

Progression of Employment and Livelihoods Policies and Regulations for the Protracted Displacement of Refugees in Host Countries: Syrian Refugees in Jordan as a Case Study

تقدم سياسات وأنظمة التوظيف وسبل العيش المتعلقة بالنزوح المطول للاجئين في البلدان المضيفة: اللاجئون السوريون في الأردن كدراسة حالة

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Progression of Employment and Livelihoods Policies and Regulations for the Protracted Displacement of Refugees in Host Countries: Syrian Refugees in Jordan as a Case Study

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Abstract:

Objectives: Three major research questions have been raised in this study to explain issues related to the employment and livelihood for Syrian refugees in Jordan and their experience to the existing employment and livelihood policies and regulations.

Methods: To do so, the quantitative survey has been conducted with 390 respondents and qualitative interviews with 5 respondents to derive an outcome of the study.

Results: The study concluded that the livelihood and employment of Syrian refugees in Jordan is a difficult problem that involves several different aspects.

Conclusions: To address these difficulties, there will need to be a concerted and ongoing effort by the Jordanian government, as well as from international organizations, non-governmental organizations, and players from the private sector.

Keywords: Livelihood; Protracted displacement; Refugees; labour market; Jordan Compact.

الملخص:

الأهداف: تم طرح ثلاثة أسئلة بحثية رئيسية في هذه الدراسة لشرح المسائل المتعلقة بالتوظيف وسبل العيش للاجئين السوريين في الأردن وتجربتهم للسياسات واللوائح القائمة في مجال التوظيف وسبل العيش.

المنهجية: تم إجراء استطلاع كمي مع 390 مستجيبًا ومقابلات كيفية مع 5 مستجيبين لاستخلاص نتيجة الدراسة.

النتائج: خلصت الدراسة إلى أن سبل العيش والتوظيف للاجئين السوريين في الأردن هي مشكلة صعبة تشمل عدة جوانب مختلفة.

الخلاصة: لحل هذه الصعوبات، ستكون هناك حاجة إلى جهد مشترك ومستمر من الحكومة الأردنية، فضلاً عن المنظمات الدولية والمنظمات غير الحكومية واللاعبين من القطاع الخاص.

الكلمات المفتاحية: سبل المعيشة؛ اللجوء المطول؛ اللاجئين؛ سوق العمل؛ الاتفاق الأردني.

1 Introduction

As of the beginning of the Syrian crisis Jordan has started receiving Syrian asylum seekers into safety, and in 2012 Jordan has established the Zaatari camp, in coordination with UNHCR in response to the huge influx of refugees, the camp was initially designed to host 60,000 refugees however that number was exceeded quickly as according to UNHCR data the number of refugees in camps was around 203,000 refugee in 2013, with a total of 910,000 in the country, however in 2014, Azraq camp was established, designed to host 50,000 refugees, and it incorporated more permanent structures and concrete houses as well as prefabricated housing units unlike Zaatari which was largely dependent on tents and prefabricated housing units to accommodate to the larger influxes at the time (*Situation Syria Regional refugee response*, 2023)

Currently, as per the latest data provided by UNHCR in October 2023, Jordan is hosting 652,842 Syrian refugees distributed into the governorates as per the below table, and according to the economic inclusion report of UNHCR in January of this year, 313,023 of them are in working age.

In this concern, with the Syrian crisis in its 12th year the purpose of the research is to investigate the development of policies and laws on employment and means of subsistence for people who have been displaced for an extended period of time in host countries while reviewing the case study of Jordan's reception of Syrian refugees (*Situation Syria Regional refugee response*, 2023.).

Table 1: Syrian Refugees distribution across governorates.

Location name	Percentage
Amman	29.8%
Mafrq	25.6%
Irbid	19.6%
Zarqa	14.8%
Balqa	2.6%
Madaba	2.0%
Jarash	1.3%
Karak	1.3%
Maan	1.2%
Ajlun	0.9%
Aqaba	0.6%
Tafilah	0.2%
Other	0.1%

1.1 Problem Statement

The necessity for national governments and international institutions to promote the "humanitarian-development-peace (HDP) nexus" has been emphasised more prominently in current policy frameworks. This nexus focuses on the relationship between humanitarian assistance, economic development, and peaceful coexistence. The connections between these three goals may be thought of via the lens of the nexus between international security, economic development, and peacekeeping. This is a useful way to think about the linkages among these goals (Vollmer, 2019). The creation of good work opportunities and the promotion of equal access to local labour markets are two of the most important actions that may be taken to accomplish this goal. Refugees are less vulnerable, more resilient, more socially cohesive, and more secure in their dignity before and after they relocate if they have access to formal labour markets and workplace rights. Refugee-receiving communities have the opportunity to turn a development challenge like displacement into a positive for all stakeholders if they stimulate local economic development (LED) and promote employment for the displaced population. This would be a win-win situation for all concerned parties (Ferreira et al., 2020). It is essential to include refugees as full participants in recovery and development initiatives. This will allow for the construction of a coherent and sustainable recovery, as well as the protection of the fragile achievements made in ensuring the livelihoods of both refugees and the communities that have taken them in. While the COVID-19 outbreak

continues to grow, officials from the government are working to create and adjust solutions (Hyndman and Giles, 2018).

1.2 Research Questions

- What is the progression of employment and livelihoods policies and regulations for the protracted displacement of Syrian refugees in Jordan?
- Which issues are experienced by Syrian refugees in Jordan due to the existing employment and livelihood policies and regulations?
- Which strategies and practices can be implemented to provide better employment and livelihood for the Syrian refugees in Jordan?

1.3 Research Approach

The research approach encompasses qualitative and quantitative methods, summed up in a survey targeted at Syrian refugees and Key Informant Interviews (KIIs) targeted at professionals working in the field as well as a literature review to conduct the study, for the execution of exhaustive processes for data collection, analysis, and interpretation. There are two unique types of research methods, namely the deductive method and the inductive method (Lee & Landers, 2020). This study has emphasized the logical approach of mixed-research design. This approach was used since it is often associated with scientific exploration. It focuses on the evaluation of the insights and information from previous research investigations of existing theories.

