constitute an important component in building the resilience of vulnerable individual by increasing self-reliance. Livelihood opportunities not only help refugees and Jordanians to offset the consequences of rising unemployment, asset depletion and debt, but also protect vulnerable individuals from threats such as eviction and early marriage, and present opportunities for informal social interaction, which contributes to improved psychosocial wellbeing.




CARE International has been active in Jordan since 1948. Taking forward these insights, CARE Jordan's approach to livelihoods aims to improve vulnerable individuals' access to sustainable livelihoods within a locally driven enabling environment that responds to basic needs while promoting local economic development. CARE Jordan strives to incorporate principles of conflict sensitivity into its program implementation; as such, in an effort to avoid tensions between host community members and refugees, to include not only Syrian and Iraqi refugees as program participants, but as well vulnerable Jordanians.

Overview

CARE Jordan's Urban Protection Response Program encompasses a resilience programming by managing a system of incentive-based volunteering and internship programs, creating opportunities for income-generation, conducting vocational and capacity-building training sessions, and providing kits and raw materials to facilitate the establishment of home-based businesses. Livelihood training sessions have included vocational skills such as beautification, barbering, cooking, sewing, handicrafts design and production, and technological repairs and maintenance. CARE's livelihoods impact assessment carried out in October 2016 indicated that these activities have improved participants' resilience, with 60% reporting that they felt more economically self-reliant, and 75% stating that they had learnt new skills that would increase their chances of earning a better income. Respondents also indicated that their participation in livelihood activities had allowed them to develop new friendships and interact within their communities. In addition to livelihood activities, CARE Jordan has worked on building the capacities of Community-Based Organizations (CBOs) and supported the development of microbusinesses as well as savings and loans associations.

Main Aim of the Assessment

This assessment aims to measure the intended and unintended impacts of its Urban Livelihoods Program, in order to identify its strengths, successes, and areas requiring improvement. The assessment findings will help to inform future programming, policy and advocacy. In addition to outline important statistics and demographic data about participants, the assessment will address several questions about the nature of the program's impact. These include questions such as the extent and type of impact of vocational training (be it psychological, social or economic), whether livelihoods activities offer viable alternatives to returning to Syria, how far the livelihood program contributes to women's empowerment and social cohesion, and whether households' economic circumstances have improved.



Methodology

Overall

This assessment utilizes both qualitative and quantitative data collected from participants in CARE Jordan's Urban Livelihoods Program. To collect the qualitative data, CARE's Monitoring and Evaluation team carried out field and home visits, focus group discussions with direct and indirect beneficiaries and key informant interviews including ILO. For the quantitative data, the team used phone questionnaires and consultation regarding capacity building with CBOs, trainers and trainees.

Sample Selection

Based on the abovementioned objective, a random sample was taken from beneficiaries who had benefited from CARE's livelihoods activities during 2016. An average of 10 participants were contacted to attend each of the Focus Group Discussions (FGDs) held in Mafraq and Zarqa centres, the total numbers of beneficiaries who attend the FGDS were 40 Participants; and phone questionnaire samples were based on the agreed-upon rule under the MEAL Unit depending on the number of total targeted beneficiaries for vocational trainings through 2016. A sample of 10% was randomly chosen from direct beneficiaries for a total target of 300 men and women. Not only that, home visits and key informant interviews were conducted with beneficiaries in the urban areas of Amman, Mafraq, Irbid and Zarqa governorate, as well CBOs that benefited from Capacity Building Trainings.

Moreover, in order to assess the extent to which livelihoods program affects the beneficiaries' lives; the MEAL Unit contacted a sample of 80 indirect beneficiaries (the male and female figures in the targeted beneficiaries' lives). Questions were tailored towards their overall opinions regarding vocational trainings and work situation in Jordan.

Demographic characteristics of sample

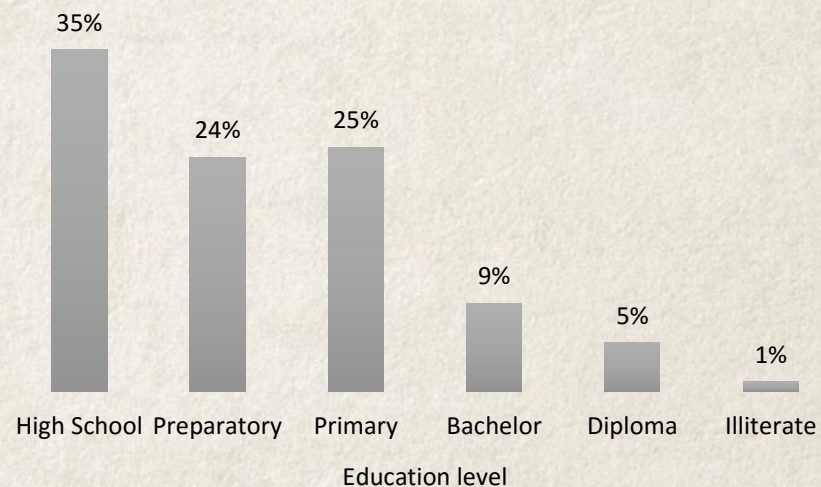
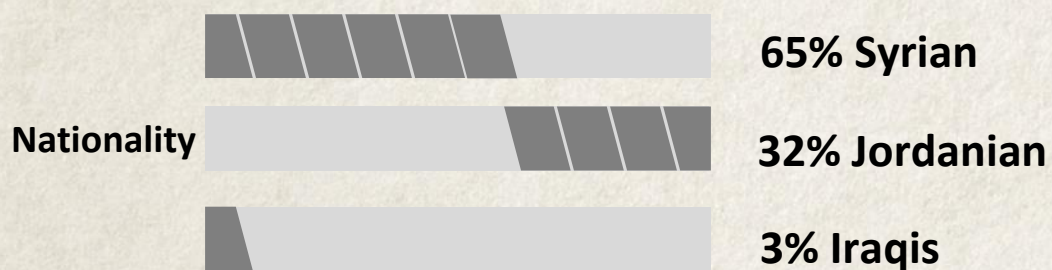
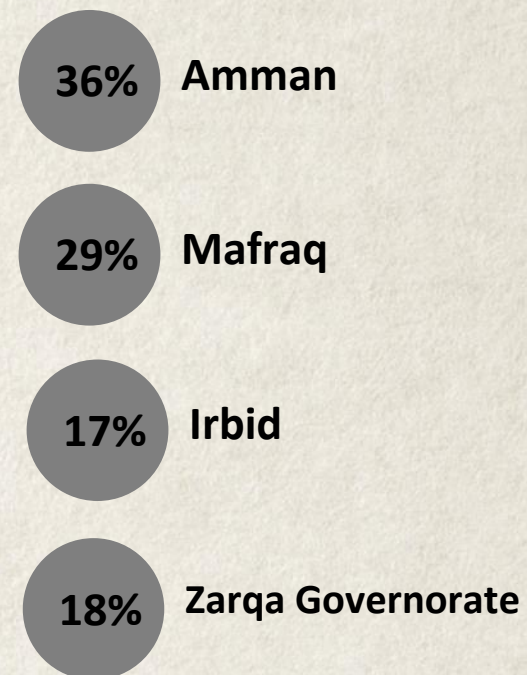
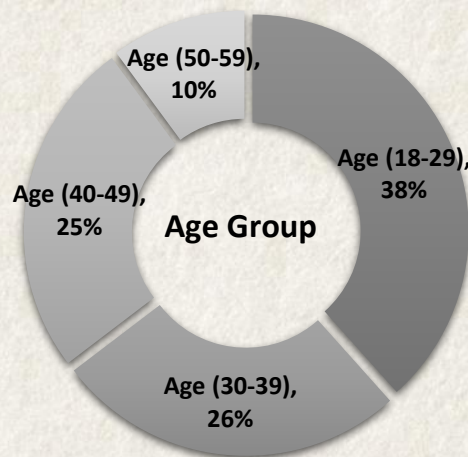
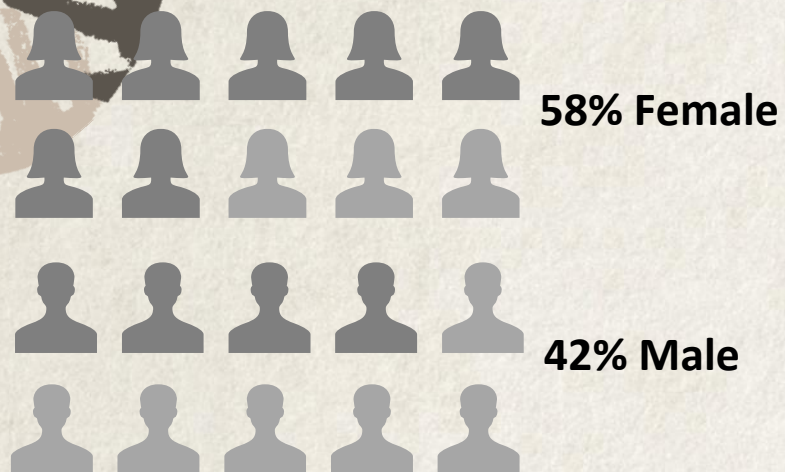


