



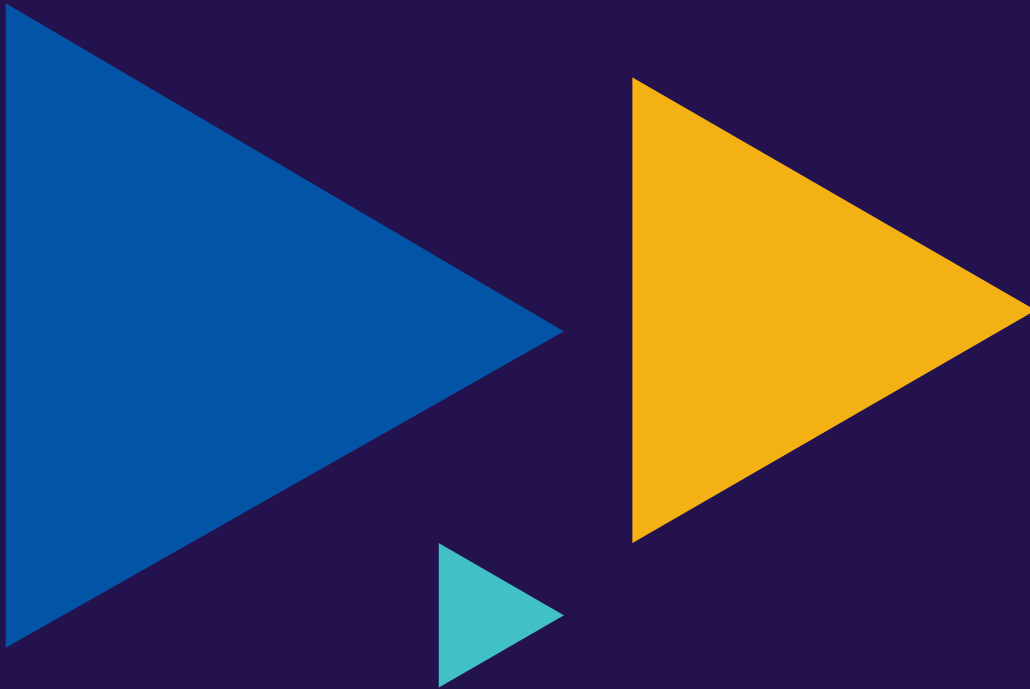
Funded by the European Union



International
Labour
Organization



▶ **Assess Access to Child Care Services and Facilities for Jordanian And Syrian Garment Workers in Al-Hassan Industrial Estate / Irbid**



October 2022

► Contents

| | |
|--|-----------|
| List of Acronyms | 1 |
| Executive summary | 2 |
| Introduction | 5 |
| Assessment Purpose and Scope | 9 |
| Irbid Governorate | 9 |
| Methodology and Sample Characteristics | 9 |
| Data Collection Methods and Tools | 10 |
| Sampling | 11 |
| Data Analysis Process | 14 |
| Quantitative Data Analysis | 14 |
| Qualitative Data Analysis | 14 |
| Quality Assurance (QA) | 14 |
| Training of enumerators | 14 |
| Triangulation of Data | 15 |
| Limitations and Challenges | 15 |
| Results and Key Findings | 16 |
| Quantitative Key Findings | 16 |
| Respondents Demographics | 16 |
| Work Conditions and Financial Status | 20 |
| Childcare services | 22 |
| Qualitative Key Findings | 31 |
| ANNEXES | 42 |
| ANNEX1: Workers Survey | 42 |
| ANNEX 2: Focus Group Discussion Guideline Questions | 48 |
| ANNEX 3: Key Informants Interviews (KIIS) | 52 |

► Table of Figures

| | |
|---|----|
| ► Figure 1 Survey participants per nationality and gender | 16 |
| ► Figure 2 Participants Age Groups | 17 |
| ► Figure 3 Educational Level per nationality and Gender | 17 |
| ► Figure 4 Period of Working in the Factory | 18 |
| ► Figure 5 HoHH per Marital Status, Gender and Nationality | 18 |
| ► Figure 6 Household Size per Nationality | 19 |
| ► Figure 7 Respondents Marital Status | 19 |
| ► Figure 8 Children under 5 years According to their Age Groups | 20 |
| ► Figure 9 Methods Respondents Use to Get to Workplace | 21 |
| ► Figure 10 Average Household Income | 22 |
| ► Figure 11 Using or Planning to Use Childcare Services | 23 |
| ► Figure 12 Reasons for not Using Childcare Services- Jordanians | 24 |
| ► Figure 13 Reasons for not Using Childcare Services- Syrians | 24 |
| ► Figure 14 Childcare Services Currently Used | 25 |
| ► Figure 15 Usage of the Financial Subsidy from Work | 25 |
| ► Figure 16 Preferred Childcare Services | 26 |
| ► Figure 17 Jordanians Perception of Childcare Arrangements Used | 26 |
| ► Figure 18 Syrians Perception of Childcare Arrangements Used | 27 |
| ► Figure 19 Barriers accessing Preferred Childcare Services per Nationality | 27 |
| ► Figure 20 Barriers Accessing Preferred Childcare Services per Gender | 28 |
| ► Figure 21 Impact of Childcare Responsibilities on Workers | 29 |
| ► Figure 22 Nurseries Positive Impact on Children's Personality | 29 |
| ► Figure 23 Arrangements in Case of Emergency- Jordanian | 30 |
| ► Figure 24 Arrangements in Case of Emergency- Syrians | 30 |

► Table of Tables

| | |
|---|----|
| ► Table 1: Estimated Sample Size for Quantitative Surveys | 11 |
| ► Table 2 Sample Size for Quantitative Surveys | 12 |
| ► Table 3: FGDs Estimated Sample Distribution | 12 |
| ► Table 4 KIIs Estimated Sample Distribution | 13 |
| ► Table 5 Actual Number of KIIs | 13 |

► List of Acronyms

| | |
|-----------------|--|
| ACI | Amman Chamber of Industry |
| BWJ | Better Work Jordan |
| CBA | Collective Bargaining Agreement |
| EU | European Union |
| FGD | Focus Group Discussion |
| GiZ | Deutsche Gesellschaft für Internationale Zusammenarbeit |
| GoJ | Government of Jordan |
| IFC | International Finance Corporation |
| ILO | International Labour Organization |
| JOD | Jordanian Dinar |
| KII | Key Informant Interview |
| MoE | Ministry of Education |
| MoL | Ministry of Labour |
| MoSD | Ministry of Social Development |
| RoO | Rules of Origin |
| TP | Third Party Services Consultancy and Training Company |
| UNESCO | The United Nations Educational, Scientific and Cultural Organization |
| UN Women | United Nations Entity for Gender Equality and the Empowerment of Women |
| USG | United States Government |
| USJFTA | United States Jordan Free Trade Agreement |



▶ Executive Summary

Better Work Jordan (BWJ) is a partnership between the International Labour Organization (ILO) and the International Finance Corporation (IFC). The ILO flagship programme brings together stakeholders from all levels of the global garment manufacturing industry to improve working conditions, enhance respect for labour rights, and boost competitiveness.

The Better Work Jordan programme is mandatory for garment factories that export to the US under the US-Jordan Free Trade Agreement (USJFTA). Better Work Jordan covers an estimated 95 per cent of garment workers in Jordan, as the vast majority of garment-sector employment comes from factories that export to the US. According to Better Work's Annual Report 2022, approximately 63,000 workers are covered by the program, migrant workers make up three-quarters of the workforce, the majority of which - 75 per cent are women. Jordanian workers make up 24 percent of the workforce, and they are also majority women at 78 percent.

Finding quality, affordable childcare has long been an issue for working parents, especially women. In Jordan, it is women who usually have to bear the burden of arranging the paid and unpaid childcare. The lack of reliable and affordable childcare centres represents one of the main challenges faced by women and working parents alike. This study presents the outcomes following the assessment and identification of garment workers in Al Hasan Industrial area needs, options, challenges and recommendations towards accessing childcare service.

The findings of this study are based on quantitative and qualitative data sources including 524 surveys conducted with Jordanian and Syrian workers from five garment factories, 10 Focus group Discussions (FGDs) and 7 Key Informants Interviews (KIIs) with factories management, representatives from the workers' union, representatives from Women Directorate at the Ministry of Labour in addition to a representative from the Nurseries Unit at the Ministry of Social Development. The triangulation of these different data sources allows for a deep understanding of the current childcare services provided by the sector.

Article 72 of the Jordanian Law states that "An employer who employs in one place a number of workers, with at least fifteen children under the age of 5, shall prepare a suitable place under the custody of one or more qualified governesses, employers may co-participate in the preparation of this place in one geographical area. In case employers are incapable of providing an on-site nursery, alternatives to institutional nurseries have been issued. The alternatives to institutional nurseries instructions provides more flexibility for the employers by allowing them to contract with one or more nurseries in multiple geographical areas, which provides the workers the right to choose the appropriate nursery for them, or the worker chooses to contract with a nursery of his choice and the employer contributes to cover part of financial cost based on the segments according to basic salary amount. Workers who are paid less than 300 JOD are entitled of 50 JOD as a subsidy for childcare services which must provide for both males and females in the workplace."

In 2020, regulation No. (93) of 2020 on Maternity Social Protection under the Social Security law was issued. This regulation provided working mother with the ability to return to work while securing the care for their children either at their homes or at registered childcare facility. The regulations also allow registered childcare facilities to receive direct cash benefits to cover operational cost.

Moreover, a sectoral Collective Bargaining Agreement (CBA) has been concluded in November 2021 between the Workers Union and Employers' representatives in which – among other articles – enabled employers' financial contribution to be lowered to 25 JOD regardless of wage with a cap of up to four children. This contribution shall be offered to only one of the working parents, should they both be working in the same sector, mainly females.

At the time this study was concluded, none of the factories included in the assessment – which trigger the childcare requirements - were providing institutional nurseries at the workplace. Alternatively, employers are resorting to offering their workers the financial subsidy of 25 JOD per child for female workers only following the sectoral Collective Bargaining Agreement (CBA). One of the factories had contracted nurseries in four different geographical areas however, this option is not being fully utilized by their workers.

Despite workers are being offered the financial subsidy of 25 JOD, this amount is still considered insufficient to contribute to the cost of regulated childcare centres in Irbid governorate. Regulated childcare centres cost between 50 JOD and 130 JOD with an average cost of 79.2 JOD without adding transportation cost. Based on the average household income of the surveyed workers, this would consume around 18 percent of the household income if they have at least one child who is under the age of 5.

As a result, only 7 percent of survey respondents mentioned that they are using regulated childcare centres, while the vast majority (46 percent) are either having unpaid arrangements with caregivers who are either family members or friends, while 40 percent are having paid arrangements with caregivers who are also family members or friend.

Although the study showed that around half of the surveyed workers are having unpaid arrangements for their childcare services, only around 14 percent mentioned that they prefer this option. The top three preferred options for childcare services mentioned were regulated childcare centres that workers can choose according to their resident areas which was preferred by 33.8 percent of the respondents, followed by paid arrangements with a caregiver that was mentioned by 23.8 percent of the respondents, and unpaid arrangements with a caregiver mentioned by 14.7 percent.

It is worth mentioning that the preference to having institutional nurseries at the workplace was only welcomed by workers who live close to the industrial area with an average commuting time of around 20 minutes, while workers living in remote areas or other governorates who stated their preferences to use nurseries of their choice mentioned that commuting time and the fact that they need to have their children in a place close to where they live are the main considerations for their choice. In case where the employer is in favour of contracting nurseries, workers prefer to have nurseries close to their houses.

In terms of challenges faced by garment workers in accessing childcare services; cost along with reliable and acceptable childcare services has been highlighted as the main challenges with around half of the respondents citing cost as a challenge. Other challenges identified by this study are proximity of childcare centre location to the workers' homes in addition to the availability of the unpaid caregivers.

Moreover, the study results showed that there were significant gender differences related to identification of challenges as more male respondents stated that the cost of childcare services is a barrier to accessing their preferred childcare services, whereas more female respondents stated that finding a caregiver who is always available or a childcare service that is aligned with their working hours is a barrier to accessing their preferred childcare services.

Workers use different methods for attending to any childcare related issue that might raise while they are at work. The study findings show that around 50 percent of the respondents take unpaid leaves to take care of their children and around 50 percent consider quitting their job, of which 70 percent are females. These findings indicate that childcare duties interfere with work especially for female workers and that they are at risk of losing their jobs to take care of their children.

Key recommendations:

Based on the findings of the study results, the researchers recommend the following for the Jordanian authorities, Workers' Union and Factory owners.