Based on methodically gathered data, this method would help in identifying the underlying issue. In addition, deductive reasoning has also been referred to as the information-gathering approach, as it allows researchers to build a conjecture within the data collection of the research first and then find contradicting or supporting evidence in the data. The approach has allowed researchers to arrive at conclusions based on presumptive evidence regarding the policies and laws needed to implement to facilitate the Syrian refugees in Jordan.

1.4 Research Design

The research design framework as per the Research Onion Model of Saunders reflects the channel, which the researcher adopts to carry out the research (Adner, et al., 2019). It makes sure that the research questions would be tackled with the chosen techniques and tools. Three of the most popular research methodology kinds include qualitative, quantitative, and mixed methods. Investigators can use these strategies to conduct research and develop findings using the appropriate instruments for the purpose. This research employed quantitative as well as qualitative research design to assess the significance of implementing a suitable policy for facilitating Syrian refugees in Jordan via statistical as well as comprehensive data (Passas, et al., 2022). The statistical data derived via quantitative survey helped in providing the assessment of the factors, which creates problems for Syrian refugees to live properly in Jordan. In contrast, the qualitative research design helped in conducting the interview to gather more comprehensive data to acquire the views of respondents regarding the laws, regulations, and policies that they desire to implement to facilitate Syrian refugees in Jordan. In light of this, a mixed-research technique is an effective way to examine a subject in its natural setting, which is necessary to grasp it completely. The suggested practices for mixed-research design include recognizing and measuring study variables, collecting and interpreting empirical evidence, and using academic knowledge as well. The objective in this situation is to use a research methodology that produces evidence of better reliability and authenticity with a smaller probability of error. Hence, to learn more about and discern how the policies and rules for Syrian refugees in Jordan affect their lives, a mixed research technique was adopted.

1.5 Sampling Technique

To calculate the characteristics of prospective participants in research, researchers employ sampling to select sample sizes or groups that are relevant to the research questions. It is conceivable to collect information employing either probability sampling or non-probability sampling (Rashid, et al., 2019). The approach referred to as "probability sampling" is one in which a researcher collects samples from a wider random population by making use of statistical concepts. In order for a participant to be considered for inclusion in the study as part of a probability sample, the selection procedure must be entirely arbitrary.

For probability sampling to be considered reliable, it is necessary to ensure that each member of the population has the same precise chance of being selected. This is the single most crucial requirement (Rashid, et al., 2019). A technique known as non-probability sampling is one in which participants in an investigation are not selected at random from the whole population being investigated however, they are a random population within the targeted population criteria. As a direct result of this, the researchers have more options available to them when it comes to conducting the survey utilizing this approach.

In order to better understand the issues experienced by Syrian refugees in Jordan, this research is centred on the governmental sector; since it is dependent on the changes in the laws and bylaws of Jordan. hence non-probability purposive sampling was employed to perform the survey as well as the interview. In light of the reality that purposeful sampling aids in selecting participants in accordance with the goal or issue being studied, it was a befitting selection. In this specified study, nearly 390 respondents were selected for the quantitative research survey, whereas; 5 individuals were selected to take part in the interview session.

1.6 Data Collection Method

Data collection is the thorough gathering of information on the key factors that occur during the study process. It makes it feasible to put ideas to the test as well as evaluate the findings of studies. The use of multiple data sources was made to ensure the data quality check, elimination of biases and minimize inaccuracies that any one data source or method would have to a certain extent with the use of KIIs (Key Informant Interviews), Survey and Literature review.

In the interviews, unstructured open-ended questions were used to obtain the answers in the manner that the interviewees please and gain as much insight and knowledge based on their experiences and from real life stories including their personal experiences and social aspects. In addition to what was mentioned earlier, it is deemed very important for the interviewees to include their in-depth expertise that evolved over time in working in the field of livelihoods and in examining the changes that are occurring the labour law in Jordan over the past 12 years in response to the protracted displacement of refugees in general and Syrian refugees in particular. Moreover, based on Blau (2022) while discussing constructivism which is basically that learners do not passively take information, however, they construct knowledge; also discussed by Crotty (1998 P.43) "Human beings construct meanings as they engage with the world they are interpreting. Qualitative researchers tend to use open-ended questions so that the participants can share their views.". Interviews would also provide information that are not necessarily public information and would enrich the research with more realistic and credible data.

A survey with closed-ended questions was used to generate quantitative primary data in order to provide solid measurable affects based on the experiences of a larger targeted audience that was aimed at Syrian refugees of working ages over the age of 18. The survey was conducted in order to generate quantitative primary data. This survey is aimed at the Syrian Asylum seekers and refugees residing in Jordan. The purpose of the survey is to get a better understanding of the actual situation of Syrian refugees in Jordan on those terms, in addition to the current economic situation in the country that requires more than just humanitarian aid. While that would enrich this research, as they are the ones affected the most.

The third method is the literature review, in which a thorough literature review was conducted in an effort to obtain all of the available resources. Although there is very little available literature and documentation on the issue of the regulations development and livelihoods progression for refugees, it was managed by finding literature created by international organizations and researchers that provided spot on description of the situation during the period of the protracted displacement of Syrian refugees into Jordan which assisted in the creation of this paper. In addition to the laws, by-laws, regulations, and policies, this thesis also included the laws, by-laws, regulations, and policies.

However, the majority of this paper is based on primary data that has been collected for the sole purpose of providing actual, and up to date data that is both quantitative and qualitative. This data has been collected to provide an actual study of the timeline of the integration of the policies and regulation and their development from the beginning of the Syrian refugee crisis up to the present, and it would provide an insight into the future of these regulations by interpreting and reflecting the experiences of the countries that have already implemented them.

The online surveys were the most useful tool for this investigation because they made it possible to get information from each participant; without surveys, collecting data face-to-face would not have been possible. In comparison to research involving interviews and a review of the relevant literature, the surveys were the most useful tool. As contrasted with other methods of research, such as interviews, the questionnaire offers a greater degree of uniformity to any inquiry that is being conducted. One other advantage of surveys is that they give people the impression that they may answer questions honestly without worrying about the consequences of doing so especially that they were conducted online via Kobo Toolbox tool and in Arabic to ensure that the questions are being fully comprehended by the respondents. This is one of the benefits of conducting online surveys. It is more challenging for the person being interviewed if they are expected to provide their response directly to the person conducting the interview.

1.7 Data Analysis Method

Quantitative research used a method known as data analysis to explore and organise the survey questionnaire in order to learn more about a certain occurrence. This is done so that the researchers can have a better understanding of the topic at hand. The quantitative data that was acquired from the survey questionnaire evaluated using several types of statistics, including correlation, regression, frequency, and descriptive statistics. SPSS software used as the instrument for the analysis of the data that been conducted (IBM SPSS 29). This was done to guarantee that the relationship between the variables that were evaluated for the study can be discovered using data analysis methods. The use of frequency analysis was chosen to be carried out since it enhanced outcome prediction and made it possible to evaluate the accuracy of prediction. In order to get more precise findings, it is necessary to calculate the mean, median, mode, and standard deviation of profits across all organizational levels and within each of the company's divisions. In addition to this, Maarouf (2019) found that frequency analysis is quite important. Previous studies demonstrated that frequency analysis was an effective method for analysing the data that was collected, that it provided a reasonable image of how much the majority of the employees were earning, and that it revealed how equally distributed the workers' monthly pay was. In addition, correlation analysis offered a method for evaluating the degree to which a number of different variables were connected to one another. In addition, regression analysis was used in this research project in order to determine which variables should be given a higher priority, which variables should be given a lower priority, and how the variables should interact with one another. Maarouf (2019).

On the other hand, for the qualitative research design; a thematic analysis was applied in which the researchers converted the responses into several themes and/or contents that enabled the researchers to convert the interview responses into themes. Moreover, secondary scholarly sources were also evaluated in order to validate the interview responses.

1.8 Theoretical Framework

The social policy as a framework serves as a methodological structure for designing activities, providing a foundation for exploring the relationships between policy issues and their historical, cultural, economic, and political contexts as the case of our research. Furthermore, the theoretical framework provides a lens through which scholars and policymakers can examine how knowledge is produced and constructed in policymaking and in project implementation guidelines (Smyth & Vanclay, 2017). Post-structuralist and social-constructionist theories have been prominent within the framework's development, focusing on power relations and language in policy analysis (Kang, 2017b).

This analytic social framework serves as a guide for understanding policies as discourses and highlights the importance of framing theory in shaping policy controversies. Moreover, the social policy theoretical framework recognizes that people's lived experiences shape and redefine key concepts such as public, space, democracy, citizenship as well as the cases of forcibly displaced populations. Overall, the social policy theoretical framework seeks to critically examine how policy issues are represented and constructed, identify underlying assumptions and power relations, and consider alternate representations of social problems and interventions (Findlay, 2020). Through this approach, the framework aims to promote greater equity, justice, and social welfare by providing a critical perspective on policy-making processes and outcomes.

The livelihoods of Syrian refugees can be analyzed using a theoretical framework of social policy, which would consider the impact of both macro-level policies and micro-level livelihood strategies on the well-being of refugees.

This framework would acknowledge the complexity of resources that refugees draw upon to maintain their livelihoods, including formal and informal forms of welfare provision. At the macro-level, government policies can have a significant impact on the livelihoods of refugees by determining their legal status and access to basic rights such as education, healthcare, housing, and employment. Furthermore, better coordination between social assistance programs and economic policies can increase the potential for longer-term positive impacts on livelihoods and poverty reduction among the refugee population.

At the micro-level, the framework would address how refugees use their own social networks and resources to secure work opportunities and access basic services. Therefore, a comprehensive theoretical framework of social policy for analyzing the livelihoods of Syrian refugees should take into account both macro and micro aspects and consider factors such as social capital, community resilience, and adaptive livelihood strategies in order to develop effective policies aimed at promoting the well-being of refugees. (UNHCR, 2019) Furthermore, sustainable livelihood approaches need to be adapted to the victims of forced migration, as refugees are often excluded from formal economic structures and left vulnerable to exploitation in the workplace, thus the development of the policies that were created that provide refugees with access to resources and support networks that enable them to secure a sustainable livelihood was crucial and the progression of these laws and regulations is essential.

2 Progression of Employment and Livelihoods Policies and Regulations for the Protracted Displacement of Refugees in Jordan

2.1 Protracted Displacement

Refugees who are forced to remain outside of their home country for a significant amount of time, frequently for years or even decades, are said to be experiencing "protracted displacement," which is a scenario that refers to the situation that is referred to by the expression "protracted displacement." (Zetter, 2011). This situation is characterized by the lack of long-term options since refugees are unable to assimilate into the culture of the nation that is sheltering them, return to the country where they were born, or migrate to another nation (Zetter & Long, 2012). A protracted amount of time spent moving might have severe ramifications for refugees, including an increased risk of their slipping into poverty, a decrease in their access to key services, and less opportunities for education and employment.

Many of the elements that lead to migration that lasts for an extended period of time are complex and include several dimensions. Many people had no choice but to leave their homes and seek refuge in other countries because they feared for their safety or were being persecuted in the country from which they came (Long, 2011). The inability of refugees to find a long-term solution to their relocation might also be made worse by the political instability or economic issues that are prevalent in the area. In other instances, political or legal impediments may prevent refugees from returning to their home country, blending into the culture of the nation that is now housing them, or moving to a nation that is not currently hosting refugees (Adelman, 2016).

