

TERMS OF REFERENCE

Randomized Control Trial Treatments

PROJECT BACKGROUND

Overlapping drivers of displacement worldwide have coincided and increased the scope, scale and complexity of displacement. Approximately 25.4 million individuals are recognized as refugees who have fled their homes due to a well-founded fear of persecution. This is alongside millions of internally displaced persons and those who have fled their homes, but are not recognized as refugees by the 1951 Refugee Convention. As a country neighbored by Iraq, Syria and the West Bank, Jordan is facing a historic forced displacement crisis and as the crisis extends into the next decade, the country is at an infection point, given the scope, scale and protracted nature of the displacement. The International Labour Organization in Jordan has a portfolio of projects that address the labour market dimensions of forced displacement. Access to decent work opportunities cuts across the portfolio, including the right to social security.

PROSPECTS

In response to the considerable challenges posed by forced displacement, a new strategic partnership, named PROSPECTS, was established by the Government of the Netherlands, IFC, UNICEF, ILO, UNHCR and the World Bank. The partnership spans eight countries and covers a five-year period (2018-2022). Through the Prospects partnership, the World Bank, IFC, UNICEF, UNHCR and ILO aim to leverage their comparative advantages and areas of expertise to programme complementary and interdependent interventions that address education, employment and protection challenges that negatively affect the livelihoods and well-being of host communities and forcibly displaced persons. The combined efforts of the organizations will endeavour to bolster the medium- and longer-term development goals for host communities and forcibly displaced persons to access quality and market-relevant education; decent work and enterprise opportunities; and comprehensive protection systems.

EU MADAD

“Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians” (EU-MADAD), is a joint program between the ILO and UNICEF that is funded by the EU programme MADAD. This programme serves to support the implementation of the Jordanian National Social Protection Strategy (2019-2025). In addition, the project aims to support the Government of Jordan in achieving a sustainable social protection system by supporting government institutions in building evidence towards enhanced evidence-based policymaking. Outcome 2 of the EU-MADAD is to strengthen national systems/mechanisms to enhance access to the labour market, decent work, and employment-based social protection schemes. Outputs delivered serve to provide support towards effective and cost-efficient implementation and realisation of access to employment (work permits), enhanced capacity for the implementation of mechanisms to ensure increasingly decent work (labour inspection) and access to social security expanded to workers in the informal economy.

ESTIDAMA++

The multi-donor fund, including contributions from the Kingdom of the Netherlands, Norway and the United Kingdom Foreign Commonwealth and Development Office, aims to extend social security coverage to groups of vulnerable workers through a subsidized contribution model. The fund provides phased contribution subsidies and addresses incentive gaps, with a strong focus on the extension of social security to refugees.

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ASSIGNMENT BACKGROUND

Social Protection Coverage in Jordan

Almost 70 per cent of the workforce in Jordan is estimated to be informal. This is measured by social security coverage, in addition to a valid work permit for refugee and migrant workers. When looking only at social security, informality is highest amongst non-Jordanian workers. 96% of Syrian employees lack social security coverage, compared to only 24% of Jordanian employees who lack coverage.¹ However, given the larger absolute size of the Jordanian labour force, Jordanians represent one-third of all employees without social security coverage. Outside of social security, Jordanian host community members and Syrian refugees rely on different forms of social assistance to secure their needs. For the host community, this includes poverty targeted assistance administered by the National Aid Fund. For refugees who are registered with UNHCR, they receive a combination of food, health and cash assistance. Both NAF and UNHCR assistance is prioritized for only the most vulnerable households based on family size, disability, gender of household head and other considerations. For host community members and refugees who are working formally, they are to be registered in Social Security, providing them with insurance throughout the life cycle including protection in instance of unemployment, maternity, work injury, death, disability and old age.

A combination of factors influence workers' registration and permanence in the social security system. Social security is sometimes perceived by both workers and employers as an additional cost/ income tax that cannot be covered by low wages. There is further reluctance among employers to register workers formally and absorb the associated costs of formalization. The social security package – heavily tilted towards old age pension benefits – also does not meet the immediate needs of protection for vulnerable groups and their families. This is particularly of concern for refugee workers, who face uncertain future prospects. Information constraints also restrict both side's willingness to contribute to social security. As a result, approximately half of all workers in Jordan are working informally, without social security coverage. Coverage rate are extremely low even amongst full time employees with permanent contracts and regardless of sectors (Table 1).

Table 1. Coverage rates by duration of employment

Duration of employment	Coverage rate of all workers	Coverage rates of Jordanian workers	Coverage rates of non-Jordanian workers
Daily or weekly agreement	1% (nearly 100% lack coverage)	<1% (nearly 100% lack coverage)	<1% (nearly 100% lack coverage)
Monthly agreement	16% (85% lack coverage)	16% (84% lack coverage)	2% (98% lack coverage)
Agreement of more than a month but less than a year	23% (77% lack coverage)	23% (66% lack coverage)	3% (97% lack coverage)
Agreement of a year or more	<28% (72% lack coverage)	57% (43% lack coverage)	6% (94% lack coverage)
Permanent contract	70% (30% lack coverage)	86% (14% lack coverage)	13% (87% lack coverage)

From ILO Report Opportunities for Extending Social Security Coverage in Jordan (2021)

¹ https://www.ilo.org/wcmsp5/groups/public/---dgreports/---ddg_p/documents/publication/wcms_770085.pdf

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In recent years, the Social Security Corporation has tried several approaches to extend coverage to informal workers, including refugees. This includes reducing upfront social security payments paid by Syrian refugees at the time of applying for a flexible work permits,² waiving employee contributions for agriculture workers employed in “holdings”³ and introducing a range of pension contributions “self-employed” workers⁴ can select from. During COVID-19 pandemic, social security announced many measures aimed to maintain jobs and secure wages, Tadamon 2⁵ (solidarity 2) aimed to extend social security coverage to unregistered firms and workers by providing immediate unemployment allowance for three months to support this lack of coverage group and provide means of income that can help them from wage lost during the lockdown period. Thus far, the uptake for certain categories of workers including refugees, agriculture workers and the self-employed, remains low.

In order to address the low uptake, the ILO and SSC have launched experimental research to study the behavior and perceptions of workers vis-à-vis participation in social security. The aforementioned Estidama++ fund provides a natural experiment, as a sample of workers receive contribution subsidies that partially address affordability constraints to their participation. Alongside the cost dimension, the study will also consider how information can be transmitted to influence behavioural change.

ASSIGNMENT OBJECTIVES

The assignment will carry out informational treatments focussed on behavioural change to influence social security take up and retention to a sample of approximately 1,500 workers that will participate in the experimental research. This will be done through different mediums, to be proposed by the implementing partner, which may include SMS and WhatsApp messages to encourage registration and contribution into social security. The information will have a strong behavioural change element, addressing the aforementioned barriers to participation in social security, and will to the extent possible provide individualized messages to fit specific circumstances and characteristics.

SCOPE OF WORK

The assignment will design and implement a package of information to a group of approximately 1,500 workers including refugee and Jordanian workers. It will convey information of social security rights and entitlements, related procedures and concepts, as well as individual obligations and entitlements. This information will be delivered over the course of an intervention period (that can span between three and ten months depending on the

² Flexible work permits were introduced for Syrian workers in 2018, initially in the construction and agriculture sectors. This modality of permit allows Syrian workers to move between employers on a daily or seasonal basis, without the permission of a single employer. The work permits themselves do not have an employer sponsor, but are instead issued in cooperation with the General Federation of Jordanian Trade Unions or one of 13 Ministry of Labour approved agriculture cooperatives (only for permits in the agriculture sector). This modality of permit has gradually been applied to more sectors, and is also open for migrant workers, but at a high fee.

³ Agriculture Holdings are lands registered with the Ministry of Agriculture for the purpose of agriculture production. Holdings can have multiple agriculture firms on them (sub-leasing etc.), or be a single firm itself.

⁴ Social Security regulations specify five different pension contribution levels for which self-employed refugees can contribute, at 10% of the full contribution, 25%, 50%, 75% or 100%.

⁵ Tadamon 2 (Solidarity 2) has enabled 2,812 firms and 13,685 workers regardless of their nationalities to join the social security system between April and May 2020.

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recommendations of the implementing partner), at pre-determined intervals, using a mix of approaches that should be proposed by the implementing partner and could include face-to-face information sessions with sub-groups of the workers, as well as SMS and WhatsApp messages and different media (text, audio, video, infographics, interactive, etc).

Ideally alternative modalities will be tested and at the end a cost-effectiveness analysis will be conducted to determine interventions that can be brought up at larger scale in a sustainable manner by the Social Security Corporation in Jordan (SSC), including in the context of the Estidama++ programme.

The implementing partner will be responsible for both the design and delivery of behavioural information interventions, in close collaboration with ILO, the SSC and an assigned research firm.

The assignment takes place as part of a larger RCT study into the behaviour of refugee and host community members concerning social security.

The Implementing partner's Responsibilities

The implementing partner's responsibilities will cover the following:

- a. Familiarize team with social protection concepts and undertake review of relevant materials provided by ILO
- b. Draft content of information packages.
- c. Develop and produce necessary media inputs for delivery of approx. 1,500 individuals, in Arabic.
- d. Based on review from ILO and research team, finalize information packages.
- e. Support piloting of information on a sub-sample of individuals, reporting results back to ILO and the research firm and making any final revisions.
- f. Distribute assigned informational treatments to pre-determined groups of individuals.
- g. Maintain a log of individuals reached by date, time, and pre-determined characteristics (age, gender, status, sector and type of work).
- h. Conduct a cost-effective analysis of alternative behavioral change approaches that have been adopted and a plan for scaling up.
- i. Liaise with research/evaluation team and the Jordanian Social Security Corporation to determine best intervention models to fit the experimental research.

ILO's Responsibilities

- a. Provide detailed information on the desired information package.
- b. Connect partner to the responsible research firm and the Jordanian Social Security Corporation.
- c. Provide a list of recipients and timeline for distribution.

Methodology

The implementing partner will familiarize themselves with the subject matter through desk research, using materials provided by the ILO. They will also be briefed about the desired information packages through an inception call with ILO, the SSC and the research firm responsible for the overall RCT.

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The implementing partner will draft content in English, and after finalizing content with ILO, they will translate into Arabic and verify with ILO that they meanings are carried over appropriately. They will also organize and run the treatments themselves.

The implementing partner will design visuals that can be introduced through print and social media, relying on graphic depictions of key concepts in a manner that is easily understood by the target group. A range of different design software are acceptable but should be able to be easily converted into PDF.

The message flows developed for SMS and WhatsApp messages will be approved by ILO in advance of dissemination. Different messaging mediums may also be considered.

Deliverables

Three key deliverables serve as milestones for the work expected of the implementing partner. All deliverables will be submitted to the ILO PROSPECTS and EU-MADAD designated focal points, who will confirm that they meet quality standards and expectations.

No	Deliverable	Description	Inputs
1	Draft content for information packages.	Content of messages/flows and details of delivery in English. Any visuals that will be used in the session, relying on graphic depictions of the key concepts and ideas.	Desk review to understand topic of concern based on materials provided by ILO.
			Draft message flows to convey concepts of concern, in English.
			Design visuals, relying on graphics with limited use of text.
			Circulate drafts to ILO for comment and revise accordingly.
			Secure any platforms for messaging where applicable.
2	Final content for information packages.	Based on comments provided to materials, above, make any necessary changes, translate content into Arabic and pilot. Make any final changes based on experience piloting.	Integrate comments on draft deliverables.
			Translate into Arabic and ensure meanings are carried over.
			Pilot materials with a small sample of workers.
			Make final revision based on pilot.
3	Final log of individuals reached and treatments delivered.		Monitor role out of information treatments.

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		Database of individuals reached, dates and detailed on the packages received.	Maintain a detailed log of treatment recipients.
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REQUIRED EXPERTISE

- Applicants should be a reputed non-governmental organization or entity with experience implementing informational interventions and behavioural change interventions in the Middle East.
- Ability to conduct business in both English and Arabic is required, with excellent drafting and delivery in both languages.
- Familiarity with labour and social security topics is desired.

SUPERVISION AND CONDITIONS

The implementing partner will perform their duties under the overall joint supervision of the Estidama++ Project Coordinator, the ILO PROSPECTS Chief Technical Advisor for the Arab States Region, the EU-MADAD Social Protection Expert, with technical supervision from the ILO Regional Social Protection Specialist. Day-to-day work will be managed with the ILO Social Protection Technical Officer, with regular coordination from the ILO's National Social Protection Coordinator for Jordan.

All data and information received from ILO for this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference (TOR). The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the express advance written authorization of the ILO. All intellectual property rights arising from the execution of these TOR are assigned to the International Labour Organization. The intellectual property rights of the materials modified through the assignment remains with the International Labour Organization.

TIME FRAME/EXPECTED DURATION

The assignment will be carried out over a twelve-month period, from 1 April 2022 to 1 April 2023. The assignment will include one month for desk research.

Deliverable/Task	Anticipated Work Months												
	1	2	3	4	5	6	7	8	9	10	11	12	
Desk research and presentation of recommendations													
Procurement													
Distribution of packages													
Submit financial report and distribution list													

Proposal submission procedure

The ILO invites technical and financial proposals from qualified non-profit organizations/entities. Technically responsive and financially viable organization/entity will be chosen following ILO's procurement rules/procedures on evaluation by ILO team of professionals.

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Qualified non-profit organizations/entities should submit their technical and financial proposals to the ILO by **March 16, 2022**.

The non-profit organizations/entities shall complete the financial proposal using the table/format below using an excel sheet and submit both the Excel and the Pdf versions.

Budget breakdown						
Line number	Description	Unit	Quantity	Unit cost in USD	Duration / frequency	Total cost in USD
1						
1.1						

All documents related to **ToRs-Randomized Control Trial Treatments** should be submitted to AMM-PROCUREMENT@ilo.org

Payment arrangements

Payment Schedule	Value	Deliverable to Trigger Payment
Advanced Payment	Up to 20% of contract value	Countersignature of contract
First progress payment	Up to 65% of contract value	Draft materials
Final payment	Up to 15% of contract value	Financial report submitted