Recommendations in terms of childcare services, to the Jordanian authorities

- ▶ Ensure the proper enforcement mechanisms of relevant laws and regulations to oblige employers to provide accessible childcare services.
- ▶ Consider offering support to building new licensed childcare spaces in underserved areas to help increase access to childcare services.
- ▶ Review childcare registration and operation requirements and simplify registrations procedures, while ensuring quality of services.

Recommendations in terms of childcare services, to the Worker Union

- ▶ Advocate for the provision of accessible childcare services in the workplace.
- ▶ Advocate on complying to the labour law and associated instructions specifically in terms of the alternatives for the institutional nurseries.
- ▶ Enhance workers' awareness of their rights pertaining to childcare services per the labour law and associated instructions in Jordan, specifically in terms of childcare services.

Recommendations in terms of childcare services, to the factory/ employer

- ▶ Ensure compliance with labour law and associated instruction pertaining to childcare services at the workplace, especially as it relates to the financial subsidy.
- ▶ Ensure that both female and male workers enjoy the rights and privileges stipulated by the labour law and associated instruction pertaining to childcare services at workplace.
- ▶ Enhance the current childcare subsidy program by providing transportation or child transportation subsidy to workers to help more families offset the cost of childcare.
- ▶ Consider offering workers different modalities for accessing childcare facilities/ services.
- ▶ Consider establishing a centralized childcare centre in Al-Hassan Industrial Estate
- ▶ Ensure that contracted nurseries locations are accessible and serves the needs of wider base of their workers

► Introduction

The first five years of a child's life are the most critical as they are the building blocks for a child's future growth, learning, and development. The brain develops at a rapid rate during the early years, where more than a million neural networks grow every second, and by the age of five, about 85 percent of a child's ideas¹, skills, and personality are developed.

Research shows that early experiences, including children's motivational interactions, have a direct impact on how children develop their skills, learning, as well as cognitive, social, and emotional capabilities. Such stimulating experiences and interactions for children last a lifetime, as establishing good foundations in the early years and development makes an enormous difference in adulthood and gives the next generation a better start where everyone participates in providing society economically and socially to contribute effectively to their societies, and in which the foundation for lifelong health and well-being is laid. Early experiences are important in shaping how successful children are later in life. Studies show that children who have quality early childhood experiences, including attending quality early childhood programs, are more likely to graduate from high school, own a home, have a job, and earn a higher income². Although it is a period of great opportunity, it is also prone to negative influences. When the quality of stimulation, support, and nourishment is poor, the child's development is severely affected.

Estimates for 2016 reveal that approximately 250 million children, or 43 percent of children in low- and middle-income countries, are unable to achieve their full developmental potential. As a result, countries where children do not reach their potential are estimated to lose 20 percent of adult productivity. It is worth noting that all efforts to invest in early childhood development are an investment, not a cost. In Jordan, children under the age of five (who are targeted by nurseries) represent 10 percent of the total population. The Ministry of Social Development (MOSD) maintains that the enrolment in nurseries constitutes only 1 percent of the 1,400,000 children in Jordan of nursery age, which means that there must be 40,000 nurseries to accommodate this number.

A recent study conducted by the Mashreq Gender Facility (MGF), a World Bank Group (WBG) initiative that works with the different governments in the region; including Jordan, titled "Childcare Services in Jordan: Assessment of Supply and Demand," revealed that low-income households in Jordan have less access to childcare services. The study also indicated that low-income families often have limited access to childcare support and services, which negatively impacts women's ability to join and stay in the workforce and contributes to household income.³

¹ <http://www.adaleh.info/Art.aspx?Typ=2&id=1306>

² Temple, J., & Reynolds, A. "Benefits and Costs of Investments in Preschool Education: Evidence from the Child-Parent Centres and Related Programs." *Economics of Education Review*, 26 (2007): 126-144

³ The Jordan Times, Article Study highlights correlation between childcare services and women's workforce participation, February 2022

Moreover, according to the UN Women report on Jordanian working women and Syrian refugees for 2016, weak childcare services constitute one of the most important challenges facing women and limit their ability to participate in the economy and join the labour market. It is worth noting that the total labour force participation rates in Jordan for 2020 is 40 percent. However, the overall rate masks significant differences in the participation rate of women and young people. While around 61 percent of working-age men in Jordan participate in the labour market, this share is more than four times lower for women at around 14 percent ⁴.

Proceeding from the importance of providing childcare places in the workplace in an effort to support women's participation in the labour market; Third Party Services Consultancy and Training Company was commissioned to prepare a study to assess accessibility to childcare services and facilities for Jordanian and Syrian workers in the garment industry in Al-Hassan Industrial Estate/Irbid.

Context Analysis

Jordan is an upper-middle-income country, with a population of 11 million, 74 percent of whom are below the age of 30. Jordan is also a resource-poor, food-deficit country with dwindling energy and water resources and limited agricultural land.

According to the United Nations High Commissioner for Refugees (UNHCR), Jordan continues to be the second host country of refugees per capita in the world and continues to carry the social, economic, and environmental burden of hosting around 676,606 Syrian and 87,000 refugees who came from Iraq, Yemen, Sudan, Somalia, and other nationalities, registered with UNHCR as of April 2022⁵. Nearly half of the Syrian refugees in Jordan (50.1 percent) are females, 48.7 percent are 17 or younger, and 4.1 percent are older than 60. Around 80 percent of refugees live outside of camps in urban areas. The majority of Syrian refugees live in Amman (29.7 percent) followed by Mafraq (25.2 percent), Irbid (20.2 percent), and Zarqa (14.6 percent) ⁶.

Hence, Jordan faces major strains on its economy and natural resources. While the international community has stepped in to alleviate the pressures of the Syrian refugee crisis, matching resources with growing needs has proven difficult, particularly with regard to workforce inclusion. Jordan suffers from a high rate of unemployment (25 percent nationally) and rising poverty, with nearly 16 percent of Jordanians and 78 percent of Syrian refugees living below the poverty line.⁷

Throughout 2018 and 2019, Jordan's economy experienced a steady but low growth, with real GDP at just under 2.0 percent. Substantial efforts have been taken to address the central government's debt, which reached 99.1 percent in 2019, including through introducing fiscal reforms such as the passage of the 2019 Income Tax Law ⁸. However, in early 2020, Jordan, like the rest of the world, was shaken by the global COVID-19 pandemic. The implementation of public health measures to limit the spread of the virus brought the economy to a standstill, leaving many Jordanians worse-off. This unprecedented

⁴ <https://ilostat.ilo.org>, 2020

⁵ World Food Program (WFP) Jordan Brief, February 2022 and UNHCR data dashboard, April 2022

⁶ UNHCR, September 2022

⁷ Source: World Bank, 2021

⁸ World Bank, Jordan Economic Monitor: Weathering the Storm

set of circumstances is a serious challenge in the short term, but it presents an opportunity for the Government of Jordan to refocus its efforts on designing an economic growth approach that will foster long-term resilience.

The Jordanian economy benefits from several free trade agreements. The most important agreement for the garment sector is the United States-Jordan free trade agreement (USJFTA), which was signed in 2000 and went into full effect in 2010. The USJFTA allows Jordan to gain preferential duty and quota-free access to the US market. The Jordanian garment industry has been one of the primary beneficiaries of this agreement.

In 2002, Jordan entered the Association Agreement with the European Union (EU) that enabled a Free Trade Area opening two-way trade. The agreement was revisited in 2016 when the EU and Jordan agreed to simplify the rules of origin (RoO) requirements as a component of the EU's broader response to the Syrian refugee crisis. The revisions aimed at boosting Jordan's trade competitiveness, supporting the host communities, and promoting job creation for Jordanians and Syrian refugees.

Better Work Jordan (BWJ) is a partnership between the International Labour Organization (ILO) and the International Finance Corporation (IFC). The ILO flagship program brings together stakeholders from all levels of the global garment manufacturing industry to improve working conditions, enhance respect for labour rights, and boost competitiveness. Better Work Jordan was established in 2008 at the request of the Government of Jordan (GoJ) and the United States government (USG). The Better Work Jordan program is mandatory for garment factories that export to the US under the US-Jordan Free Trade Agreement. Better Work Jordan covers an estimated 95 per cent of garment workers in Jordan, as the vast majority of garment-sector employment comes from factories that export to the US. The largest single factory employs over 3,000 workers, while the smallest employs just 14. The sector is dominated by one major investor who employs over 20,000 workers across 12 main units and seven satellite factories⁹. The majority of workers are women (74 percent), and the work force is mostly made up of migrants (74 percent), Jordanian workers make up 24 percent of the workforce, and they are also majority women at 78 percent. As a result of their participation with Better Work, factories have steadily improved compliance with ILO core labour standards and national legislation covering compensation, contracts, occupational safety, health, and working time. This has significantly improved working conditions, and at the same time, enhanced factories' productivity and profitability.

Jordan has built strong positions especially with buyers of apparel from the US market based on advantageous FTA-based market access and 'Made in Jordan' brand for ethical sourcing. However, the sector continues to face a number of challenges related to its workforce. Some of the key challenges relate to the ability to increase the share of Jordanian workers in the sector, in addition to the ability of the sector to attract and retain skilled workers.¹⁰

⁹ Terms of Reference Conduct Study to Assess Access to Child Care Services and Facilities for Jordanian and Syrian Garment Workers in Al-Hassan Industrial Estate/Irbid
¹⁰ Economic Modernisation Vision, January 2022

The Jordanian government has set strategic potentials and priorities for the sector through its recent Economic Modernization Vision. This includes, but is not limited to, increasing the value of exports by 3-4 times, creating more jobs for Jordanians, strengthening the position of the textiles sector locally and regionally through finding sizeable niches in the value chain, increasing overall volume of production, establishing new factories, and expanding existing textile factories within the fast fashion market.

In its annual report 2022, BWJ cited that 29 percent of participating factories as non-compliant for providing adequate day care facilities for the children of workers. Originally, Article 72 of the Jordanian Labour Law required institutions with over 20 female workers to offer day care services for their workers' children who are younger than four. However, several policy changes have occurred around the rules for the provision of day care facilities in recent years.¹¹ The first change was in 2019, when the requirement for day care facilities was expanded to include men with children as well as women with children, and institutions with number of workers who have a total of 15 or more children under the age of five are required to provide day care services for workers' children. The second change, which took effect in February 2021, gave employers more flexibility by allowing them to pay workers directly if they do not have a day care facility, with the amount of payment depending on the workers' base salary. For garment workers earning less than 300 JD per month, the payment should be 50 JD per child per month.

Better Work Jordan was approached by stakeholders in the garment sector who stated that the union was negotiating with factories to lower the payment per-child to 25 JD. The union and the ministry announced this new decision with a letter from the Ministry of Labour (MoL) stating that the payment for the garment industry would be 25 JD per child. The union's website highlights this agreement as an advancement for workers, when, in reality, the union pushed for a lowering of benefits. During assessments, Better Work Jordan follows the ILO protocol of enforcing national labour laws, which states a payment of 50 JD.

However, by allowing employers increased flexibility, the current laws make it easier for employers to come into compliance with the proper provision of child-care. While supporting childcare is a good goal, there have been some unintended consequences from the policy that places the full burden on employers. The childcare requirement is only triggered once enough workers with kids are employed by the factory. Better Work Jordan has heard of instances where factories will try not to hire workers with kids if this might require them to provide benefits. This is an unintended consequence of the day care provision policy.

According to a study ¹² carried out by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and the Amman Chamber of Industry (ACI), the turnover in the garment and leather sector was 22.9 percent. Moreover, the top three reasons for the turnover among the skilled and semi-skilled workers in the sector were salaries and benefits, which were mentioned by 56 percent of the study respondents, job advancement by 26 percent; and work conditions and overall workload by 22 percent.

¹¹ Annual Report 2022: An Industry and Compliance Review Better Work Jordan

¹² The assessment of turnover in Jordan's industrial sector, September 2018

▶ Assessment Purpose and Scope

This study presents the results and outcomes of the research activities completed by Third Party Services in garment factories located in Al Hasan Industrial Area/ Irbid. Overall, the study aimed to assess and identify garment workers in Al Hasan Industrial area needs in terms of:

- ▶ Preferred option(s) in accessing childcare services.
- ▶ Challenges in accessing the different options to childcare services stipulated in the current legislations or any other suggested options.
- ▶ Recommendations on best option(s) to access childcare services.

▶ Irbid Governorate

Irbid Governorate is located in the north of Jordan and has an area of about (1571 km) and enjoys an important geographical location, as it forms a link between the governorates of the Kingdom and neighboring countries, the Governorate has a population of around 2 million inhabitants.

The outbreak of the Syrian civil war brought around 400,000 refugees to Irbid, due to its proximity to the Syrian border and tribal connections between distant relatives on both sides of the border.