Figure 2 Demographic characteristics of sample

Altogether, the demographic characteristics of the overall sample were somewhat similar to the demographic characteristics of the overall population of Livelihoods beneficiaries in 2016. The overall population consisted of 69% females and 31% males, with 56% Syrians, 43% Jordanian, and 1% Iraqis. Also, 42% reside in Amman, 31% reside in Mafrq, 15% reside in Zarqa governorate, and 12% reside in Irbid (Figure 1: Sample Population).

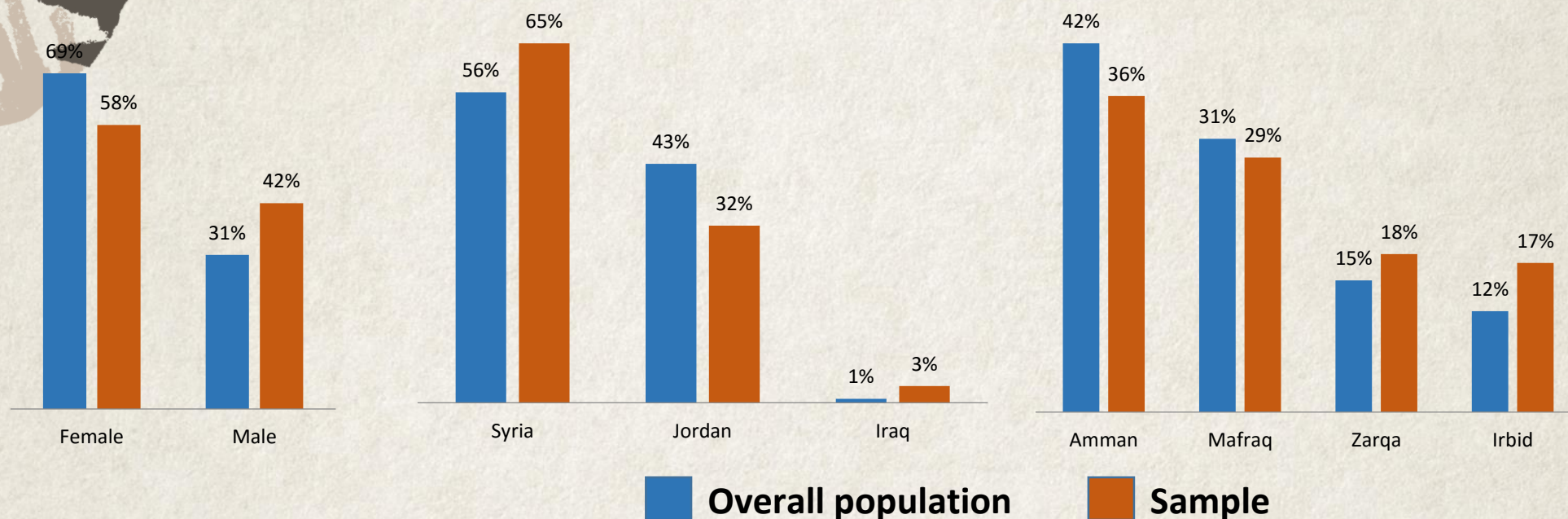


Figure 3 Sample Population Comparison

Ethical issues

This evaluation has been implemented under CARE's evaluation policies. Thus, M&E team have explained the purpose of the data collection to respondents and adhered to confidentiality policies. Following this brief, the team offered respondents the choice to proceed or not.



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Results

Overview

During 2016, CARE's provided several types of vocational trainings, as this diversity of trainings ensures that beneficiaries get the chance to attend the training topic related to their passion and experience. For the sampled beneficiaries the three top attended trainings were Cooking, Sewing and Mobile maintenance. (Figure 4: Type of attended Vocational Training for the sample beneficiaries).

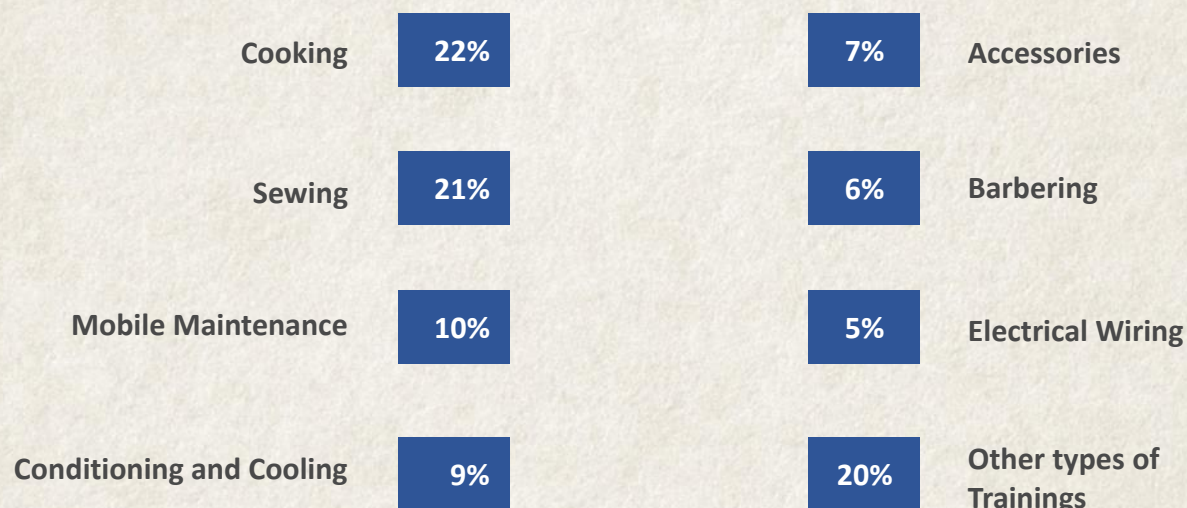


Figure 4 Type of attended Vocational Training for the sample beneficiaries

When the sampled beneficiaries were asked about the main reason behind their interest in the vocational training program, the majority of them stated that vocational trainings would provide means to generating income and economic independence, and would also offer the possibility of meeting new people and building strong social circles. Also, around 85% of the sampled beneficiaries stated that they registered in CARE's vocational trainings to learn new skills and enhance their social and professional experience.

Choosing the vocational training type for the sampled beneficiaries was mainly related to their passion for the training and their aspirations and expectations to generate income after the training and after having the required skills.

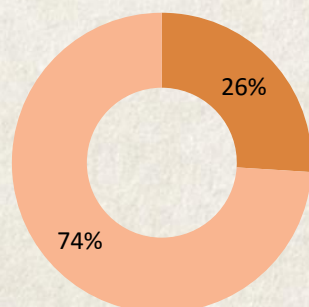
Knowledge and Skills

CARE's vocational trainings as sewing, home electricity, cooking and barbering provided beneficiaries with new skills and knowledge, most of the sampled beneficiaries stated that they have actually put the new acquired skills and knowledge and used it in their daily life. Not only that, some of the sampled beneficiaries stated that they currently use the new skills to fix and produce things for their home to generate income and save expenses for their families. Also, most beneficiaries stated that an advanced training on the subject matter, as well as trainings on marketing skills is needed.

When went into more details about the actual training, most of the sampled beneficiaries (90%) stated that the training was very beneficial to them as it enhanced their knowledge and skills in the subject matter. As for the remaining 10%, they claimed that the duration of the training was very short. To measure the improvement in their knowledge, the unit asked the respondents to rate their knowledge before the training and after the training. Around 74% of the sampled beneficiaries rated their skills and knowledge in the training topic prior attending the training as poor, whereas the remaining 26% rated their knowledge prior the training as fair (this was mainly for beneficiaries who attended cooking and sewing courses). After attending the training, 87% of the sampled beneficiaries stated that they have obtained good skills and knowledge in the training topic, while 13% stated that their knowledge obtained after the training can be rated as a fair knowledge. This minority felt that they still needed more time, skills and practice to be better in applying the learned skills (Figure 5: Knowledge on the topic prior to attending the training compared to knowledge after attending the training).

Knowledge on the topic prior to attending the training

■ Fair Knowledge ■ Poor Knowledge



Knowledge on the topic after attending the training

■ Fair Knowledge ■ Good Knowledge

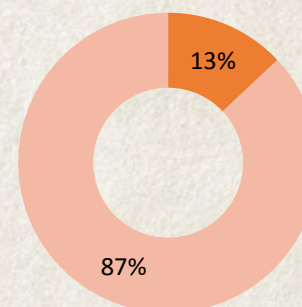


Figure 5 Knowledge on the topic prior to attending the training compared to knowledge after attending the training

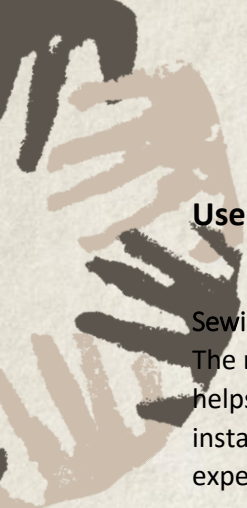


One step in the direction of a decent life

Na'ema is a 35 year-old woman, who came in 2013 to Jordan with her brother. The siblings are originally from the country side of Dar'a. When she first arrived in Jordan, she stayed in Zaatari Camp. After that, she moved to her uncle's house in Mafraq for six months, and later to another house with her family, which are her two sisters, her mother, her brother and his wife. They had to live in tough conditions, as it was hard for them to live decently.

Na'ema used to work in the market with her sister, but she stopped. She heard from people that CARE is offering a sewing course at the CBO Tashaour, and decided to sign in. Na'ema had previous experience in sewing, but she wanted to develop herself and to learn new things. Now, after the course had ended, she received a sewing machine from CARE and was able to do more work in sewing. The neighbours started to come to her house to do some needlework, and she gets small payments from it, ranging between 2-3 JDs a day. Na'ema said she hopes to be able to sign in into an advanced course if it should happen, so she could improve her skills and provide better for her family.

Na'ema shows her impressive needlework after completion of the basic sewing course



Use of Knowledge

Sewing Course (men and women)

The men and women who took sewing training did not feel that they were able to attain work in the field they were trained in. They stated that the training helps in saving money from basic repairs and basic home items such as curtains and blankets. Thus, they are now able to provide curtain repairs, installations, and blankets for the home. This saves the men and women some monthly and annual expenses.

Gold Making (men and women)

Both men and women that undertook this course agreed that they would be able to work in this area due to the knowledge they gained. The challenges they would face lie within finding job opportunities and being able to have work permits. In this area, it is difficult to work from home and therefore creates some challenges for the women who undertook this training.

Cooking and Food production (women)

The women who undertook the cooking course were disappointed due to the lack of experience of the trainer. Thus, they were not able to improve their experience in this field.

Production of dairy products (women)

The participants of this course found it difficult to work in factories in dairy production due to the culture of shame of working in factories and family restrictions. Nevertheless, they do feel they have gained enough experience to be able to qualify for jobs at factories and produce dairy products of high quality. They use their skillset and knowledge they gained to create dairy products for their homes.

Accessory making (women)

The women taking this course agreed on acquiring sufficient knowledge to attain livelihood opportunities from the work they produced. They are now able to work in this field and sell their products to their neighbours and community members. They highly appreciated the training material and the fact that they are able to produce these items from their home without too much expense.

Trainer Profile

Name: Khaldoun Khalil

Age: 33

Major: Computer Science

Address: Irbid

Khaldoun is a professional Computer and mobile maintenance trainer who recommended targeting more youth, and increasing the duration of the training.

Mobile Maintenance (men)

The men that took this course agreed that they only learnt basic knowledge. They are now able to identify faults in cell phones but not skilled enough to solve the faults. They do not believe they are able to work in this field.

Home electricity (men)

This training has proved beneficial in saving money for home repairs when electrical damage occurs, it does not, however, reflect the ability of men in working in this field.

Barbering course (men)

This training was beneficial in saving monthly barber expenses. If apprenticeships were offered to the men who undertook this course, the men would have been able to pursue this line of work.

Industrial electricity (men)

The men that took this course agreed that though they are capable of identifying industrial electricity issues and detecting faults, there was little hands-on practice. Therefore, it would prove difficult for them to be able to solve the faults.

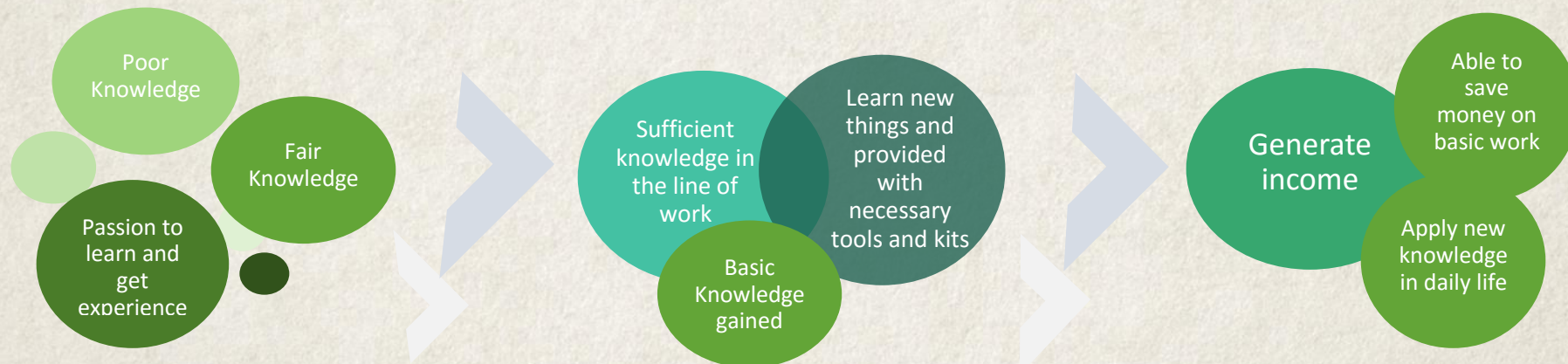


Figure 6 Chain of knowledge – before, during, and after the trainings



That's how it's done!

Thonon is a 43 year-old Syrian woman from Homs. She is married with four kids and came to Jordan in 2014. Her husband is still in Syria and could not come with her as he has to look after his old father. When Thonon was in Syria, she had moved to the countryside when the incidents started. She lived for a year in a small tent before she moved to Jordan with her children.

As she heard about the sewing course from other women, she decided to sign in in order to learn a new trade. She didn't know anything about sewing before, she said. During the sewing training, she got to know how to sew curtains, pillowcases, sheets and simple clothes for children. When the course ended, some people started to seek her for needlework. Thonon says, she gains between 2-3 JDs a day from it – not much, but it helps her living situation. Thus, Thonton shared that if a more advanced training is indeed required.

That's how it's done! A new pillowcase in less than five minutes

Successes and Challenges of the Vocational Trainings

Successes of the Vocational Trainings

CARE's Vocational training was able to improve the beneficiaries' lives by changing their daily routine and gaining new knowledge and skills. Of the most important findings, it is shown that **42% of the sampled beneficiaries were able to generate income using the new skills they have acquired.**

To begin with, around 93% of the sampled beneficiaries stated that vocational trainings played an important role in their lives and have actually met their expectations, as 91% of them said that the vocational trainings had actually offered them a great chance to meet new people and discover new cultures, **84% stated that attending CARE's vocational trainings have actually changed their life and their daily routine to the better.**

Also, an interesting finding shows that **around 42% (68% women and 32% men) of the sampled beneficiaries stated that after attending the vocational training they got a chance to generate income and enhance their financial situation, of those (42%) 69% of them stated that their generation income was mainly through working from home, while the remaining 31% stated that they had got a chance to work out of home and get a basic salary to assist in their day-to-day expenses.** Customers for those cases who got a chance to generate income after the training were mainly their friends, neighbours, relatives, as well as general customers from the surrounding community.

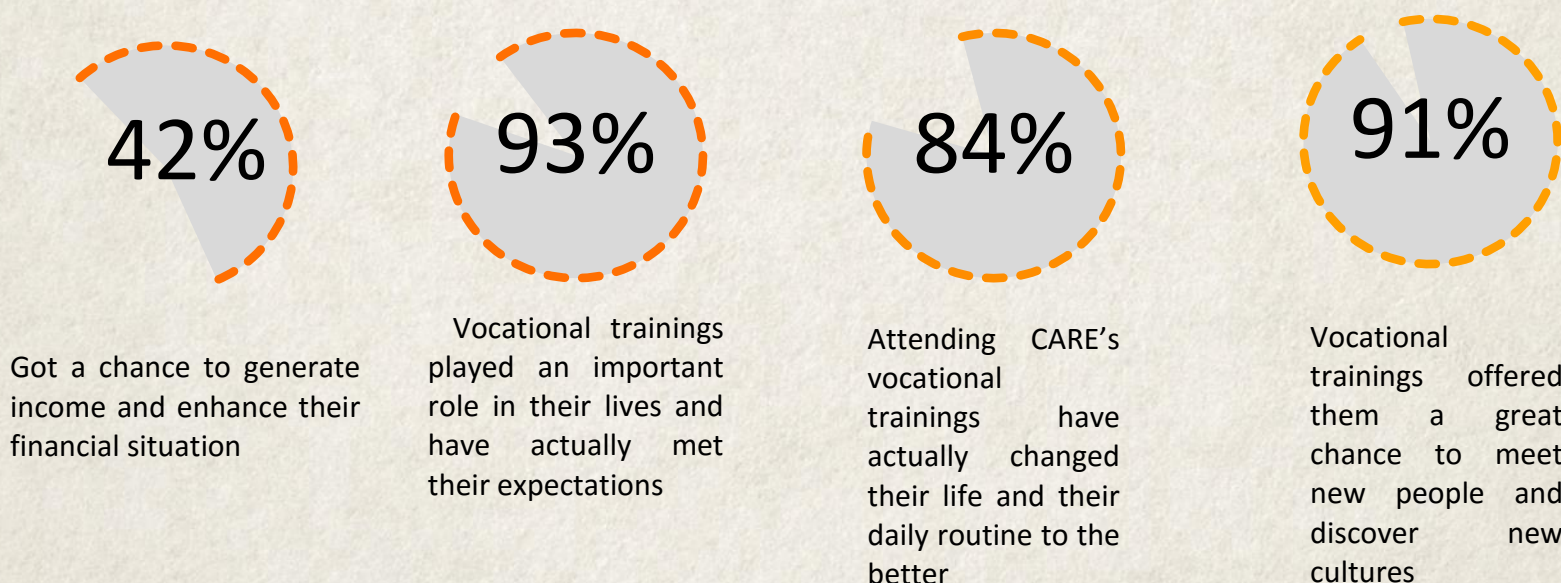
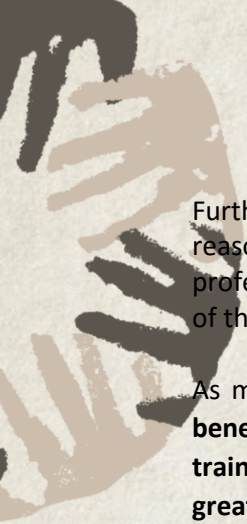


Figure 7 General Benefits from CARE's Vocational Trainings



Furthermore, several factors and reasons have contributed to reaching success during and after the vocational trainings, for the sampled beneficiaries reasons were mainly related to the great support obtained from their families, the support that have been clearly shown from husbands to their wives, the professionalism of the trainer, the provided tools and kits, as well as the location of the vocational training centres. In fact, according to beneficiaries, 81% of them had stated that the vocational trainings were relevant and applicable to what they feel is available in the market.

As mentioned above, one of the most effective factors that added to the successfulness of the vocational training was the trainers themselves. **Most beneficiaries were unanimous on agreeing that the trainers had a high level of respect for the trainees and their attitude was highly positive therefore motivating the trainees and creating a great learning environment for the trainees, as well as the friendships that were created during the training sessions and the cohesions and solidarity between the trainees was motivating and created a familial sense.**

Most women stated that the psychosocial aspect from CARE's vocational trainings was important, as the women felt an intensity of cohesion and solidarity between each other. They began assisting each other in tasks during the training and assisting each other in personal matters as well. This solidarity factored into the success of the vocational training as it motivated women to attend all days of the trainings. **The community and support of the family was the root of the success of the vocational training,** as the women mentioned, "If I did not have the support of my husband then I would not have joined in the first place."

Trainer Profile

Name: Fatima Mohammad

Age: 36

Major: Costume Design

Address: Mafraq

Fatima is a professional Sewing trainer who stated that the Vocational training experience with CARE was a great and enriching experience. Not only did she teach, she also learned a whole lot.



Figure 8 Tree of Success of Vocational Trainings






Proud of her products: Ishraq

Training by CARE – INDEED a life-changing experience

Ishraq is a Jordanian woman from Zarqa. She is married and has three children. When she heard about the perfume and soap-making course, her husband encouraged her to sign up in order to learn new skills instead of sitting at home all day. So, she decided to participate and invest her free time in something useful. Ishraq learned how to make different things in the course, such as making perfumes, deodorant, soaps and air fresheners.

Two weeks after the course had ended, her life changed completely, she claims. Ishraq now makes everything for her home from scratch, whether it was hand soap, body soap and even perfume. "It is much cheaper to make the products myself instead of buying them in the shops", Ishraq told.

After a while, she started selling her products for relatives and neighbours - until her circle expanded to different people. She started to sell her products for a cheap price in order to attract customers, but by now, she was able to increase the price and gains a decent income from it.

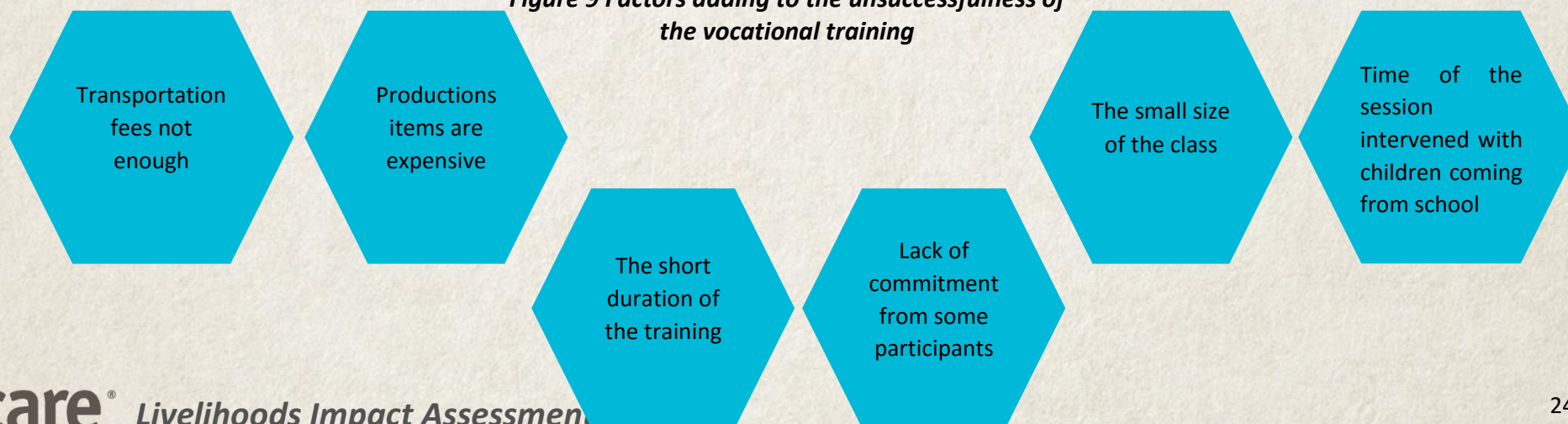


Challenges of Vocational Training

Though the women did feel they benefitted greatly from the vocational training; they did face some challenges. To begin with, many of the respondents stated that the training duration was very short. The women felt that they had benefitted but would have benefitted more if the trainings were longer, or were followed up with in-depth sessions in order for them to build on their knowledge and feel confident to compete in the related market. There were some logistical factors, as some women wanted to sign up their daughters as well so they can work together, the VTC only allowed one person per UNHCR family registration. For example, one woman who is interested in accessory making signed up for the training and was not allowed to sign up her daughters who are also talented in the vocation. She stated that if they were able to take the training together they could produce more work from home and it would be more beneficial in attaining sustainable livelihood opportunities. However, as per CARE's policy, and in order to provide opportunities to the maximum number of people, only one participant per household is selected to attend CARE's vocational trainings.

To be more precise, despite having the location of implementing partners as part of CARE's implementing partners' selection criteria, many beneficiaries have stated that transportation fees were not enough to cover the transportation to and from the centres. Moreover, men felt like their expectations were not completely met in attending the vocational training. As they stated that there were more theoretical than practical sessions and this created difficulties for them upon graduating from the training in applying what they have learned with high quality and less time. Altogether, the length of the training was too short to learn the vocations at hand.

Figure 9 Factors adding to the unsuccessfulness of the vocational training





Main issues facing the graduates in finding work

CARE utilizes a change management approach targeting beneficiaries' attitudes in order to enable them to become more community centric, proactive, and productive. In fact, one of the main purposes of CARE's Vocational Training Program is to build people's capacities and strengthen their possibilities in accessing economic opportunities to the most vulnerable. This is done through building internal plans for ways of integrating economic inclusion. Thus, as part of grasping the real issues that might limit the level of impact CARE's livelihoods program might leave on people, tools were developed to understand the issues faced on the ground.

The men and women who have graduated from the vocational training faced several issues that prevented them from entering the workforce. Syrians, however, faced even more difficulties and diverse challenges. One of the big challenges for Syrian refugees is that obtaining a work permit means that Syrians do not receive monthly aid from UNHCR (from their perspective); therefore, they are afraid to obtain work permits. Also, most Syrian women and men that do not have work permits fear working from home, as they worry about being reported by someone, and as a consequence, being deported. Not only that around 74% of Syrian men and women who arrived from Syria do not believe they have enough connections or networks to be able to start successful home businesses.

In specific, the Iraqi sample stated facing challenges in finding work because of the inaccessibility of work permits and its related constraints set by the Ministry of Labour, the fear of being reported and lack of connections.

Finally, for some beneficiaries the lack of experience is considered an obstacle in obtaining a job, where most Vocational Trainings graduates agreed that **lack of marketing for their skills and their products limits them from starting home businesses**. Thus, suggestions from participants revolved around offering a space (i.e. a market or venue) for participants to present and sell their products.



**Figure 10: Main issues
facing the graduates in
finding work**

- 1 Obtaining work permits
- 2 Lack of experience
- 3 Lack of marketing skills
- 4 Lack of connections
- 5 Fear of being deported

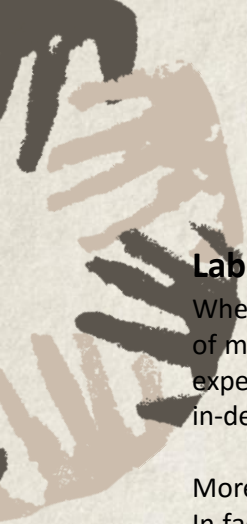


Bushra, head of the cafeteria now, looking after the Man'oshe Za'tar

“I want to achieve something big in my life.”

Bushra is a Jordanian woman of 19 years. She was eager to sign in to the training because cooking used to be her passion since she was 11 years old, and she said that the course helped her gain more knowledge in cooking. Bushra told, that before the training, she was shy and too afraid to try new recipes. After the course, she got more courage in trying new recipes, although she was still afraid to fail in doing so. Actually, making sweets holds more of her interest than cooking, but this area would be dominated by men, she said.

In her view, the cooking course she took from CARE was the first step for her to be a professional cook. After completion of the course, Bushra started working in the kitchen of the same CBO she took the training at, called Sanabel al-khair. She earns a small amount of money, but she hopes it will help her get enrolled in university as she would like to study English and cooking arts major (double major). She believes that she was born special and wants to achieve something big in her life.



Labour Market

When the sampled beneficiaries (of all three nationalities) were asked about their opinions regarding the participation in the Jordanian labour market, 69% of men and 57% of women considered that Jordanian labour market has numerous chances and opportunities, the majority of them stated that having an experience and marketing skills will qualify them to work and become involved in the labour market. Thus, based on this along with the abovementioned, in-depth marketing trainings and networking events are ought to be provided to beneficiaries once done with the vocational trainings.

Moreover, only 5% of the Syrian male sample stated having a work permit and none of the Syrian female sample have got anyone obtaining a work permit. In fact, up until now, according to UNHCR, 38,000 (7.6% of the total number of urban refugees in Jordan) work permits have been granted to Syrians since the beginning of February, 2017 (with 1,518 (4%) females). Most of the Syrian sample showed satisfaction about the new regulations related to work permits¹ but they still feel that it has not been fully applied. In general, the majority of the sampled beneficiaries of both men and women considered women to be self-reliant and very active in the labor market, but also, they still feel that women can do better if they were provided with support and opportunities, as women do not have equal access to the labour market as men.

To be more precise, Syrian Men and Women have been additionally asked about their participation in the labour market in Jordan and back in Syria; 87% of the Syrian sample stated that it is acceptable for women to be active in the Syrian labour market, and 13% said that participation in the Syrian labour market is low for Syrian women. On the other hand, all of them stated that Syrian labour market allowed plenty of chances and opportunities for men.

In comparing both labour markets; the Syrian and Jordanian, **91% of the Syrian sample stated that being integrated into the Jordanian labour market is more difficult than into the Syrian labour market as more paperwork is required and fields of work are limited to Syrians in Jordan.** As for the remainder 9%, they stated that it would be easier to be involved in the labour market in Jordan than in Syria as trainings and support in Jordan are more offered. Also, when asked about their interest in obtaining a work permit, 43% of the Syrian male sample and 37% of the Syrian female sample showed interest as it provides security, whereas the remaining would not consider getting a work permit as for them, it is expensive, and it limits them to one employer as well as permitting them from accessing the assistances provided by UNHCR and other agencies.

Last but not least, 42% of the sampled beneficiaries stated that they are currently being involved in income-generating activities (Around 69% of them were mainly working from home), and 58% stated living off of assistances from local and international governmental and non-governmental organizations.

¹ As a response to the 2016 London Conference, the Government of Jordan had eased the regulations for Syrians to obtain work permits, granting Syrian refugees the right to work in specified sectors.

Capacity Building Trainings

Working with local CBOs as an implementing partners for livelihoods activities and providing several Capacity Building Trainings in Communication skills, leadership, and Stress Management considered a great way in strengthening, enhancing and developing the capabilities of CBO's staff and Jordanian local community members. The majority of the sampled beneficiaries (95%) rated the capacity building training they attended as very good, based on the presentation and clarity of training materials as well as the participation and interaction among participants. Also, 92% of the female sample and 90% of the male sample stated that the training was very effective in providing them with new knowledge and skills.

95% of the sampled beneficiaries stated that they feel confident to use the knowledge and practice the skills that they learned throughout their jobs. In fact, 75% have stated that they started using these knowledge and skills in their work and their daily lives, the acquired skills were mainly related to dealing with people, time management and leadership.

Moreover, capacity-building trainings had actually increased beneficiaries' skills in taking the right action and the right decision, as well as dealing with work stress in a better way. One of the most positive feedback about capacity building trainings was that these trainings are very interactive and motivating.

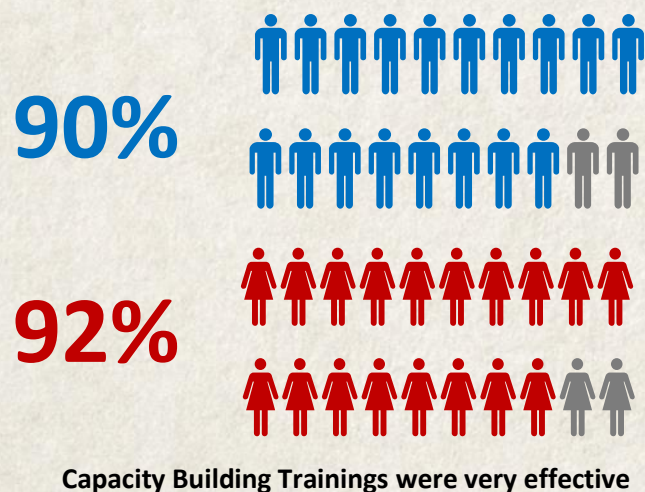
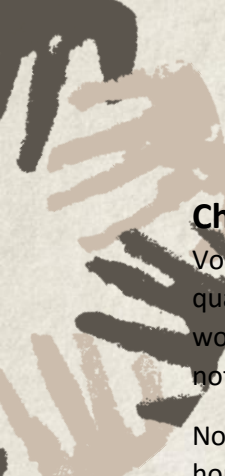


Figure 10 Effectiveness of capacity building trainings



Change in gender roles

Vocational trainings left a positive impact on beneficiaries in regards to gender roles. Both sexes had agreed that women can work only if they were highly qualified and were able to balance between their job and household responsibilities. Moreover, vocational Trainings were able to change the perspective of women in decision-making and made them active in the decision-making processes. However, the majority of sampled women still believe that they should not be part of any male dominant professions. Yet, on the psychosocial level, women felt more empowered and became more positive.

Not only that, when looking at the effect of vocational trainings on gender roles and power dynamics, 92% of respondents stated that roles in the household somewhat changed after attending the vocational trainings, as women were becoming more involved in seeking income generating opportunities, helping the men in the expenditures of the house. Altogether, 82% of females and 65% of males stated that both men and women should have equal opportunities in attending vocational trainings, and engage in the labour market. However, the majority of the sampled beneficiaries stated that men's current situation in the labour market is better than the situation for women, and almost all women agreed that it would be more suitable for women to work from home as this will help create a healthy balance between house chores and income-generating activities.

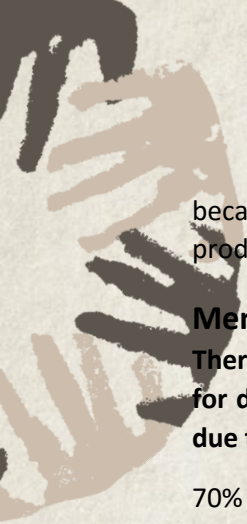
Women's perspective

Syrian and Jordanian women still face the same issues. Gender-Based Violence (GBV) remains a prominent problem were women still face abuse at home and sexual harassment at the work place. One of the women faces GBV on a daily basis, though she is working in accessory making and is aiding in the monthly expenses of the home, the pressures of poverty have created a gap and being beaten by her husband has become a daily routine.

Gender roles remain prominent in the local community, whereas the women believe they should not undertake any male dominant professions during vocational training, but men should take women dominant professions. Furthermore, the women believe that men have more rights to undertake vocational training and there should be a fewer percentage of women and a higher percentage of men due to their cultural responsibility to provide financially for the home. The women believe they are responsible for the home, and it is not the man's responsibility to take care of any of the home responsibilities, even if the woman has taken vocational training and is capable of working, she should prioritize her home and prioritize her home duties.

As for decision-making, the women believe their opinion should be taken into consideration. In the local community, however, this is rarely the case. The decision is usually made and then consulted with the women. **After the vocational training, women are being consulted more as they seem to be more empowered to their husbands.** Some of the husbands are participating in some home duties such as cooking and tidying up the house, since the women were busy at the training or some women are busy producing items at home. This was a drastic change in their lives, and this was due to the vocational training rising in their self-confidence.

On a psychosocial level, the women felt more empowered after the vocational training. They felt a sense of satisfaction with themselves. **They felt they are empowered and in attending the training their psychosocial wellbeing became more positive.** This was reflected in the atmosphere at home. They



became less angry with their families, they became more patient and they felt accomplished and important. The women were being praised on the productions they learnt by their families which helped them feel more important.

Men perspective

There is inequality when it comes to gender roles, men believe it is acceptable to enter a female-dominant vocation but not the other way around. As for decision-making, men believe it is their privilege to be responsible for decision making including deciding who their daughter will marry. However, due to the harsh conditions the Syrian people are facing, women became a little liberal when it comes to working outside their homes.

70% of the men believed that it is acceptable to enter female dominant vocations since they can excel in female dominant vocations but women cannot excel in male dominant vocations due to their physical capabilities. The men agreed on prioritizing men and more specifically young men for vocational training sessions and creating more male-dominant professions and diversifying the male dominant professions. They agreed on this matter since men should be the sole providers for the household and therefore should be prioritized in vocational training.

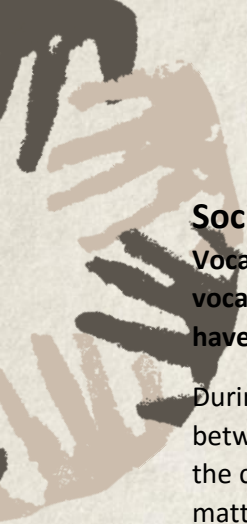
Though there was agreement on the right of education being equal to both young men and women, the men agreed that decision-making in the household and marriage should be given to the husband and father. The father should be given the right to decide whom his daughter would marry and when she should marry, as the husband is responsible for making household decisions. Though a few men agreed on women being allowed to work outside of the home, due to sexual harassment at the workplace the more prominent opinion was that women should only work from the household. This is also partially due to the household responsibilities of the women.

It seemed more prevalent in the Syrian culture that women should work due to their harsh conditions. In the Jordanian culture, the women are still facing more obstacles in convincing their spouses or fathers to work, but in the Syrian community due to the harsh poverty the men are being more open, as they mentioned that desperate times call for desperate measures.

Shared perspectives

The men and women of both communities shared some perspectives on women in the workforce. They believed that women should prioritize their household responsibilities, but if they are highly qualified and are capable of working they should balance their job with the household responsibilities. Both the men and the women agreed that women should not work long hours and there should be more respect for women in the workforce. Women still face disrespect and some form of emotional, verbal, or in some extreme cases physical harassment.

Due to the vocational training there has been better cohesion between the women and their spouses, as some women mentioned their husband's assisting in the household duties and responsibilities due to the time of the trainings and the intensity of the trainings.



Social Cohesion between Syrians and Jordanians

Vocational trainings were able to help Syrian women to understand the Jordanian community. Even though they face some oppression and racism, vocational trainings were able to create strong friendships between Jordanians and Syrians. However, when it comes to men, few cases of Syrian males have been threatened of deportation. Yet the vocational trainings helped to create friendship between Jordanians and Syrians.

During the vocational training the Syrian men and women were working and participating in the trainings together. This created a larger sense of cohesion between the communities. Though the Syrians still face oppression and racism, the sharing of the training created some deep-rooted friendships between the cultures. One woman states she feels safer visiting her Jordanian friends than visiting her Syrian friends. She feels more comfortable discussing personal matters with Jordanians because they can offer more support and lack the feeling of jealousy that is prevalent within the Syrian community. The intercultural friendships have also proven to be a safe space for the women since they feel the women from different cultures do not know their families and therefore they feel more comfortable sharing personal problems with them. This safe haven, for the women, has proved to improve their psychosocial wellbeing and created a network of support.

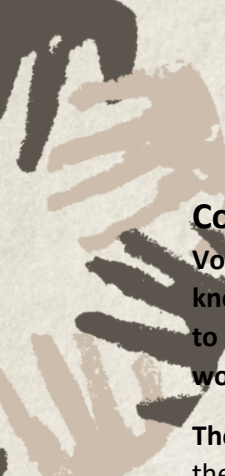
As for the men, they feel a large sense of social cohesion between the Jordanians and the Syrians. Though there is a large problem outside of the vocational training community, but in the local community in general, where if a Jordanian and Syrian are facing problems the Jordanian threatens the Syrian that they will be deported. Three of the Syrian male focus group participants have faced times where they were falsely accused of issues to be deported from the country by Jordanians. Though they did state that the mixing of cultures in the training sessions created a better sense of social cohesion and allowed them to create lasting friendships. One of the participants stated that when he was facing a problem with a Jordanian he called his friend from the vocational training centre who is related to someone in the police department, and asked for his assistance in this problem since he was being threatened to be deported. The Jordanian friend immediately came to the location and brought his relative, who proved that the Syrian man was falsely accused and was then free to go. **This social cohesion was due to the vocational training sessions!**



“The Jordanian community treated us well”

Hiaam is a married woman in her forties from Homs in Syria. She has six kids, of which two are married and her four young boys are living with her. She moved around in Syria when the war started. Hiaam moved from Homs City to a small house in the countryside for four months, after that she went to Dar’a, before finally arriving to Jordan with her kids in 2012. Her husband stayed in Syria, as he has to take care of his parents. She was surprised with the good treatment she received from the Jordanian community.

Hiaam heard about a sewing course, so she decided to sign in to learn new things, and the course helped her achieve new skills as she didn’t know anything about sewing before. After the course, CARE provided her with a sewing machine, so now she is able to do so much work for her home and kids. She’s eager to learn more about sewing in the future and to earn some money from it to support her family. Hiaam claimed that the training was very helpful and the tutors were very keen to help.



Conclusion

Vocational training had a positive impact on beneficiaries of both sexes. However, the main problem was the length of the training. When it comes to knowledge gained and ability to attain work, Syrians and Jordanians believe that they need more training in order to obtain a sustainable job and access to finance. As for gender roles, men and women face slight change in the dynamic at home, yet the local community remains harsh and oppressive for women. There is some improvement in the social cohesion; men and women were able to create friendships between Jordanians and Syrians.

The vocational training, in material and in learning sessions, was technically useful for the men and women. The main problem for the men, aside from the short duration of the sessions, was the lack of commitment from some of the students and the lack of time to excel at the practical work behind the vocation.

As for the knowledge gained and ability to attain work, the Syrian refugees remain faced with fear and several other factors that inhibit their work ability. As for the Jordanians they do not feel the training was enough for them to be able to work in the field they were trained in.

When it comes to gender roles, the women and the men seem to have seen a slight change in the dynamic at home, but the local community remains harsh and somewhat oppressive with women as reported by FGDs participants. The decision making process lacks the opinions of women and has been an obstacle for women.

The social cohesion has improved. The women and men have created supportive friendships and safe spaces for themselves to discuss sensitive and personal topics. This has been partially due to the vocational training and partially due to the acceptance of the local community to Syrians.

Recommendations

- Diversifying the vocations taught (adding vocations that are relevant to the local community such as nursing);
- With regards to vocational training, the length of the training program could benefit from a longer duration of the actual training course, or follow-up with a refresher or advanced course to better instil skills and knowledge in trainees;
- Find a balance between ensuring that participants maximize their learning, ensuring quality of training, following-up on trainees, and better marketing needs assessments for actual realization of livelihood opportunities. Trainees could benefit from a livelihoods program that includes, in addition to direct vocational training, on-the-job training, coaching, creating channels to market beneficiaries' home-based products, identifying potential opportunities and making placement arrangements;
- Create a credit scheme for beneficiaries who have completed vocational training programs, which would enable home-based income-generating project owners to access small loans, access marketing channels, and reach potential clients in Jordan and abroad;
- Improve information-sharing with refugees about new policies regarding work permits, what they entail, how to apply, and legal and registration procedures;



- Raise awareness about the impact of obtaining a work permit on the legal status of a refugee in Jordan. This can be done in cooperation with ILO, ARDD, and MoL;
- Provide better access to beneficiaries to the job market by offering through the community centers job fairs where potential employers would provide sector specific, tailored advice bringing refugees and employers together.