There is a risk that prolonged periods of dislocation will have a severe impact, economically as well as socially, on the well-being of refugees. A significant majority of refugees do not have access to key resources, such as adequate medical treatment, educational possibilities, or employment prospects. As a direct consequence of this, individuals may have a lower potential to improve their economic and social situations, which may lead their precariousness and poverty to grow even more severe. Furthermore, this may cause people to have a limited potential to improve their circumstances (Behnke et al., 2020). Moving for an extended period of time may have a negative impact on both one's physical and mental health, and this may be especially true for the mental health and well-being of children and adolescents who may not have access to school or other opportunities for the social and emotional development (Long, 2011). This is true, in particular, for young children and adolescents who have been uprooted from their families.

Migration that takes place over a long period of time may, on occasion and depending on the conditions, have the potential to have political and security ramifications. High numbers of refugees living in camps or informal settlements have the potential to place a strain on local resources and to generate friction within the

community in which they are situated (Adelman, 2016). It's possible that this will be the situation in certain instances as it has the ability to inflame current conflicts or start off brand new ones in the region where both of these outcomes are possible. In addition, there is the possibility that criminal organizations or radical groups would take advantage of migrants for their own ends or exploit them for their own goals, particularly in regions where the government does not have a significant presence (Brun, 2015).

It is essential to adopt a multifaceted approach in order to effectively address the problem of protracted displacement. This approach should involve not only the international community, but also the governments of the countries that are currently housing refugees, as well as the refugees themselves. The international community will need to work together in order to foster peace and stability in regions that are plagued by violence or persecution if there is ever going to be a solution to the fundamental problems that cause people to flee their homes. This will be necessary if the fundamental issues that cause people to leave their homes are ever going to be resolved (Lindley & Haslie, 2011). This could entail making diplomatic efforts, attempting to stimulate economic development, or providing assistance to those who are struggling financially.

It is possible for the countries that are prepared to take in refugees to make considerable contributions to the humanitarian effort. This may be achieved by ensuring that refugees have access to vital resources such as medical care, educational chances, and job openings (Zetter, 2011). This may be of assistance to refugees in improving their economic and social conditions, which would eventually lessen the degree to which they are vulnerable. Additionally, governments that are willing to take in refugees have the potential to make it easier for refugees to integrate into the communities, in which they are being hosted, thereby contributing to the de-escalation of tensions and the promotion of stability. This is because refugees are more likely to feel a sense of belonging in their host communities when it is made easier for them to do so (Zetter & Long, 2012).

For refugees who are seeking to make it through a protracted time of exile, the value of self-sufficiency and individual autonomy cannot be overstated. It is almost feasible to overestimate the importance of these concepts (Long, 2011). In the context of this discussion, the term "opportunity" may refer to things such as access to educational and vocational training programs, as well as the possibility to create one's own small business and participate in other sorts of entrepreneurial activity. Also, refugees have the potential to play a key role in the process of fighting for their own rights and needs, in addition to contributing to the building of communities that are healthy and resilient (Adelman, 2016).

2.2 Jordan as a Key Player

From the beginning of the conflict in Syria in 2011, Jordan has been an extremely important player because it is a country that is responsible for the hosting of refugees. As of the end of the year 2020, Jordan was serving as a refugee host nation for around 655,000 registered Syrians (Santamaria, Hanmer, & Rubiano, 2022). Jordan is confronted with a number of significant challenges as a direct consequence of the prolonged displacement of these refugees, most notably in respect to the availability of employment opportunities and other means of subsistence for these persons (Etzold & Fechter, 2022).

Jordan's regulations addressing the employment of Syrian refugees have experienced significant change over the course of the last few years. The provision of work authorizations to Syrian refugees is among the most significant activities that have taken place in recent years. In 2016, Jordanian authorities began issuing work licenses to Syrian refugees, making it possible for these people to engage in lawful labour for the first time in certain economic sectors (Al-Mahaidi, 2021). Syrian refugees who are in possession of these licenses have the legal right to seek work in a wide range of sectors of the economy. The granting of work permits to Syrian refugees who have sought asylum in Jordan has been a key component in the process of alleviating the economic status of these individuals. The receipt of these licenses has made it possible for Syrian refugees to get access to official job prospects, in addition to providing them with legal safeguards in compliance with Jordanian labor standards (Takahashi et al., 2018). Although work permits aren't hard to get by, it's still not easy for Syrian refugees to find formal employment opportunities in Jordan, despite the fact that Jordan makes them easily accessible. Prejudice, challenges in communicating due to lack of qualifications, and a paucity of career chances are some examples of these barriers. In response to these challenges, several organisations have launched programmes that give Syrian refugees with opportunities to engage in vocational training and the development of their abilities. These programmes aim to help refugees improve their skills and find employment (Huang et al., 2018). Quite a few organisations have started the process of putting their programmes into action. For

instance, the International Labour Organization (ILO) has devised a programme to provide refugees from Syria with specialised training in a variety of industries, including as the hotel industry, the construction industry, and others (Ferreira et al., 2020). In a manner fairly similarly to this, the United Nations High Commissioner for Refugees (UNHCR) has devised a number of programmes in order to assist Syrian refugees in gaining employment and an education.

There has been some shift in policy in Jordan over the course of the last several years regarding the allocation of means of survival for Syrian refugees. One of the most significant developments that has taken place in recent times is the increase in the number of organisations that provide monetary assistance to Syrian refugees. This is one of the most important things that has taken place in recent times (Brun, 2016). Refugees who take part in these programmes get a regular monetary stipend in order to thank them for their participation. This money might be used towards the purchase of necessities such as food and a place to stay, among other things. As a direct consequence of the execution of cash assistance operations in a number of countries, including Jordan, the financial situation of Syrian refugees has greatly improved (Van Blerk et al., 2022). As a response to the situation caused by the exodus of Syrians, some efforts have been implemented. The economic conditions of Syrian refugees have been significantly improved as a result of these efforts, which have had a significant effect. For instance, a study that was carried out by the World Food Programme (WFP) indicated that monetary aid programmes in Jordan considerably improved the food security of Syrian refugees and made it possible for them to achieve their essential needs. (Krafft et al., 2018).

Another noteworthy development is the expansion of the available resources to assist small businesses in achieving their goals of success. Despite the fact that many of them possess the knowledge and skills essential to be successful business owners, the vast majority of Syrian refugees are unable to get access to the crucial capital required to begin and build their businesses (Zetter, 2011). As a direct reaction to the challenges provided by the scenario prior to 2016, a variety of organisations have launched programmes with the goal of assisting Syrian refugees in gaining access to financial resources and assisting them in the expansion of their enterprises. For instance, UNHCR has established a variety of programmes that aim to aid Syrian refugees who are interested in launching their own enterprises (Santamaria, Hanmer & Rubiano, 2022). One of these steps is the establishment of a dedicated fund with the purpose of providing financial support to displaced people. In a manner dissimilar to that described above, the government of Jordan has taken a variety of measures to facilitate the expansion of smaller businesses. One of them is a programme that provides financial support to micro and small businesses.

Despite these achievements, Syrian refugees in Jordan continue to face significant obstacles in their hunt for work and other methods to sustain themselves financially. The limited number of opportunities for formal employment is one of the most major reasons for worry. This is particularly troublesome in professions that need higher levels of education and training to enter (Etzold & Fechter, 2022). In addition, it is very necessary to prevent discrimination against Syrian refugees in the labour market and to provide additional assistance to refugees who are handicapped or who are disadvantaged in some other manner. These two things are necessary in equal measure.

2.3 Policies by the Government of Jordan that Targeted the Syrian Refugees

To offer Syrian refugees in Jordan with essential services and support, including education, healthcare, and housing, the government of Jordan, together with several international organisations and non-governmental organisations, has made major efforts. Yet, owing to deficiencies in the rules and procedures that are now in place, Syrian refugees and Jordanians as well in Jordan continue to encounter substantial hurdles when it comes to obtaining jobs and other chances to make a living. The following is a development of work and livelihood rules and regulations for Syrian refugees in Jordan who have been displaced there for an extended period of time:

First policy reaction: in the early years of the Syrian crisis, the government of Jordan adopted a policy of open borders, which allowed Syrians to enter the nation and seek sanctuary there. This was the country's first policy response. On the other hand, as the number of people fleeing Syria continued to rise, the government of Jordan started enforcing new rules that were designed to limit the number of Syrians entering the country, due to terrorist attacks that took place against a military base in Al Ruqban area in the north-east border with Syria killing seven Jordanian soldiers (Jazeera, 2016) and the control of ISIS and militant groups of the south-east of

Syria which lead to the establishment of a security system at the border and the imposition of limits on the total number of refugees who were permitted to enter the nation.

2010 saw the passing of brand-new labor legislation in Jordan, which was enacted by the country's government with the intention of better safeguarding the rights of the country's workforce. The legislation contains regulations about the minimum salary, working hours, and the health and safety requirements that must be met. Although the law protects all workers in the country, including refugees from Syria, its implementation has been inconsistent, and many refugees from Syria continue to find work in the informal sector, where they are more susceptible to being exploited and abused. Despite the fact that the law protects all workers in the country, including refugees from Syria, the law also applies to all workers in the country.

2.4 The Jordan Compact

The Jordan Compact was signed by the Jordanian government and the international community in 2016, and its primary objective was to increase the number of economic possibilities available to Syrian refugees living in Jordan. The Compact comprised a number of different initiatives, among of which were the streamlining of processes for obtaining work permits and the establishment of job zones in regions with a significant concentration of refugees. In addition, the Compact includes promises from foreign donors to offer financial assistance to the Jordanian government in order for the Jordanian government to execute the measures described in the Compact ("Jordan Fact Sheet") 2018.

Changes to the policies governing the issuance of work permits in 2016, the government of Jordan announced a number of reforms to its work permit policies in an effort to make it easier for Syrian refugees to get employment authorization, which came into place after signing the London convention in the same year. This included making the application procedure more straightforward, lowering the costs, and raising the total number of work permits that were made available. The modifications to the policies were hailed as a significant step towards enhancing the economic prospects accessible to Syrian refugees in Jordan by international organisations and non-governmental organisations (NGOs). ("Jordan Fact Sheet" 2018)

Policies pertaining to social protection: In the year 2018, the government of Jordan initiated a social protection programme with the intention of assisting disadvantaged groups, such as Syrian refugees. Transfers of cash are made available to qualified families, in addition to financial assistance for medical care and educational opportunities. By the provision of essential financial assistance, the initiative has enabled a great number of Syrian refugees to better their standard of living in Jordan. (Jordan National Social Protection Strategy 2019 - 2025, 2019)

Initiative for employment of refugees The Jordanian government announced in 2019 the "Refugee Employment Initiative" through decision (19/2019) with the intention of enhancing the job opportunities available to Syrian refugees living in Jordan. The plan involves a variety of initiatives, such as encouragement for entrepreneurship and the growth of small businesses, job placement services, and vocational training for those seeking employment. The project has been hailed as a welcome start towards enhancing the economic options accessible to Syrian refugees in Jordan by several international institutions and non-governmental organisations (NGOs). (Jordan National Social Protection Strategy 2019 - 2025, 2019)

Current developments in policy: In the year 2020, the government of Jordan made a number of policy adjustments in order to aid in the economic recovery of the nation in the aftermath of the COVID-19 pandemic. They included initiatives to assist in the growth of small and medium-sized businesses, as well as a boost in funding for various infrastructure development projects. Despite the fact that these policy changes were not designed especially with Syrian refugees in mind, it is very probable that they will have a favourable influence on the economic possibilities that are accessible to disadvantaged people in Jordan, including Syrian refugees and particularly by decision (58/2020).

3 Results and Analysis

3.1 Quantitative Research Findings

Table 2: Frequency Analysis- Accommodation

	Frequency	Percent
in camp	53	13.3
Urban Setting	345	86.7

The frequency and percentage distribution of answers to a question concerning accommodation are shown in Table 2. There were 398 total valid answers. 53 respondents (13.3%) of them selected option 1 meaning they are living inside a camp, whereas 345 respondents (86.7%) selected option 2 meaning they are living in an urban setting out of camps. However, it has been observed that 13.3% of respondents selected option 1, and 100% of responders selected either option 1 or option 2.

Table 3: Frequency Analysis- Employment status

	Frequency	Percent
Employed	153	38.4
unemployed	63	15.8
self-employed	121	30.4
other	61	15.3

This data in Table 3 for the employment status suggests that option 1 (employed), which was selected by 38.4% of respondents, is the most prevalent job status among respondents. With 30.4% of respondents choosing it, Choice 3 (self-employed) was indeed the second most popular option. 15.8% of respondents selected option 2 (unemployed), while 15.3% selected option 4 (other).

Table 4: Frequency Analysis- Working legally or illegally

	Frequency	Percent
No working permit or license	164	42
Never worked or opened a business	26	6.7
Have a working permit	181	46.4
Licensed Home based business	19	4.9

There were 390 total valid answers as shown in table 4 for those who are working legally or illegally. 164 respondents (42.0%) selected option 1 as not having a license or a working permit, 26 (6.7%) selected option 2 as not applicable and they haven't worked or owned a business before, 181 (46.4%) selected option 3 as having either a regular or a flexible working permit, and 19 (4.9%) selected option 4 as having a licensed home-based or small business.

Table 5: Frequency Analysis- Willingness to obtain a work permit.

	Frequency	Percent
Yes	335	86.2
No	55	13.8

The information supplied in table 5 suggests that 390 people answered a survey or questionnaire asking whether they would be willing to apply for a work permit.

Of the 390 people who filled out the survey, 335 (86.2%) said they would be prepared to apply for a work permit. Contrarily, 55 people (13.8%) said "no" or were unwilling to pursue a work permit.

It is impossible to make inferences about people from whom the sample was selected or the nature and scope of the survey without further information.

3.2 Qualitative Thematic Research Findings

3.2.1 Thematic Analysis

3.2.1.1 Theme 1: Discrimination Experienced by Syrian Refugees in the work place

Since the start of the conflict in Syria in 2011, Syrian refugees who have sought shelter in Jordan have been subjected to a variety of types of discrimination. Discrimination against Syrian refugees in Jordan has been

connected to a variety of factors, including economic disparity, rivalry for scarce resources, cultural differences, and political conflicts which was prevalent by the theme generated through the interviews done for this research.

The number of jobs available and educational opportunities available to Syrian refugees in Jordan have both decreased as a direct effect of bias. They are subjected to prejudice in a variety of forms, including this particular type. Many Syrian refugees in Jordan have a difficult time integrating into Jordanian society because of the lack of legal status, and the competition from Jordanians who were born and raised in Jordan. For instance, the requirement of a working permit is required, which makes it more difficult for Syrian refugees to obtain a job and contribute to the economy.

There are occasions when obstacles such as financial restraints, and a lack of health insurance prevent Syrian refugees from receiving adequate medical care. In addition, it has been reported that many medical facilities have turned down the opportunity to assist Syrian migrants due to a lack of resources at their facilities.

Participant A explained his stance in the following way:

"Since the beginning of the unrest in their nation, a sizeable number of Syrians have crossed into Jordan in search of safety. As a result, public services and infrastructure across the country have been under a significant amount of strain. Nonetheless, the areas of Jordan that are the most impoverished and vulnerable are also the regions that are home to the biggest number of refugees. Because of the influx of refugees, the cost of food, basic commodities, and rent has all gone up in regions that are welcoming to those seeking asylum."

Syrian refugees living in Jordan face discrimination on a daily basis in this country. It has been determined that claims of verbal and physical attacks, in addition to allegations of discrimination and harassment, took place in fear of being replaced in the job place. It has also been asserted that Syrian refugees endure housing discrimination in the form of landlords flat-out refusing to rent to them or imposing much higher rents than normal on them. Both of these scenarios have been stated in the early stages of the Syrian refugee influx into Jordan however, it became less and less with time.

On the other hand, **Participant B** investigated the most effective approach to estimating the cumulative impact of new legislation on these persons over the course of their refugee status in Jordan. To put it another way, he is of the opinion,

"Quantitative and qualitative approaches are required if one is conducting an investigation into a matter. It is absolutely necessary to make use of the numerous statistics that are offered by the government. It is feasible to conduct an evaluation not only of the outcomes of a large number of meetings and the changes in the lives of individuals but also of the meetings themselves. Substantial numbers of Syrian refugees who initially arrived in Jordan with little more than the clothing on their backs have since found employment and enrolled in educational programs in Jordan."

In addition to this, **the NGO worker** said that,

"When Syrian refugees came to Jordan, their behaviour was very different from what it had been in Syria. This was due to the fact that they had been forced to flee their homes. Many of them, though not all of them, became more belligerent as they became dependent on the money they received from relief organizations and refused to work. The trauma and stress that they went through as a result of the conflict, as well as their sudden evacuation to Jordan in search of protection, could be responsible for a significant portion of the changes in their behaviour."

3.2.1.2 Theme 2: Lack of Effective Policies and Regulations for Syrian Refugees

Although Jordan has taken in a sizeable number of Syrian refugees, the country has been unable to successfully execute and enforce policies and legislation that are designed to appropriately meet the needs of the refugees and safeguard their legal rights. However, **participant A** is with the notion:

"The difficulties that have been plaguing Jordan's labour sector have continued for some time. The labour market has been plagued by structural disparities for a far longer period of time than the epidemic or even the Arab Spring."

The inadequate policies of Jordan are one of the major challenges that Syrian refugees who are currently residing in Jordan face. The government of Jordan has had a difficult time meeting the needs of Syrian refugees, particularly in the fields of healthcare, education, and jobs. As a result, they live in constant fear and uncertainty of the prospective future.

The following are some of the comments made by **Participant B** regarding unsuccessful policies:

"Imagine for a moment that 670,000 people suddenly found themselves unable to find work, without any other means of support, and with nothing else to do. There would almost certainly be a rise in the rate of crime, particularly among younger people, and it is also likely that a sizeable number of people would seek solace in the use of illicit narcotics. Many others who are currently without jobs will likewise fall into poverty."

The fact that Jordan does not have proper laws and regulations has made a variety of problems significantly worse for the Syrian refugees who are now live here. Many refugees, especially those from Syria, have been forced to take informal jobs with lower compensation in order to compensate for the limited employment opportunities that exist. Because of this, workers are prone to exploitation and mistreatment at the hands of their employers, who take advantage of the workers' precarious status in the workplace.

Children who have fled Syria confront additional challenges in their attempts to continue their education. Even if the government of Jordan has made efforts to increase the educational opportunities available to Syrian refugees; the two shift systems in schools as an example, however, there are still a great number of roadblocks that prevent children from acquiring an outstanding education. For example, there are legal barriers, as well as a lack of resources, which are to blame.

A big contributor to this problem is the fact that Jordan does not have any Active Labour Market Policies (ALMPs). Countries like Saudi Arabia and Egypt have been able to address labour market problems that have persisted for a long time with the assistance of such measures. This is the opinion held by **participant A**.

Therefore, he is with the notion that *"the government of Jordan and international funders should collaborate with the private sector to establish ALMPs that are evidence-based and demand-driven rather than waiting for economic growth to materialize. The structural disparities that exist in Jordan's labour market are not able to be remedied without the implementation of programs that are backed by empirical evidence and continuous quantitative evaluation"*.

3.2.1.3 Theme 3: Importance of Establishing Effective Policies for Syrian Refugees

It is vital to develop proper policies for Syrian refugees in order to preserve their safety and security, as well as to promote social cohesion and stability in host nations such as Jordan. The civil war in Syria has resulted in one of the most severe refugee crises in modern history. In light of the fact that this conflict is responsible for one of the worst refugee crises in modern history, it is of the utmost importance that measures are put into place to cater to the requirements of Syrian refugees and to safeguard their rights.

The participant also thinks it is vital to enact policies that support Syrian refugees for a variety of reasons. However, according to him, one of the most important reasons is that these policies can facilitate the refugees' economic and social integration into the nations that are hosting them. He continued his thoughts as

"This guarantees that Syrian refugees have access to key services, including healthcare, education, and work, which is essential for their long-term health and prospects. This is crucial for the long-term health and prospects of Syrian refugees. This is absolutely necessary in order to provide Syrian refugees with access to fundamental necessities such as medical treatment, educational opportunities, and jobs. In this context, effective policies can also help in the fight against the daily obstacles of discrimination and exploitation that refugees face."

When asked what led to the modification in legislation and policy that resulted in Jordan signing London Convention in 2016, **respondent C** provided the following response to the question:

It is possible to improve work opportunities for both Syrian refugees and Jordanian residents by reducing the reliance of refugees on illegal labour and by encouraging competition between Syrian refugees and Jordanian citizens for available positions.

After then, he made several statements, which are as follows:

"There is a rising movement towards cutting back on the amount of assistance provided while simultaneously expanding employment opportunities and individual skill sets through the establishment of locally run businesses that can support themselves financially. Yet, a significant number of migrants are opposed to this strategy and would prefer to take charity than work for compensation or on a project that promises a reliable source of revenue. This is due to the fact that there is a movement towards decreasing aid at the same time that there is a trend towards simultaneously creating jobs or investing in skills through low-cost, high-return programmes that enable its users to become less dependent on money provided by outside sources. In addition to the problems that already exist, the community that is acting as a host is coming under a growing amount of pressure and has an immediate requirement for emergency programmes."

Implementing good policies has the potential to have considerable benefits for countries like Jordan, in addition to improving the lives of Syrian refugees and making it simpler for them to integrate into the communities that

have taken in refugees. In addition to completing their education and gaining new skills, refugees can contribute to the economic growth of their new communities in a variety of other ways as well. In a similar vein, activities that aim to foster community cohesion and acceptance can be of assistance to both the host community and the refugee community in avoiding misunderstandings and hatred.

3.2.1.4 Theme 4: Importance of Raising Social Awareness Programmes to Promote Diversity in Jordan to Facilitate and Support Syrian Refugees

It is essential to boost public understanding of the value of supporting diversity through diversity promotion programmes in order to better help and accept Syrian refugees in Jordan. This can be accomplished by raising public awareness. Since the beginning of the conflict, Jordan has taken in a sizeable number of refugees from Syria. For the sake of preserving the safety of refugees and making it easier for them to integrate into Jordanian society, it is critical that the country works towards greater social cohesion and acceptance.

One of the participants talked about a difficulty he was expecting to face while working in a livelihood sector in Jordan, and then he made the following remark:

"Although some people may be helped by their jobs, the social system as a whole has serious flaws, such as exploitation and a lack of opportunities for people to obtain steady employment. These obstacles, which are regularly confronted on a personal level at home, become globalised as a result of the necessity for employees to migrate across countries and regions for survival and progress."

One of the many compelling reasons another respondent thinks why social awareness programmes are so important is the pervasiveness of negative opinions and stereotypes regarding immigration. He said,

"Prejudice and intimidation have been directed towards Syrian migrants who have sought asylum in Jordan. In order to fight this, it is critical to convince people that refugees are different persons who have their own histories and identities. As a direct consequence of this, people may start to view migrants as persons rather than as issues that need to be solved."

"Community members who are hosting refugees and those who are receiving them can learn from one another and strengthen bonds if they actively embrace diversity and participate in multicultural activities. This is absolutely necessary in order to make refugees feel as though they are accepted and safe, which is a step towards facilitating their recovery and incorporation." **said Participant A.**

However, one of the participants believes that activities designed to increase social awareness are important because they can help facilitate the exchange of cultural practices and the sharing of experiences between the community that is providing shelter to refugees and the community that is providing shelter. This has the potential to be beneficial to all involved parties by developing communities that are more welcoming and inclusive and in which people of all different backgrounds feel safe and engaging.

By promoting a sense of social cohesion and acceptance, programmes that are aimed at encouraging civic engagement have the potential to make Jordan a more thriving place to live for Syrian refugees who have found safety there. It is imperative that the legal obstacles which prevent them from fully participating in Jordanian society be removed and that they be given greater access to the essentials of life, such as healthcare, education, and employment opportunities. This is particularly relevant to the incident that came before this one.

3.2.1.5 Theme 5: Importance of Offering Governmental Support and Employment Opportunities to Syrian Refugees in Jordan

Jordan is clearly experiencing a recession, given that there has been no sign of growth over the past few years and that the labour sector is plagued by high unemployment. It has risen to 23.1% in the third quarter of 2022, up from 22.6% in the preceding quarter. Jordan's rate of female involvement in the labour force is the third lowest in the world, and it is significantly lower than the rates in the Arab countries that are Jordan's neighbours. In addition, the unemployment rate is highest for young people between the ages of 20 and 24.

Therefore, it is essential for the welfare of Syrian refugees and their integration into Jordanian society for the Jordanian government to offer support and employment opportunities to Syrian refugees in Jordan. It is essential for the welfare of Syrian refugees. The civil war in Syria has resulted in one of the most severe refugee crises in modern history. Those who have been evicted from their homes against their will need to be given access to the resources essential for a fresh start, such as educational opportunities and jobs. Those who have been evicted from their homes against their will need to be given access to the resources essential for a fresh start, such as educational opportunities and jobs.

Respondent C believes that the existing laws and regulations should be updated because they are antiquated and hence should be amended. He said,

"According to the research presented, it is evident that the adjustment of rules and laws benefits the economy and produces more jobs, which was previously the case in Turkey and Germany. Regrettably, the lack of resources, a shaky economy, and an unstable security situation in the country did not contribute to the optimal reproduction of prior experiences, nor did the security situation in the country."

As a direct response to the situation in Syria, the government of Jordan made an effort to speed up the process of enacting new laws and regulations. This action was taken as a response to the massive influx of refugees that entered Jordan and subsequently set up camps there. In addition, Jordan was given help to carry out emergency programmes when the conflict in Syria first broke out. After the completion of the development phase, the next phase involves the drafting of the rules and laws.

The issue of employment prospects for refugees in Jordan came to the forefront when the Jordan Accord was signed in London in February 2016. This threw the issue into stark relief. Concurrently, the Ministry of Labour has made significant headway towards achieving its goal of making it legal for Syrian refugees to find employment. As of the month of August 2017, a total of 54,871 work permits had been issued to individuals seeking employment in a variety of industries by the end of that year (Yacoub, 2017), including agricultural, construction, the food and beverage industry, wholesale and retail, and other areas.

Supplying Syrian refugees with government support and work options is vital for a number of reasons. This includes adapting the available educational and employment options for refugees to the specific requirements of each individual. It is crucial that this be done for the sake of the refugees since it will reduce their dependence on help and assistance from outside sources such as NGOs and family members living in a third country.

Another respondent shared his views about the drafting of legislation and policy beginning in 2013 involving the employment of Syrian refugees.

"The government realized that certain of the regulations governing microbusinesses and home-based businesses were overly burdensome and demanding, and as a result, it reevaluated these regulations and made it more feasible or practicable for these types of firms to receive permission."

4 Findings and Conclusion

Progression of Employment and Livelihoods Policies and Regulations: The formation of the Employment Working Group (EWG) was a significant step in the progression of employment and livelihood policies for Syrian refugees in Jordan. The EWG simplified the work permit application process and implemented the Temporary Employment Permit (TEP) system, which expanded employment opportunities for refugees in various industries.

Issues Experienced by Syrian Refugees: Despite these advancements, Syrian refugees in Jordan still face challenges due to existing policies and regulations. The perception among Jordanians that refugees pose a financial threat has led to hesitancy in some industries to employ refugees. This has increased the need for improved work and livelihood options for Syrian refugees.

Strategies for Better Employment and Livelihood: To address these issues, a concerted effort is needed from the Jordanian government, international organisations, non-governmental organisations, and private sector players. Strategies such as developing an enabling legal framework, encouraging entrepreneurship and self-employment, investing in vocational training and education, supporting job matching and placement services, promoting inclusive labour market policies, providing social protection, and building partnerships and collaboration could create a more sustainable and inclusive future for Syrian refugees in Jordan.

The progression of employment and livelihood policies for Syrian refugees in Jordan has been marked by significant strides, but there are still challenges to be addressed. The establishment of the Employment Working Group (EWG) and the implementation of the Temporary Employment Permit (TEP) system have facilitated refugee employment. However, the perception among Jordanians that refugees pose a financial threat has led to hesitancy in some industries to employ refugees. This has increased the need for improved work and livelihood options for Syrian refugees.

In addition to policy improvements, efforts have been made to encourage entrepreneurship and self-employment among refugees. Many have successfully transitioned into self-employment with the assistance of seed financing, mentoring, and access to networks and resources provided by the EWG's programme.

However, the issue of providing improved work and livelihood options for Syrian refugees in Jordan is complex and multidimensional. It requires a concerted and ongoing effort by the Jordanian government, international organisations, non-governmental organisations, and private sector players.

Strategies such as developing an enabling legal framework, encouraging entrepreneurship and self-employment, investing in vocational training and education, supporting job matching and placement services, promoting inclusive labour market policies, providing social protection, and building partnerships and collaboration could create a more sustainable and inclusive future for Syrian refugees in Jordan.

These strategies aim to address the challenges faced by Syrian refugees and provide them with better employment and livelihood opportunities. They also aim to alleviate the concerns of Jordanians and promote a more inclusive society where both locals and refugees can thrive. The success of these strategies will depend on the continued commitment and collaboration of all stakeholders involved.

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