Irbid governorate hosts the second largest number of businesses in the country after Amman, housing 71 percent of all enterprises in the north. It also has the second largest industrial city—with regards to volume of investment—Al Hasan Industrial City, which has transformed the governorate into a major export hub in Jordan, namely for the textile industry.

▶ Methodology and Sample Characteristics

Third Party utilized a mixed-method approach of data collection of qualitative and quantitative tools, with a special emphasis on the qualitative ones, which enabled Third Party to obtain in-depth information from different stakeholders.

The data collection tools included surveys and Focus Group Discussions (FGDs) with Jordanian and Syrian workers at Al- Hassan Industrial Estate, and Key Informants Interviews (KIIs) with employers of factories in the estate, workers' union representative and Women Directorate at MoL.

All tools were developed and finalized in collaboration between Third Party and Better Work Jordan. In the data collection phase, gender sensitive approach and ethical research considerations were followed in formulating and addressing the questions through the questionnaires, FGDs, and KIIs.

To integrate gender and disability as a cross-cutting themes, the analytical framework is oriented toward collecting and analysing nationality, gender, age and disability disaggregated data wherever appropriate and possible. It takes into account feedback from women and men in addition to their nationalities. It also places specific emphasis on obtaining information from different individuals.

Data Collection Methods and Tools

The data collection tools listed in this section aimed to collect information to answer the objective of the assessment. All tools were designed in English and translated to Arabic language and were finalized in collaboration with Better Work Jordan assigned team. Final version of the tools can be found in the Annex section.

1- Survey

A questionnaire (see Annex 1) was designed to assess the existing childcare services that are available and used by the workers, their preferred choices of childcare modalities, and the challenges they face in accessing childcare services and facilities. The purpose of the surveys is to collect quantitative information to supply credible and reliable findings and recommendations for evidence-based decision-making.

2- Focus Group Discussions (FGDs)

The FGD guideline (see Annex 2) was developed to assess workers' awareness of their legal rights regarding accessing childcare services, childcare available options, challenges workers face in accessing childcare services, and collect recommendations to factory owners on preferred childcare services. Ethical aspects were considered in all FGDs. In preparation for the FGDs, participants were informed about the purpose of the FGDs, and verbal consent was collected on their acceptance to answer the FGD questions. To ensure applying the "do no harm" principle and having a safe space for all participants to share their opinions and experiences, separate FGDs were conducted with females and males from each nationality, and female facilitators were hired to conduct the FGDs with the participants. The design of the tools' questions avoided stereotyping and took into consideration the mental health and well-being of the respondents. In addition, during the introduction, the facilitators informed the participants that their participation is confidential, all answers will be anonymous, and their names will be deleted from the transcription if they were mentioned during the session. They were also informed that their participation is voluntary, and they have the right to refuse to answer the questions if they are not comfortable with them. To ensure the confidentiality of the data during the data collection and analysis, facilitation of the sessions and transcription of the recordings were done by Third Party team who signed a confidentiality agreement with the company. Furthermore, to ensure that all data was collected during the FGDs, a verbal consent to record the sessions was collected from all participants.

3- Key Informant Interviews (KIIs)

The purpose of the KIIs is to assess the access to childcare services and facilities for Jordanian and Syrian workers in the garment industry in Al-Hassan Industrial Estate/Irbid. Three different KII sets of questions were developed for the different stakeholders. One for the employers, one for the workers' union representative and one for the Women's Directorate in MOL.

Sampling

Assessment Survey

The project's targeted population is estimated to be 3267 (3032 Jordanian, 235 Syrian) garment workers in the 28 factories located in Al Hassan Industrial Estate. The sample size calculated for Jordanians is 357 individuals at a confidence level of 95 percent and a margin of error of 5 percent. Of which, 70 percent are among female workers and 30 percent among male ones. To reach a significant number of the Syrian workers, it was agreed to calculate the sample size of the Syrian workers out of the total number of Syrians and to calculate the sample size of the Jordanians from the total number of Jordanian workers.

Accordingly, and to ensure inclusivity in terms of gender and accessibility, a stratified sampling technique was used, and strata for each type were identified under each location. The identified sample size was randomly selected.

The quantitative survey sample distribution as listed in Table 1 shows a random stratified distribution according to gender (male/female), and nationality.

► **Table 1: Estimated Sample Size for Quantitative Surveys**

| Participants | Target | Female | Male |
|-------------------|------------|------------|------------|
| Jordanian Workers | 357 | 250 | 107 |
| Syrian Workers | 167 | 117 | 50 |
| Total | 524 | 367 | 157 |

In total, 524 surveys were conducted over a period of four working days between 21st and 30th August, 2022. There was an insignificant difference between the planned and achieved number of participants with regard to nationality and gender.

► **Table 2: Sample Size for Quantitative Surveys**

| Participants | Achieved | Female | Male |
|-------------------|------------|------------|------------|
| Jordanian Workers | 355 | 249 | 106 |
| Syrian Workers | 169 | 121 | 48 |
| Total | 524 | 370 | 154 |

Focus Group Discussions

The total number of FGDs is 10; 6 with Jordanian workers and 4 with Syrians. Of which 8 were conducted with female workers and 2 with male ones. Each FGD is to include 5-7 participants. The total number of FGD participants is 50–70, which is selected based on the agreed selection criteria.

► **Table 3: FGDs Estimated Sample Distribution**

| | Jordanian | | Syrian | | Total # of FGDs | Total # of participants |
|---------------------|-----------|------|--------|------|-----------------|-------------------------|
| | Female | Male | Female | Male | | |
| Workers FGDs | 5 | 1 | 3 | 1 | 10 | 50-70 |

All FGDs were conducted over five working days between 15th and 28th September, 2022, with approximately 90 minutes for each session. Eight FGDs were conducted with female workers, while 2 FGDs were conducted with male workers.

FGDs targeted female and male workers who have children less than 5 years old in Al Hassan Industrial Estate in Irbid governorate. The number of FGD participants varied from 5 to 7 persons per session. In total, 54 persons (43 females and 11 males) participated in the discussions. All female participants were between 19 and 35 years old, while male participants were between 24 and 43 years old.

Out of the 54 attendees; 34 workers live in Irbid, 19 live in Al Mafraq, and 1 worker lives in Ajloun. TP provided the criteria of who should attend the FGD's to factories focal points, who on their turn shared a list of participants that TP facilitator used to select participants.

Key Informant Interviews

Third party initially selected 7 KI from a list of factories' employers at Al- Hassan Industrial Estate. Management representatives were selected based on the factories where the FGDs took place, in addition to 3 KIIs with workers' union, Woman's Work Directorate at MoL, the Head of Nurseries Department at MoSD. Total number of KIIs is 10.

► **Table 4: KIIs Estimated Sample Distribution**

| | Female | Male | Total # of KIIs |
|----------------------------------|--------|------|-----------------|
| Employers / factories | 3 | 4 | 7 |
| Workers Union | | 1 | 1 |
| Women Directorate MoL | 1 | | 1 |
| Head of Nurseries Department MoL | 1 | | 1 |

In total, 7 KIIs with the workers' union representative, the women Directorate at MoL representative, the Head of Nurseries Department at MoSD, and 4 employers were conducted. This is mainly due to the unavailability of the employers for the interviews.

► **Table 5: Actual Number of KIIs**

| | Female | Male | Total # of KIIs achieved |
|----------------------------------|--------|------|--------------------------|
| Employers / factories | | 4 | 4 |
| Workers Union | | 1 | 1 |
| Women Directorate MoL | 1 | | 1 |
| Head of Nurseries Department MoL | 1 | | 1 |

▶ Data Analysis Process

The following quantitative and qualitative data analysis methods were used:

Quantitative Data Analysis

Quantitative data was collected using a free open-source tool for mobile data collection “KOBO” and extracted in an excel format. The data was analyzed using Microsoft Excel. The data was cleaned after compilation by the research team. Additionally, Third Party produced charts and other visual materials, which highlighted the key findings of the survey.

Qualitative Data Analysis

Data analysis incorporated transferring data into meaningful results after transcribing interviews and focus group discussions, performing a preliminary read-through of the database, and organizing themes. A full transcription of the participants’ answers was written in the spoken language (Arabic), and all unique answers were translated during the report writing phase.

Inductive descriptive analysis for data was utilized. This process involved rereading the quotes several times to be sure that they were suitable for the theme. After identifying the main themes, the meanings behind the quotes of each theme were interpreted and written in the form of conclusions of the main assessment findings. To ensure coverage of all themes, manual thematic analysis was used during the analysis process.

Quality Assurance (QA)

To ensure the quality of the data collected, TP provided 11 enumerators with comprehensive training on the tools. In addition, TP developed quantitative and qualitative tools for different stakeholders, which allowed to provide more context and relevant information to triangulate the data.

Training of enumerators

The enumerators were trained on using the survey collection system and collecting the data, sharing the expected situations they might face while collecting the data. Topics mentioned during the training included:

- ▶ The purpose of the baseline assignment;
- ▶ An overview of the project;
- ▶ Understanding the questionnaire;
- ▶ Understanding how to ethically collect good quality data – introductions, informed consent, and confidentiality, and potential bias; and
- ▶ Understanding the roles and responsibilities of enumerators.

Daily follow up with the enumerators was conducted to provide mitigation measures on challenges they faced during the data collection. In addition, regular quality check on the data collected was run through TP's quality assurance staff.

Triangulation of Data

Triangulation of data is a key element of the data analysis process and is required to strengthen the rigor of the findings. Third Party team used two types of triangulations to highlight any inconsistencies between different data sources. These are:

- ▶ **Triangulation Methods**, both qualitative and quantitative data were analyzed and used to elucidate complementary aspects of the same subject; and
- ▶ **Data sources triangulation** were based on triangulation of data collected through the FGDs, KIIs and the different surveys used in the primary data collection. It involves examining the consistency of different data sources within the same methods. The credibility of this approach is improved through the consistent use of good semi-structured interview guides to reach a point where Third Party minimize the impact of infrequent/outlier points of view.

After the triangulation process, the obtained graphic, narrative, and numeric analysis were used to form the baseline values for each of the requested log frame indicators

▶ Limitations and Challenges

Third Party faced the following challenges during the data collection phase:

- ▶ The majority of workers at Al- Hassan Industrial Estate are Jordanians and females, this did not allow to proper comparison between males and females responses especially in the FGDs.
- ▶ As FGDs and Surveys were conducted at the workplace some participants might have been reluctant to speak openly.
- ▶ Skip logic of respondents' desire to get married and have children was linked to single participants. Neither divorced nor widowed participants answered this question.

► Results and Key Findings

► Quantitative Key Findings

524 workers were surveyed in five different factories. According to the Jordanian labour law, factories with a number of workers who have a total of 15 or more children under the age of five are required to provide day care services for workers' children. The factories where the surveys, KIIs, and FGDs were conducted were assessed for their compliance with labour law by providing an institutional nursery at the workplace or its alternatives during the Better Work compliance assessment in 2021.

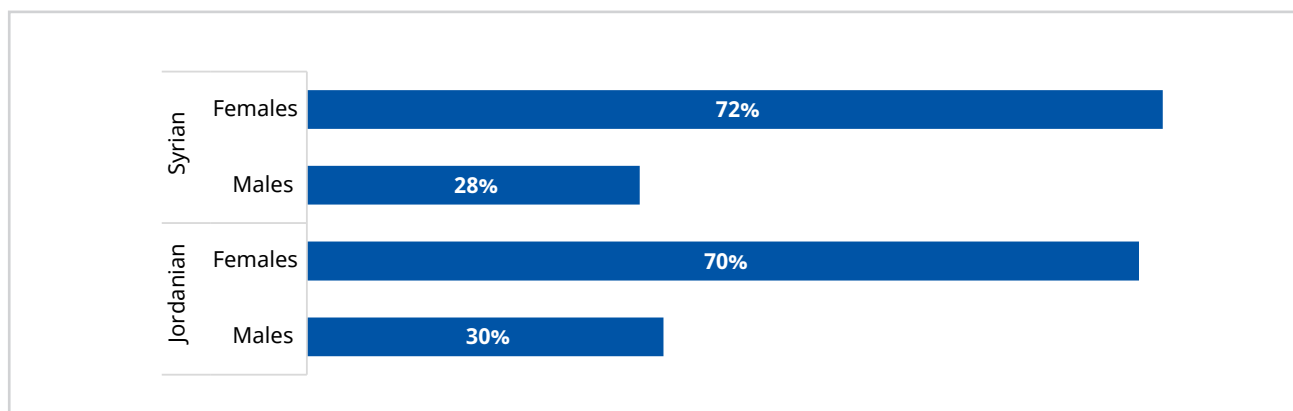
Three out of the five factories triggered the requirement to provide day care facilities or any of its alternatives as they have workers with children under the age of five and the number of children was more than 15. Only one of the three factories was found to have contracted four-day care service providers (nurseries) in the main cities of Ramtha, Mafarq, Irbid, and Ajloun, for workers to benefit from these services. However, interviewed workers confirmed that they did not use the nurseries as they are far away from their residencies, and the selected nurseries are located in the city centre while they are coming from villages. Two of the factories provide a financial subsidy of 25 JOD in accordance with the sectoral CBA. Better Work Jordan follows the ILO protocol of enforcing national labour laws, which states a payment of 50 JD and the sectoral CBA must not have articles that are below the labour Law.

Respondents Demographics

Gender and Nationality

Overall, 71 percent of the respondents were females and 29 percent were males. The majority of the survey respondents were Jordanians (68 percent) and 32 percent were Syrian refugees.

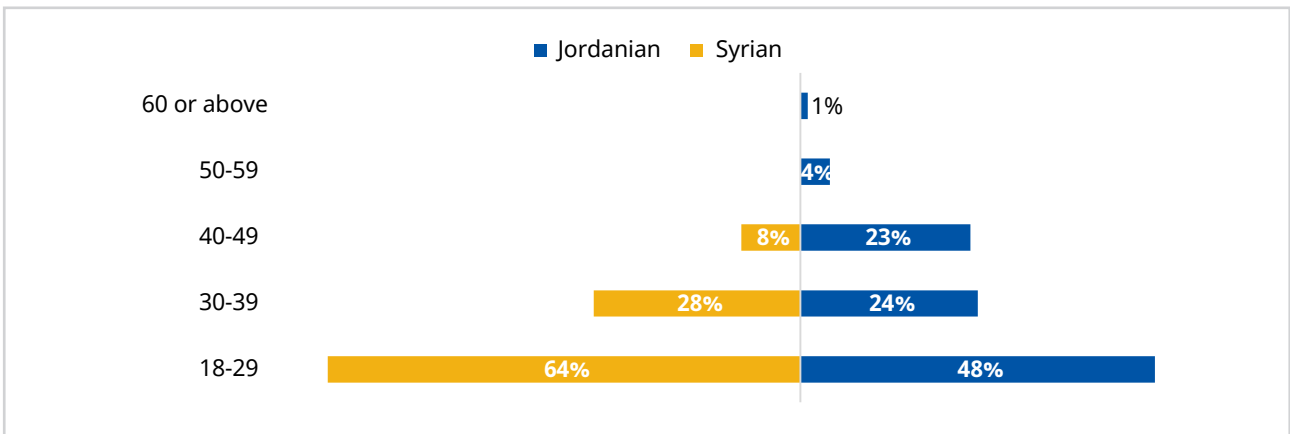
► Figure 1 Survey participants per nationality and gender



Age and Age groups

Respondents' ages ranged between 18 and 61 years old, with an average age of 30.8. The average age of the females was higher than the males, especially among Syrian respondents, as the average age of the Syrian females was 29.2 while the Syrian males was 23.6. There was no major difference between the Jordanian females' and males' age average. The figures indicate that 79 percent of the respondents are young and within the productive age range in terms of fertility.

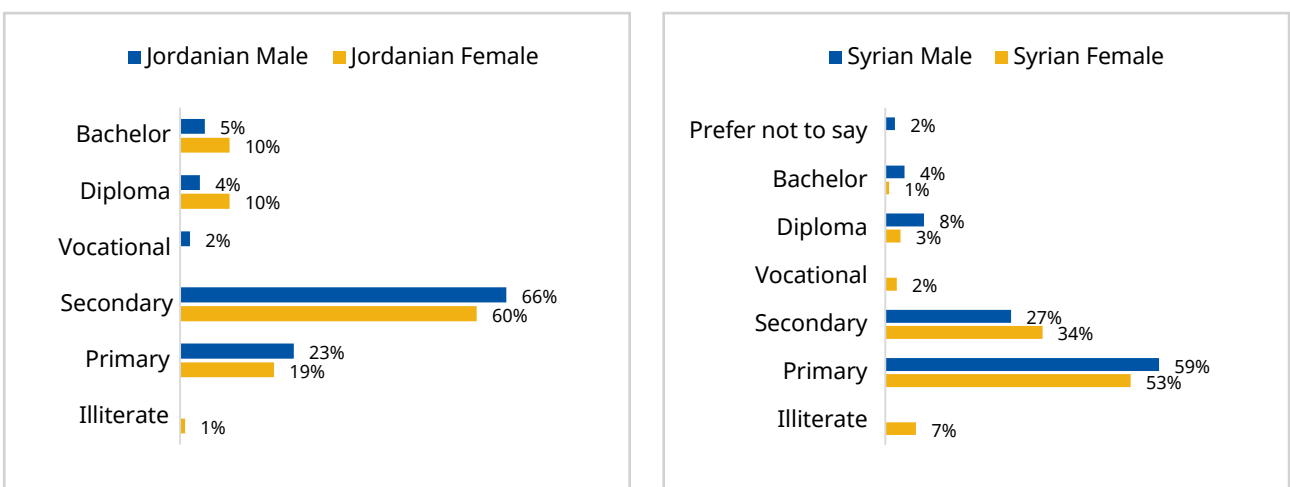
► **Figure 2 Participants Age Groups**



Educational level

The majority of the respondents received a secondary or primary formal education certificate. Few had diploma or bachelor's degree and very few received vocational trainings. There are few differences on the level of education per nationality and gender. More Jordanian females reported having diploma or bachelor's degrees than the other three groups.

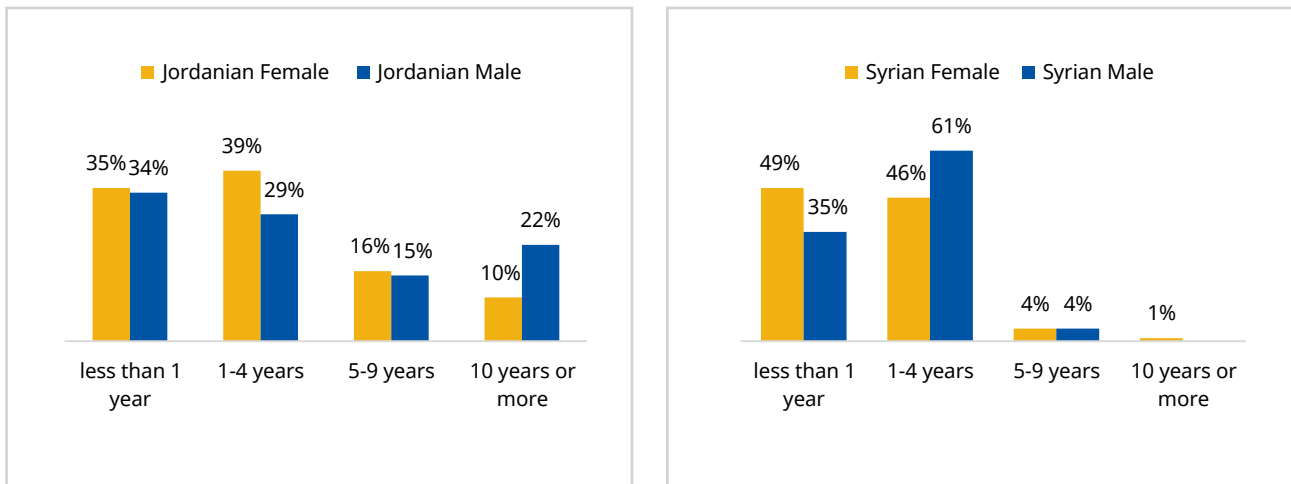
► **Figure 3 Educational Level per nationality and Gender**



Period of Working in the Factory

40 percent of the respondents have been working in the same factory for 1 to 4 years, 38 percent have been working for less than one year, 12 percent have been working for 5 to 9 years and 10 percent have been working for more than 10 years.

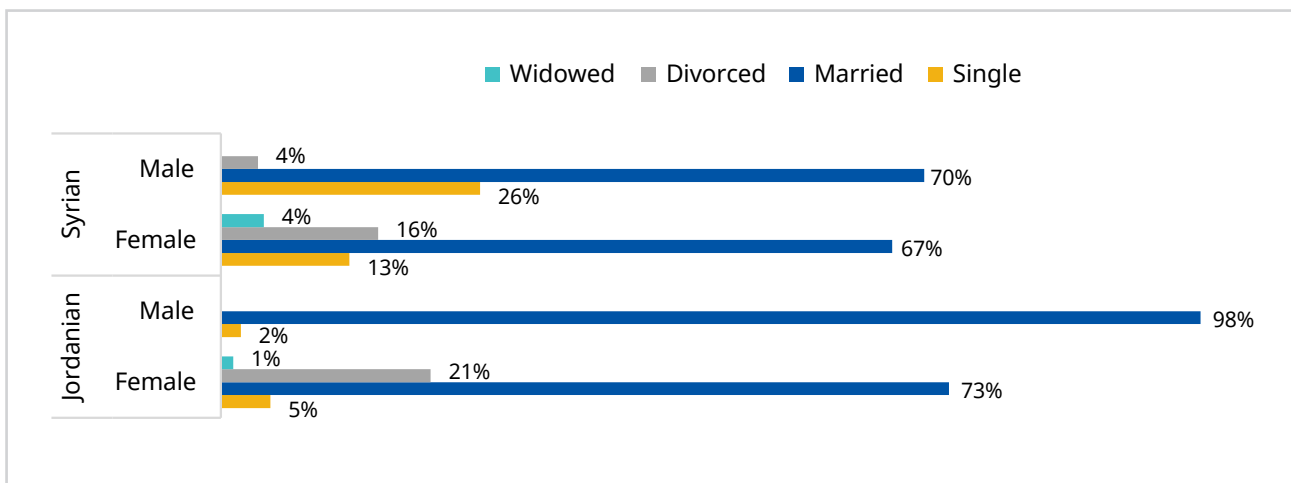
► Figure 4 Period of Working in the Factory



Head of Household (HoHH)

44 percent of the respondents are the head of their households. Male respondents reported being the head of their households at a higher rate than females, with 50 percent reporting this compared to 41 percent of females. 42 percent of those who are not the HoHH are the spouse of the HoHH (all females). It is worth highlighting that 70% of females who reported being the head of their households are married women, who reported being the only breadwinners in their families.

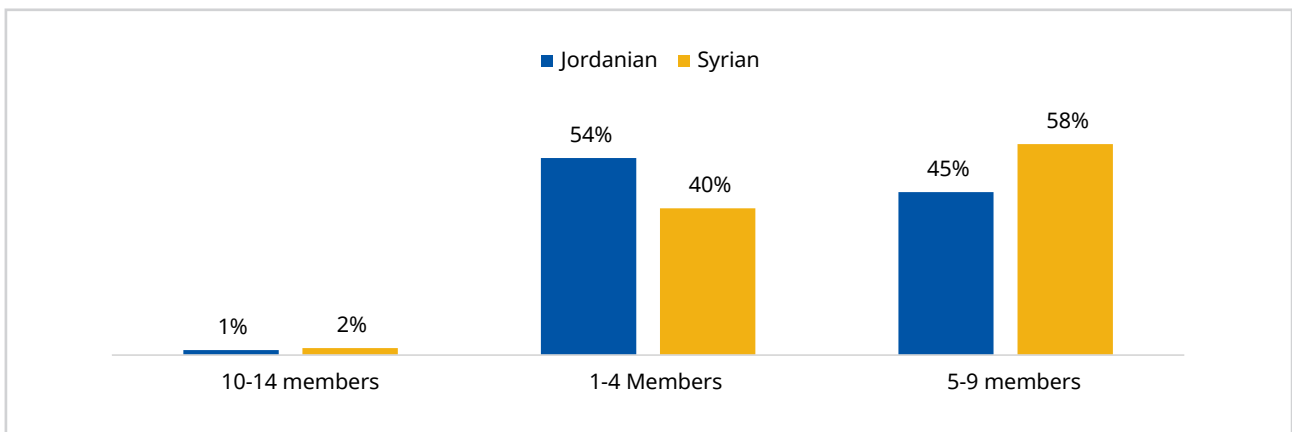
► Figure 5 HoHH per Marital Status, Gender and Nationality



Household Size

Household size of Jordanian respondents ranged from 2 to 12 family members, with an average family size of 4.4, which is slightly less than the national average family size for Jordanians of 4.8¹³. Whereas, Syrian respondents' household size consisted of 2 to 10 family members, with an average household size of 5.1, which is comparable to the national Syrian family size of 5.2¹⁴. Around half of the Jordanian families consists of 1 to 4 members while 58 percent of the Syrian families consists of 5 to 9 members.

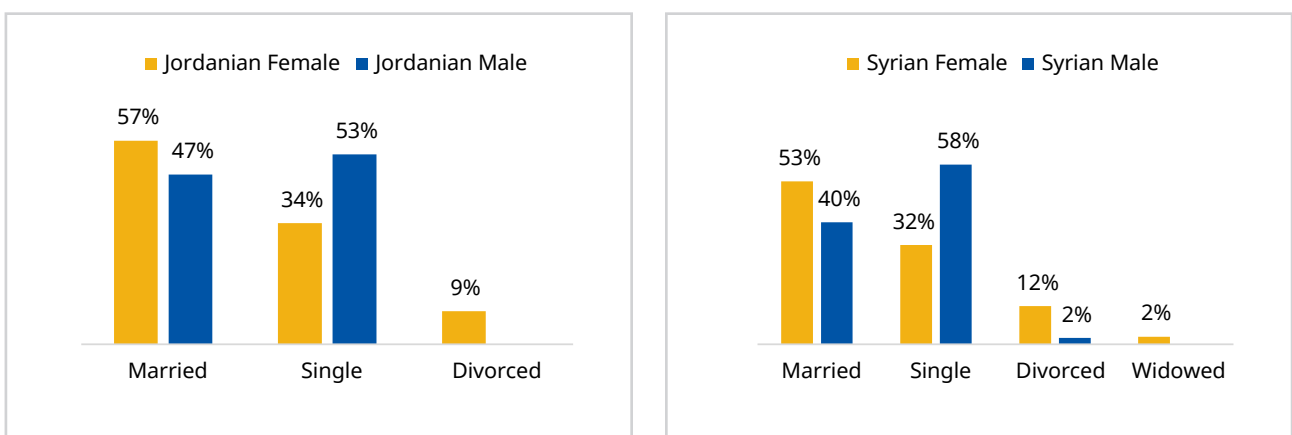
► **Figure 6 Household Size per Nationality**



Marital Status

Overall, 52 percent of the respondents are married while 40 percent are single. More female respondents are married than males.

► **Figure 7 Respondents Marital Status**

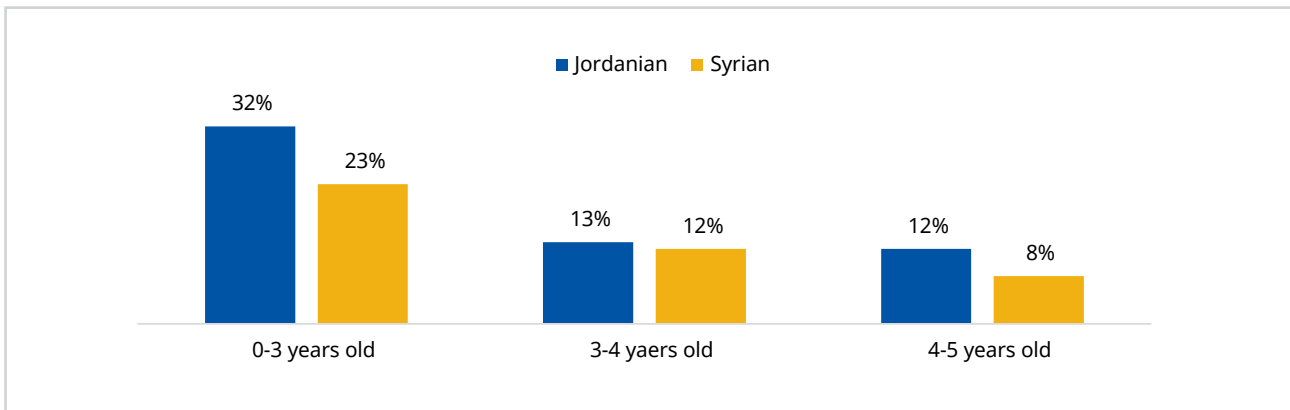


¹³ Department of Statistics, 2021

¹⁴ UNHCR data, 2018

317 of the respondents are either married or have been married before. Of those, 70 percent have children and 46 percent have children who are less than 5 years old.

► **Figure 8 Children under 5 years According to their Age Groups**



Only married and single respondents were asked if they are planning to have children in the future. 63 percent (69 percent females) of the married respondents expressed their desire to have children in the future. Of the 37 percent who are not considering having children, 84 percent were females. It is worth highlighting that that 10 percent of the married Jordanian females and 19 percent of the married Syrian females aged between 18 and 39 stated their lack of desire to have children in the future.

Furthermore, 40 percent (70 percent females) of the single respondents also reported lack of desire to get married and have children in the future. 90 percent (68 percent females) of the single respondents who expressed lack of desire to have children in the future are aged between 18 and 39. Of those, 36 percent were Jordanian females and 54 percent of the Syrian females are aged between 18 and 39. No further information on the reasons behind their decision was provided.

As the study is about childcare facilities, the results in the coming sections are based on the answers of 320 respondents who have children less than 5 years old or are considering having children in the future.

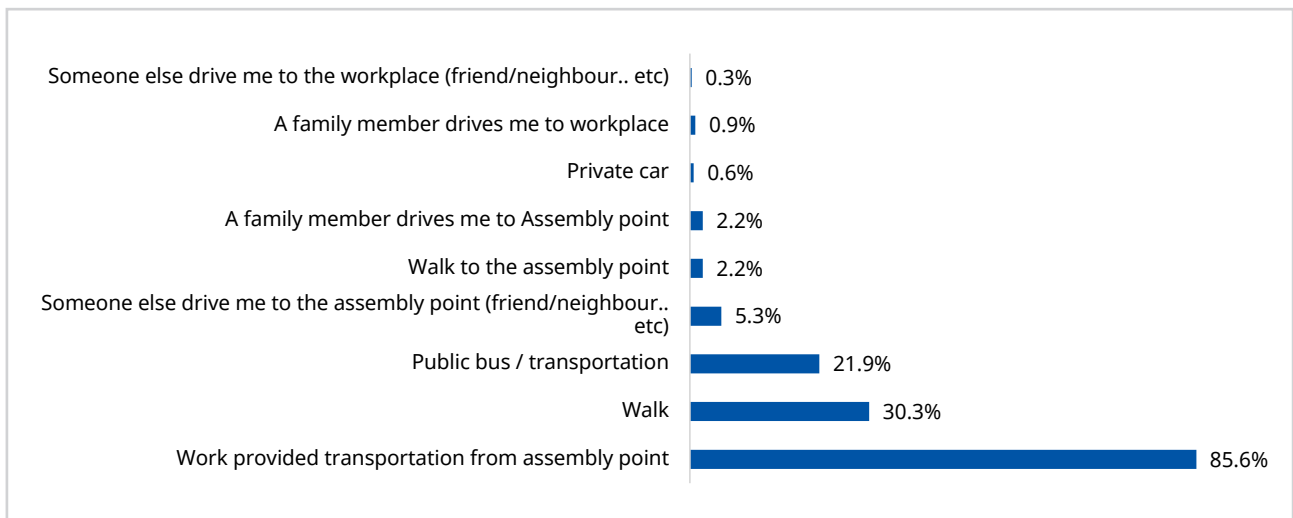
Work Conditions and Financial Status

Around half of the respondents reported working on sewing machines, while the remaining work in different areas such as production, packaging, finishing, quality control, cleaning, maintenance, and other areas. It's worth mentioning that almost 2 percent work in management positions such as line supervision, human resources, accounting, coordination, and engineering.

Respondents work 6 days a week with an average of 8 hours per day. All reported working during the day with no night shifts reported.

Respondents were also asked about the methods they use to get to the workplace; 85.6 percent of them stated that their employers provide transportation from an assembly point, followed by walking by 30.3 percent, while the remaining use public transportation. In order to reach assembly points, respondents mentioned that they either walk, use public transportation, or have someone drive them there.

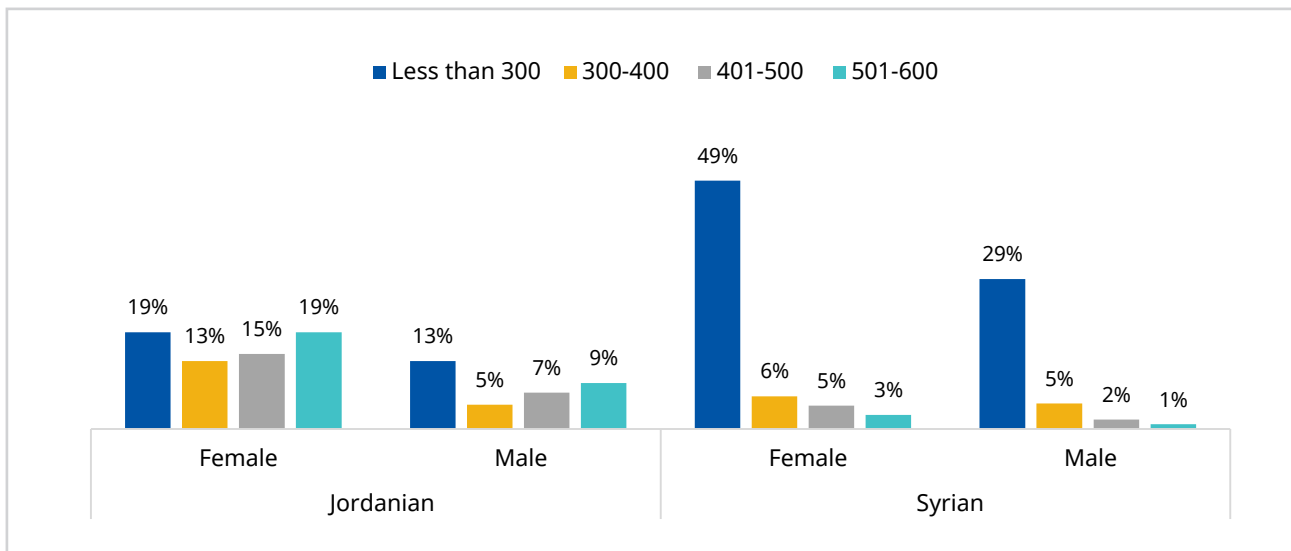
► **Figure 9 Methods Respondents Use to Get to Workplace**



As for the respondents' financial status and average income, the average individual monthly income was 234 JOD with a range from 200 JOD to 600 JOD, while the average household monthly income was 378.9 JOD with a range from 200 JOD to 900 JOD. 53 percent of the Jordanians and 73 percent of the Syrians respondents mentioned that they are not the only income generators of their households.

The poverty line in Jordan was estimated to be 100 JOD per person per month in 2018¹⁵. For households with an average household member number of 4.4 for Jordanians and 5.1 for Syrians, estimated poverty line is 440 JOD and 510 JOD per household respectively. The survey data shows that all the Syrian respondents and around half of the Jordanian respondents have an average household monthly income below the poverty line.

► **Figure 10 Average Household Income**



Childcare services

As stated earlier in the report, the labour law and its associated instructions (alternatives to institutional nurseries) detail employers' obligations towards providing childcare services to workers.

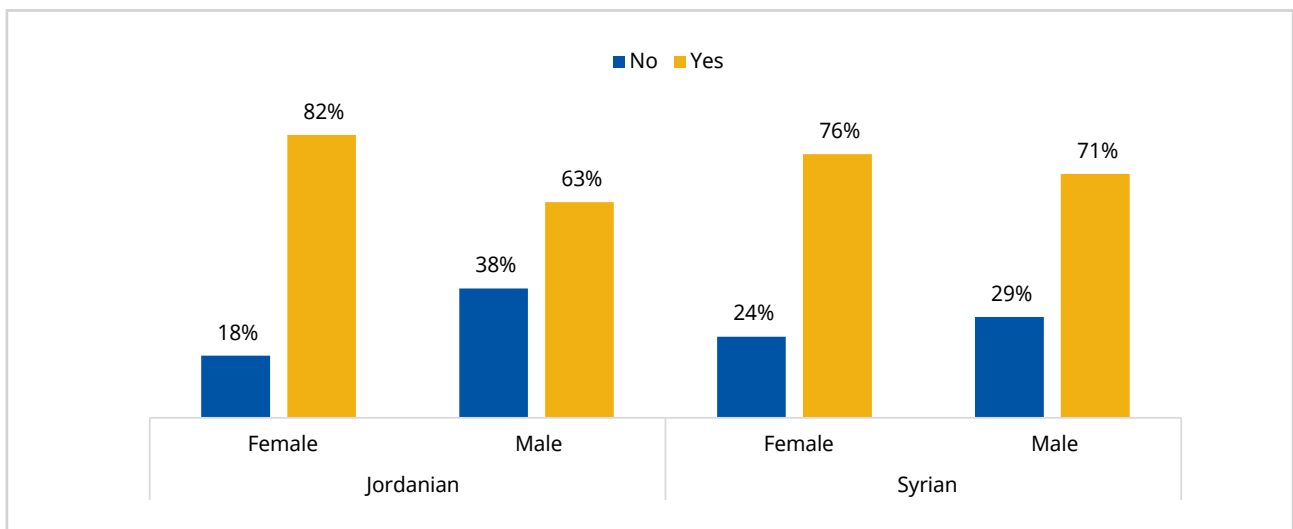
The study revealed that – currently - none of the surveyed workers have access to a childcare facility at their workplace in Al-Hassan Industrial Estate. In addition, none of the male workers reported benefiting from any of the alternatives to institutional nurseries. During one of the KII's with the Head of Nurseries Department at the Ministry of Social Development (MoSD), it was confirmed that no childcare facilities are currently operational in the industrial zone, while there are 77 regulated childcare facilities (nurseries) in Irbid distributed across the governorate.

15 World bank estimation of poverty line in Jordan, [Algad article, December 2021](#)

Workers’ awareness of the regulations and legislation governing childcare services seemed to be very low, as only 12 percent of all surveyed workers mentioned that they are aware of their rights to have an institutional nursery at their workplace or the other alternatives they are entitled to per the current legislation.

75 percent (86 percent females) of the respondents mentioned they are either currently using or planning to use different types of childcare services. More Jordanian females mentioned that they are either using or planning to use childcare services than Jordanian males, as 82 percent of the Jordanian females reported that compared to 63 percent of the males.

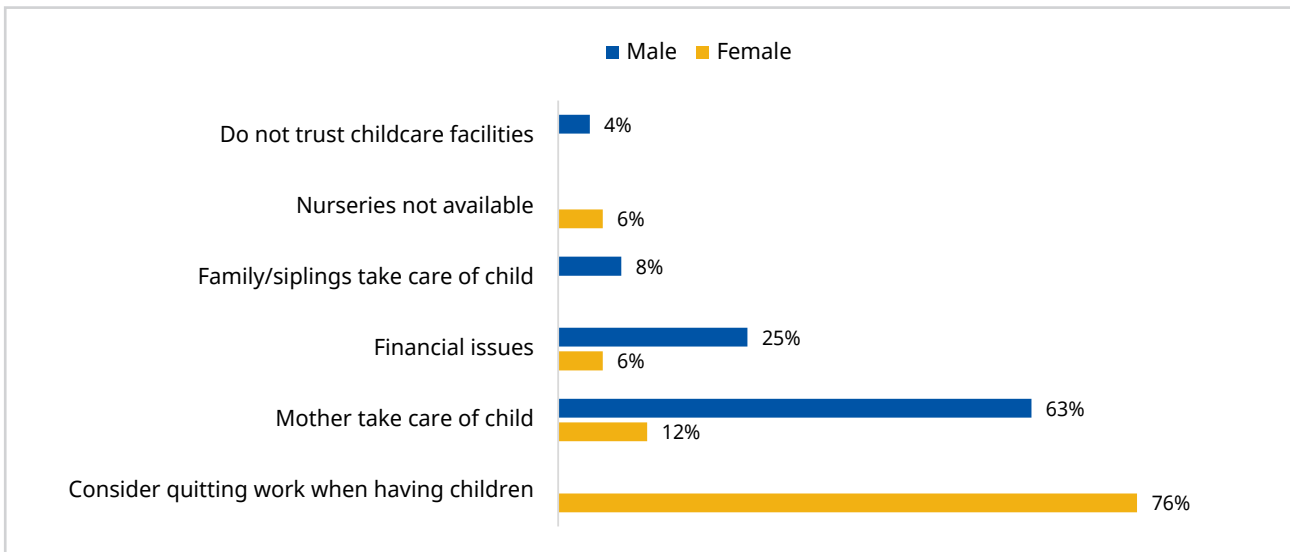
► **Figure 11 Using or Planning to Use Childcare Services**



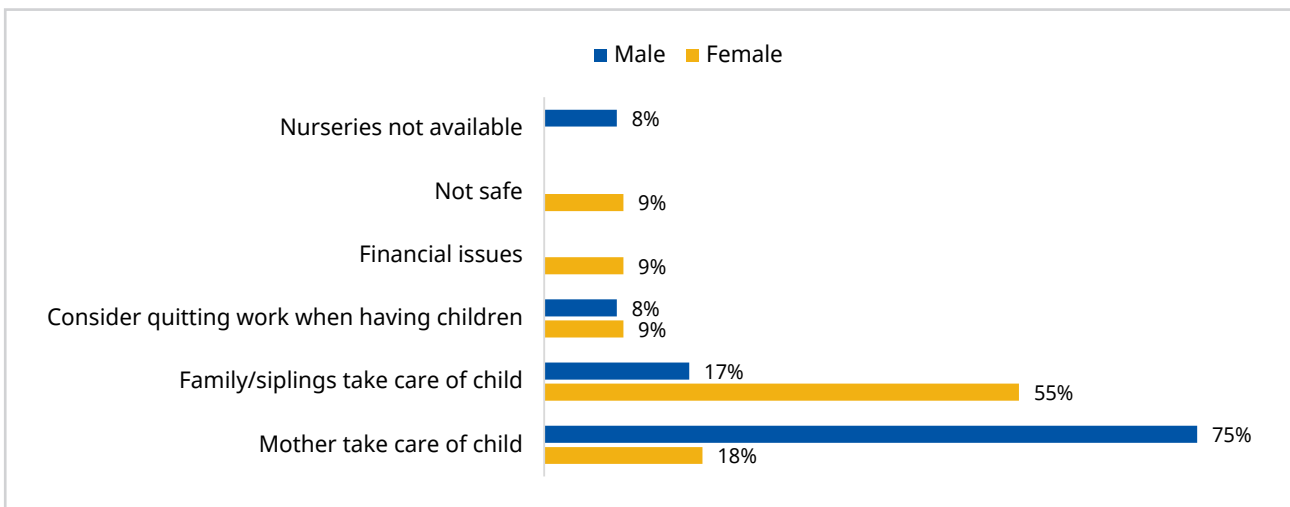
25 percent of the respondents mentioned that they are currently not using or planning to use childcare services. Of those, 50 percent mentioned that they think “mothers” are the best to take care of their children. As such, 26 percent respondents (all females) said that they would consider quitting their work if they have children in the future. On the other hand, male participants from both nationalities mentioned that they would not consider using any of the childcare facilities as their wives would take care of their children. 15 percent mentioned that they could not afford to pay for nurseries as they cost between 50 JOD and 130 JOD with an average cost of 79.2 JOD ¹⁶. Based on the average household income, this would consume around 18 percent of the household income if they have at least one child who is less than 5 years old.

¹⁶ TP team has contacted 36 percent of the regulated childcare centres in Irbid.

► **Figure 12 Reasons for not Using Childcare Services- Jordanians**

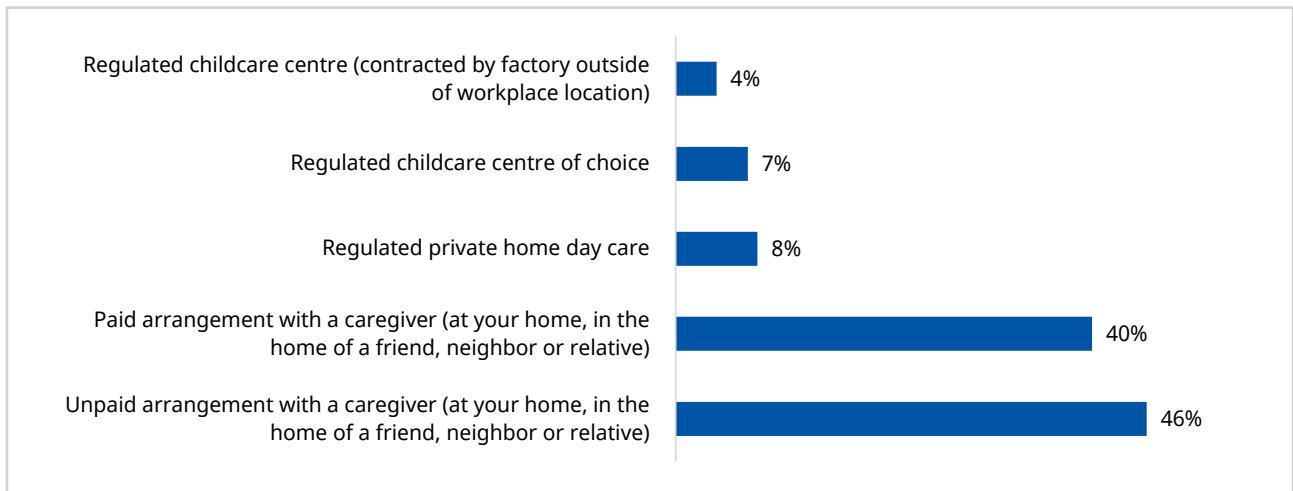


► **Figure 13 Reasons for not Using Childcare Services- Syrians**



Respondents with children less than 5 years old reported using different types of childcare services; 46 percent mentioned they have unpaid arrangements with caregivers either from the family or friends, and 40 percent mentioned they have paid arrangements with caregivers either from family or friends. More males reported using unpaid arrangements with a caregiver or regulated private home day care while more females reported keeping their children with a paid caregiver or in a regulated childcare centres of their choice. All males who reported keeping their children with an unpaid caregiver mentioned that they were the only person working in their household with an average income of 213 JOD and are not receiving any financial subsidy from work. More details can be found in the following graphs. It is worth mentioning that 4 workers reported having children with disabilities who are taken care of by caregivers, either paid or unpaid.

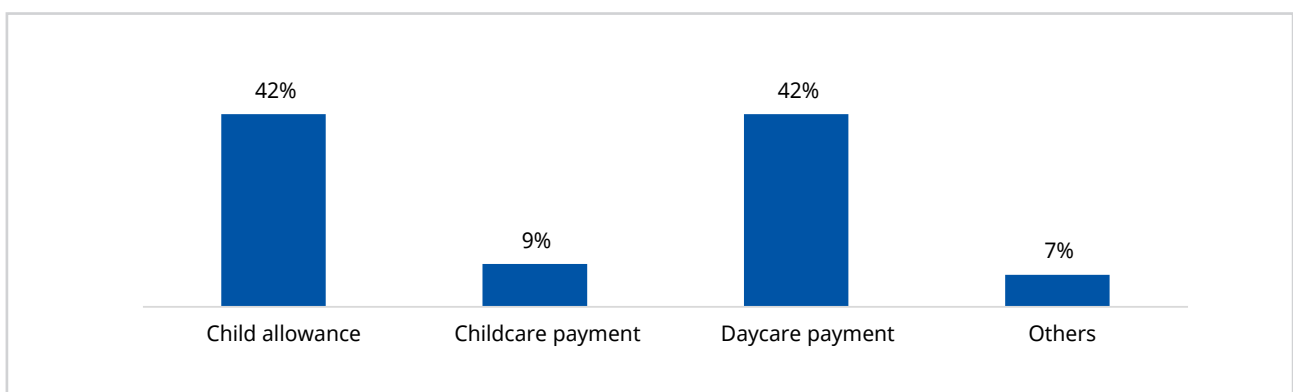
► **Figure 14 Childcare Services Currently Used**



Those who mentioned that they use a regulated childcare centre of choice said they receive financial subsidy from the employer. The reason for this choice is that the child care centre is near to their homes (40 percent), there are no childcare facilities in the workplace (20 percent), it is the only available choice they have (20 percent) or because they know the caregiver and feel comfortable leaving their children with (20 percent).

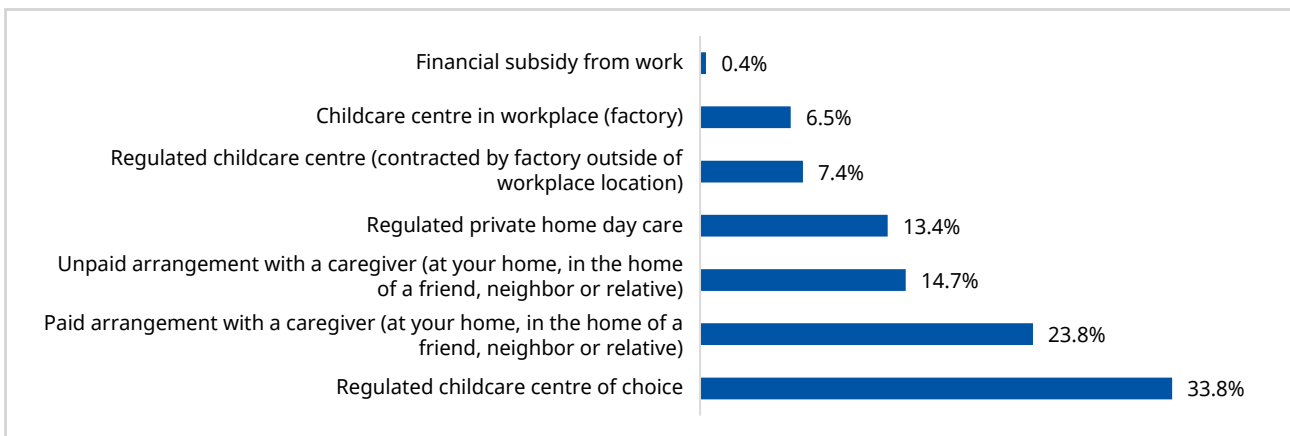
43 respondents who have children mentioned that they receive a financial subsidy of 25 JOD per child from their employer. Of those, 42 percent mentioned that they use it for their children’s allowances and 42 percent mentioned they use it to pay for the day care arrangements. About 73 percent of them mentioned that the amount received from employers is not enough. According to the FGD participants, only female workers receive this subsidy while male workers are not receiving it although they are legally eligible for it.

► **Figure 15 Usage of the Financial Subsidy from Work**



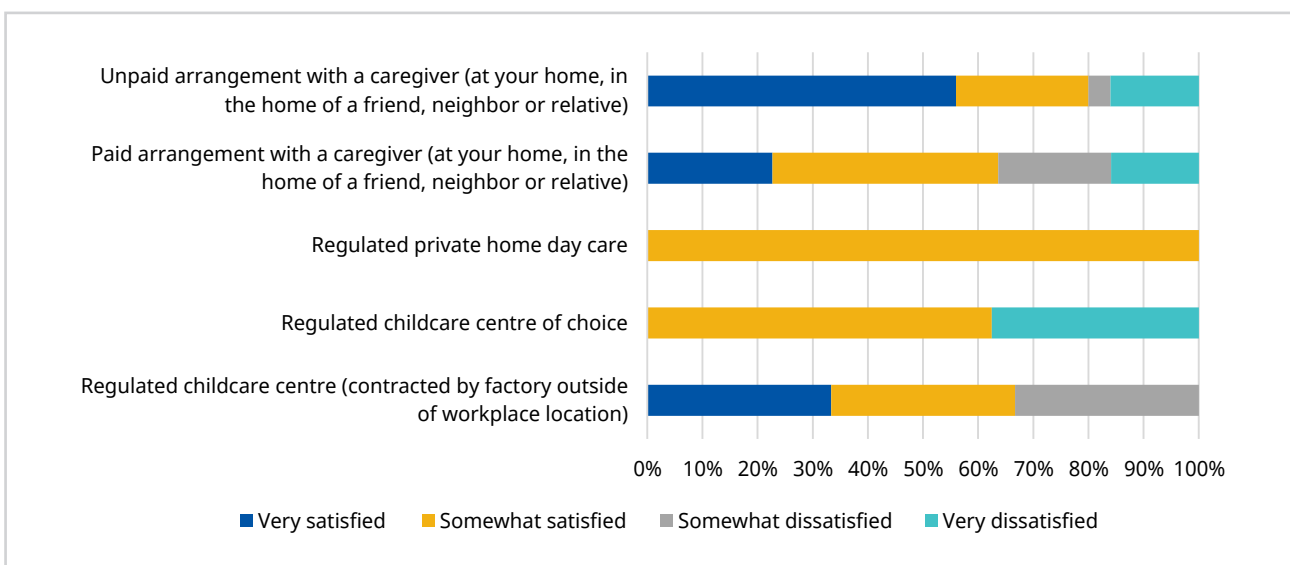
Although 44 percent of the respondents mentioned that they have unpaid arrangements with caregivers from their families or friends, only 14.7 percent mentioned this choice when asked about the preferred childcare modality they would like to use. Around one third mentioned that they would prefer to put their children in a regulated childcare centre of their choice. Very few would like to have either a regulated childcare centre contracted by their employers or having a childcare centre at their workplace. Those who mentioned that they would like having a childcare centre in the workplace live near the factory and spend on average 20 minutes to get to their workplace.

► **Figure 16 Preferred Childcare Services**

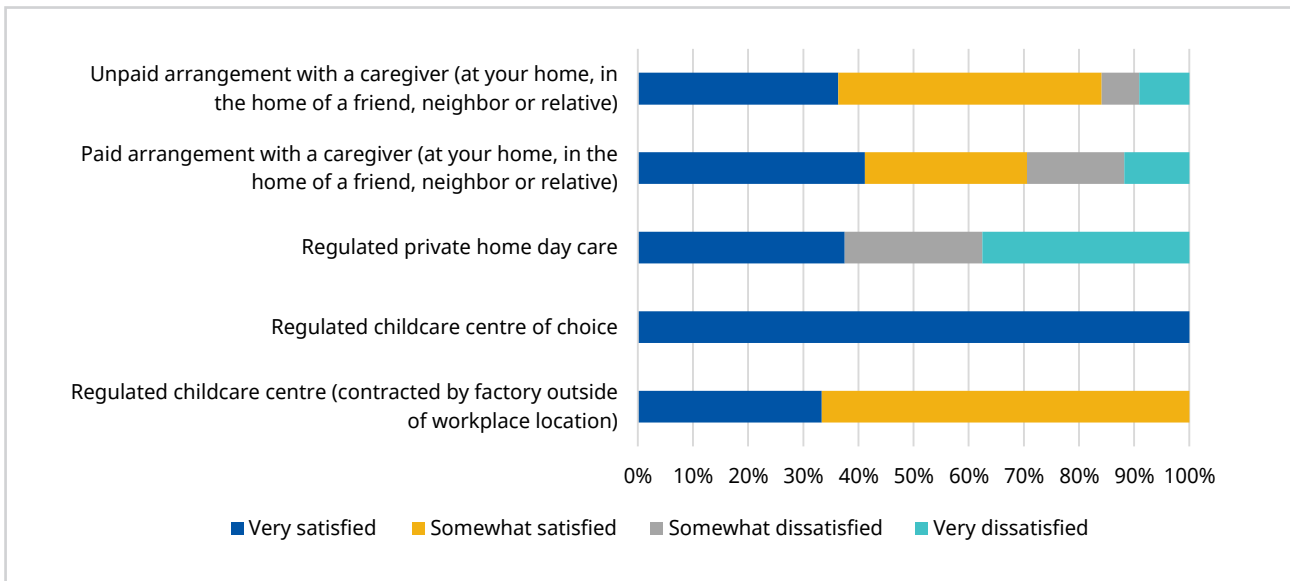


The majority of respondents are satisfied with their current childcare arrangements. 33 percent said that they are very satisfied with these arrangements, 41 percent of the respondents mentioned that they are somewhat satisfied, 12 percent said they are somewhat dissatisfied, and 14 percent said they are very dissatisfied. More Jordanians reported being unsatisfied with the current childcare arrangement they have than Syrians, as 31 percent mentioned they are either somewhat dissatisfied or very dissatisfied compared to 21 percent of the Syrians. More Jordanians are unsatisfied with the childcare centres they put their children in either of their choice or contracted by the factory while more Syrians are unsatisfied by the regulated private home day care that they use.

► **Figure 17 Jordanians Perception of Childcare Arrangements Used**

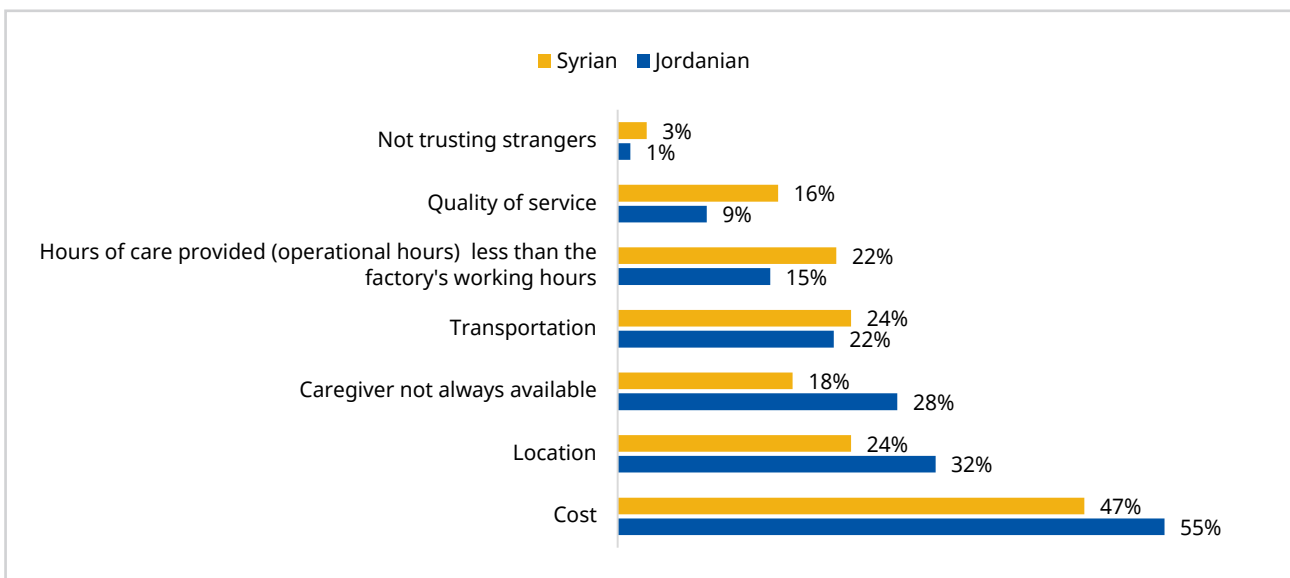


► **Figure 18 Syrians Perception of Childcare Arrangements Used**

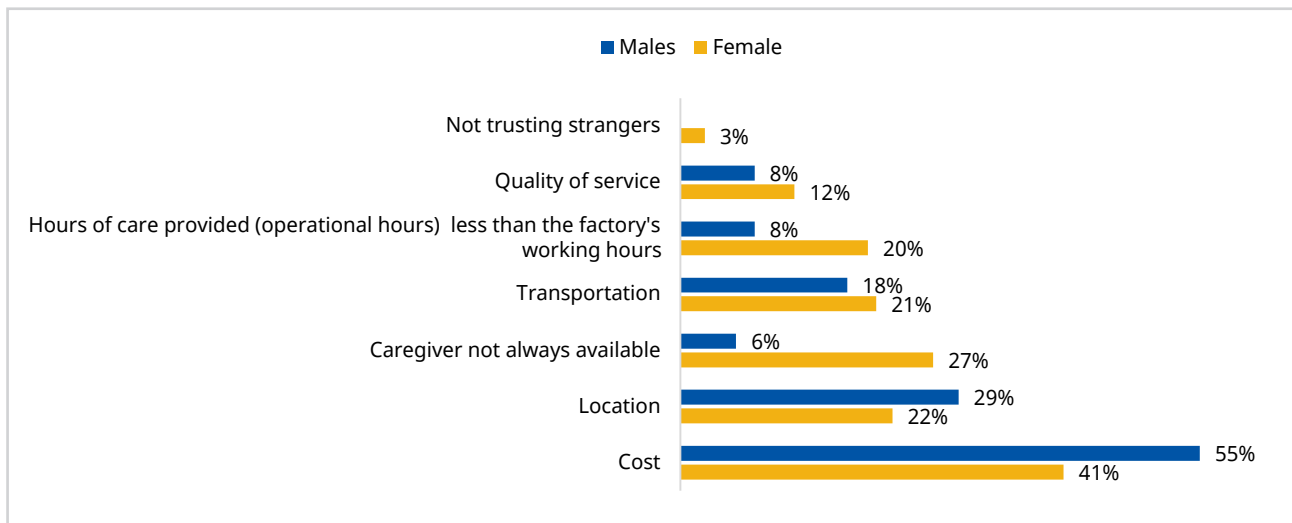


46 percent of the respondents mentioned that they face many barriers in accessing their preferred choice of childcare modality. Of those, 45 percent mentioned that the cost associated with the childcare services is the main barrier they face, followed by 25 percent who find the location to be challenging, 20 percent said that unpaid caregivers are not available all the time, 20 percent said that transportation is challenging, 16 percent mentioned that most of the arrangements do not accept having the child for more than 8 hours. There were minor differences in Jordanians' and Syrians' responses, but there were significant gender differences. More male respondents stated that the cost of childcare services is a barrier to accessing their preferred childcare services, whereas more female respondents stated that finding a caregiver who is always available or a childcare service that is aligned with their working hours is a barrier to accessing their preferred childcare services.

► **Figure 19 Barriers accessing Preferred Childcare Services per Nationality**



► **Figure 20 Barriers Accessing Preferred Childcare Services per Gender**



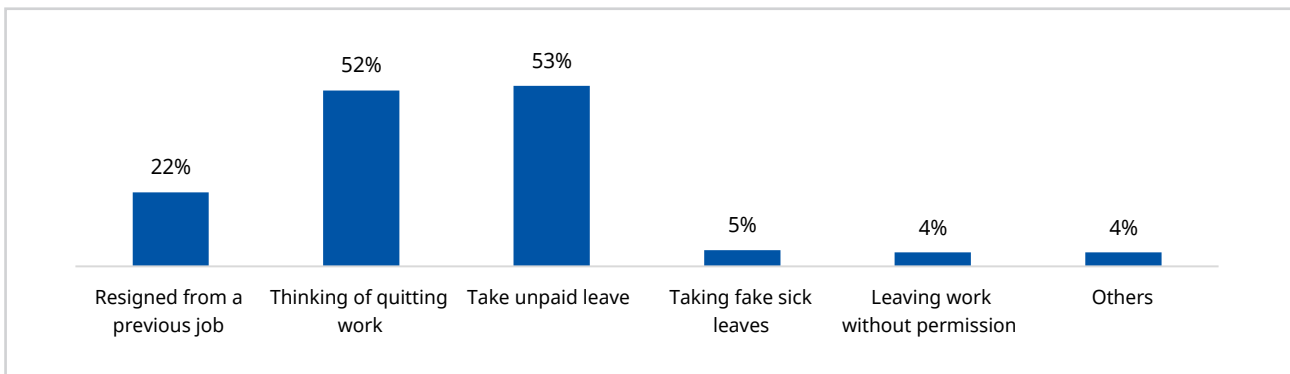
Respondents were asked about their perception for not having institutional nurseries at their workplace. 34 percent of the respondents stated that the factories and management are currently not willing to provide institutional nurseries at the workplace, 30 percent stated that they do not prefer to put their children in the nurseries, 23 percent stated that there is no space and adequate location in the factory to establish a childcare centre, 2 percent said that this would put financial burden and cost on the factory, and 11 percent did not have information in this regard.

Some female participants in the FGDs stated that establishing a childcare centre in the factory is not a solution for their children, given the very long distance they travel daily (e.g., women who reside in Zaatari camp), and the possibility of accidents on the highway from Mafraq to Irbid.

69 percent of the surveyed respondents agreed with the statement that childcare services affect people's decisions to work in factories. The majority of respondents think that "mothers" should take care of their children. They said that children need their mothers to feel safe. On the other hand, they are worried about their children during the working hours specially the new-born ones. Other respondents mentioned that the cost of childcare services is very expensive for them to pay from their salaries. For those who said the childcare services do not affect people's decision of working, this is due either to the availability of good childcare places in their area, the availability of a family member or a relative who can take care of the children during parents' absence, in addition to their ability to arrange their responsibilities inside and outside the house.

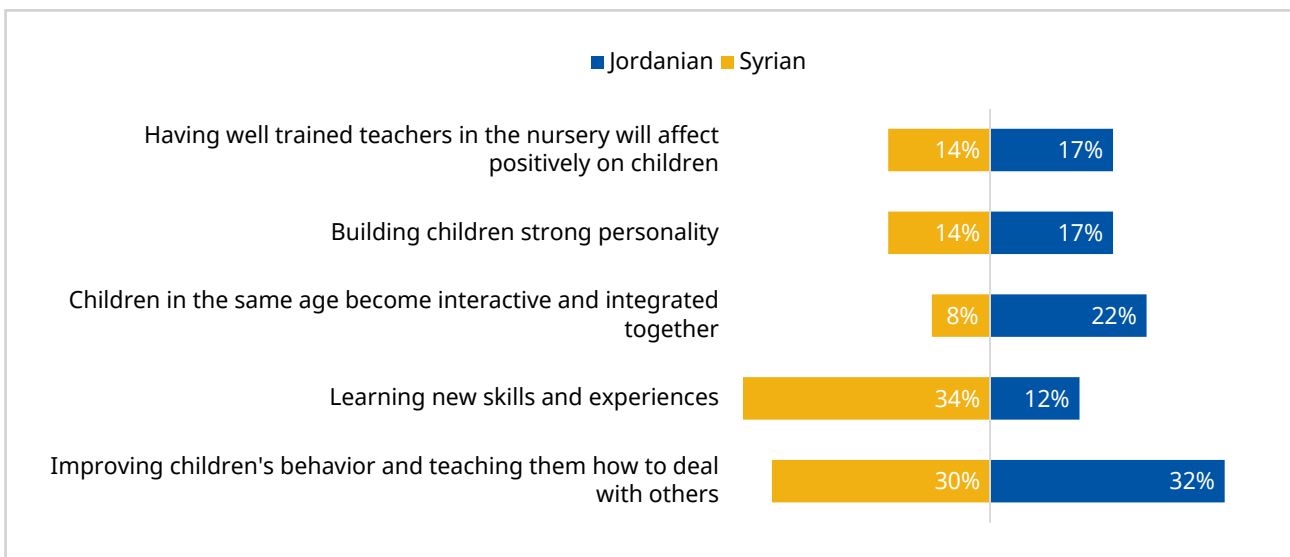
On a wider impact of the lack of childcare services for workers during their work journey, 53 percent of the respondents mentioned taking unpaid leaves to take care of their children, and 52 percent are currently considering quitting their jobs due to the unavailability of childcare services, of which 70 percent are females, while 22 percent had resigned from previous jobs to take care of their children, and another proportion of 9 percent stated that they were obliged to take fake sick leaves or leave work without permission to take care of their children. This indicates the serious implications of the availability of childcare services on workers' decisions to continue with their current jobs and employers' obligations to be bound by the working law.

► **Figure 21 Impact of Childcare Responsibilities on Workers**



75 percent of the respondents mentioned that they are using or planning to use childcare services in the future. Of those, 46 percent of the respondents stated that nurseries have a positive impact on their children’s personalities. This impact has been seen as follows: 31 percent mentioned that nurseries enhance children’s behaviour and teach them how to deal with others, 21 percent mentioned that children will be able to learn new skills and experiences, 17 percent mentioned that children will become more interactive as they deal with children of their age, 16 percent said that their children’s will have stronger personality, and 16 percent mentioned that their children’s personalities will be affected positively.

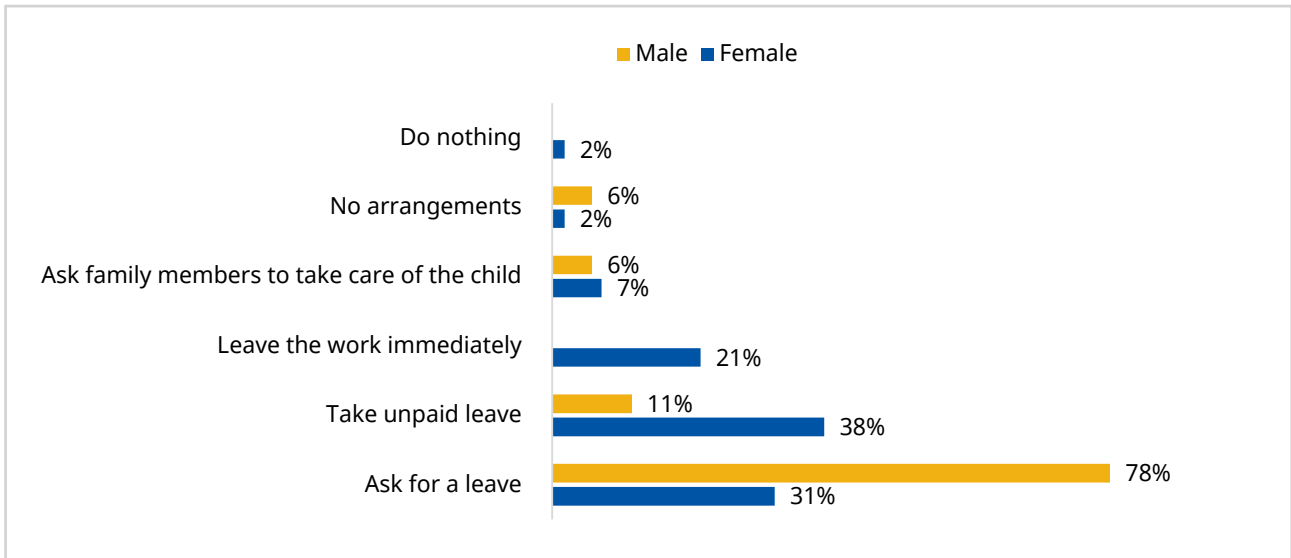
► **Figure 22 Nurseries Positive Impact on Children’s Personality**



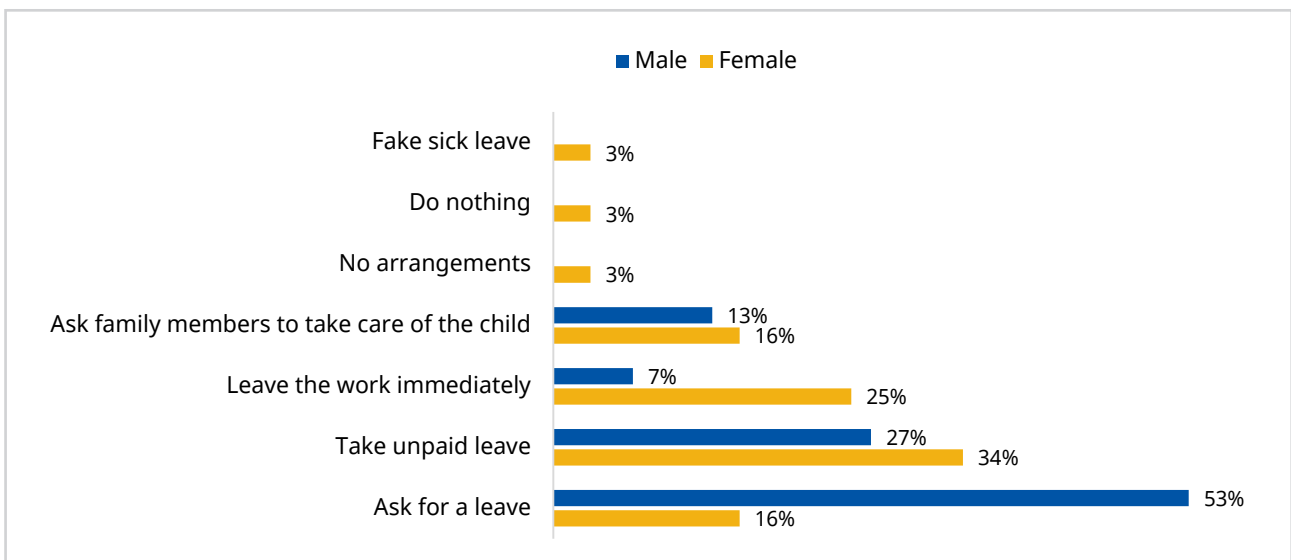
Workers use different methods for dealing with a child-related emergency. For this, 37 percent of the respondents mentioned that they ask for leaves if there is an emergency issue related to their children, 32 percent said they take unpaid leaves, 17 percent said they leave work immediately, 10 percent ask one of the family members or relatives to take care of the situation, 2 percent have no arrangements, 2 percent stayed at work and 1 percent take fake sick leaves. There were no major differences between

Jordanian respondents' answers and Syrians. On the other hand, there were gender differences as more males from both nationalities mentioned that they would ask for a leave than females while more females would take unpaid leaves to take care of their children.

► **Figure 23 Arrangements in Case of Emergency- Jordanian**



► **Figure 24 Arrangements in Case of Emergency- Syrians**



For female workers who already have children at the age of childcare, 58 percent stated that they breastfed their children during the first year, of which 20 percent mentioned facing some obstacles while working in factories. This is mainly because they work for 8 hours a day in addition to commuting time, which varies from 1 hour to 3 hours depending on where they live. In addition to being tired from working all day and not having the time to spend with their children. Female respondents also mentioned that their children refused to continue breastfeeding as they only accepted it before going to sleep.

▶ Qualitative Key Findings

As a part of the “Access to Child Care Services and Facilities for Jordanian and Syrian Garment Workers in Al-Hassan Industrial Estate/Irbid” study, qualitative data was collected in order to triangulate the data and obtain recommendations from different parties.

This section presents the key findings of the 10 FGDs conducted in 4 different factories at Al-Hassan Industrial Estate, in addition to 7 KIIs findings that were conducted with stakeholders from the government, workers’ union, and employers.

The 10 FGDs were conducted with female and male workers who are working in Al-Hassan Industrial Estate. Workers were selected based on the following criteria:

- ▶ Age group 18-39 years’ old
- ