Objectives

- **Primary objective**: Support humanitarian and development actors implementing livelihoods programmes in East Amman
  - Providing a deeper understanding of the barriers faced by those seeking to access work opportunities and those seeking to provide work opportunities

- **Hypothesis**: Mobility is the main barrier to accessing income generating opportunities for Syrians and Jordanians living in East Amman
  - Identified by DRC and REACH teams based on programmatic observations
  - DRC observed that users of job matching services frequently stated that opportunities were too far away or transport services were too expensive for them to use

- **Approach**: Qualitative area-based assessment, with East Amman as the target unit
Methodology

Data collection method | Specific objectives | Sample disaggregation
--- | --- | ---
Focus group discussions with Jordanians and Syrians looking for work | • Identify barriers to accessing work | Syrian | Jordanian
                  | • Identify economic catchment zone through participatory mapping | Female | 2 | 0
                  | • Identify challenges with hiring staff | Male | 8 | 9
Key informant interviews with business owners | • Identify employers’ hiring preferences in terms of skill sets and profiles | Total | 10 | 9
                  | • Identify employers’ propensity to provide training and other benefits | Sector | KIIs | 3
Key informant interviews with stakeholders | • Understand roles and responsibilities of external parties in improving access to livelihood opportunities | Type | KIIs | CBOs/NGOs | 2
                  | | | Business associations | 4
                  | | | Government | 1
Mobility and access to transport services
Nationality

Syrian worker

- Presence of work permit
  - Access to legal employment
    - Feel more secure
      - Travel further for work opportunities
- Absence of work permit
  - Illegal work
    - Concerns about security
      - Work closer to home
    - No formal ties to single employer
      - Access to daily work and daily pay
Family structure

> For those with families, the willingness to travel to specific areas is largely constrained by the time spent away from the home.

Maximum journey time was typically between 2 and 4 hours each day (or 12 to 14 hours spent away from the home in total).

Profile | Main barriers to accessing work locally | Main barriers to travelling outside of Amman for work opportunities
--- | --- | ---
Single Syrian male | Work permits | Cost of travel
Single Jordanian male | Social factors | Cost of travel
Male with family | Family responsibilities | Time and distance of travel
## Skill sets and experience

<table>
<thead>
<tr>
<th>Employer sector</th>
<th>Job role</th>
<th>Preferred profile</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>Low profile roles such as service workers or drivers</td>
<td>Syrians or Egyptians</td>
<td>Jordanians will not accept such low profile roles</td>
</tr>
<tr>
<td>Restaurant</td>
<td>Cashier</td>
<td>Jordanian</td>
<td>Can only trust Jordanians</td>
</tr>
<tr>
<td>Food processing (sweet shop)</td>
<td>Hospitality</td>
<td>Syrians</td>
<td>Have good communication skills</td>
</tr>
<tr>
<td></td>
<td>Kanafe chef</td>
<td>Jordanians</td>
<td>Only Jordanians are capable of this role</td>
</tr>
<tr>
<td>Services (mechanics)</td>
<td>Technical roles</td>
<td>Jordanians</td>
<td>New hybrid cars are not common in Syria</td>
</tr>
</tbody>
</table>
Main Conclusion

> Mobility is a key factor in ensuring access to work opportunities and is determined by the profile of the household, rather than the individual alone.

> Work permits offer increased mobility for some but do not necessarily represent a catch-all solution in their current format.

> The loss of flexibility with regards to labour mobility once a work permit is obtained is a significant disincentive and often outweighs the benefits of having of work permit in terms of personal security;

> Employers face few challenges in finding staff to meet their needs but staff retention and commitment levels are the main problems faced.

> High level of dynamism and change in the labour market is a key consideration for those engaging in livelihoods programming.
Recommendations

> Skills matching programmes should start at the neighbourhood level in order to overcome the more immediate issues of physical transportation and personal security.

> Livelihoods programmes need to address high staff turnover and challenges with commitment.

> Financial support should be considered for those who are unable to cover transport costs during the first months of employment.

> Support should be provided to smaller businesses who lack the financial or staff capacity to stay up to date with work permit legislation.

> Efforts should be made to ensure Syrians are well informed on issues related to work permits and ongoing monitoring of the working conditions of those with work permits should be considered.

> Existing measures made by employers to improve employee mobility should be supported and replicated elsewhere.
Capitalizing on current actions

> Employers prioritise **local staff** because it reduces the potential for commitment issues
> However finding staff locally can be a **challenge** – concerns around interacting with friends, relatives, and neighbours
> One solution in place by multiple business owners is to **provide transport** to employees
Provision of other employee benefits

For those living outside Amman who do not wish to relocate, a transport allowance is provided.

Company bus travels daily from specific locations in East Amman, such as Raghadan bus station.

For those living outside Amman, accommodation is provided.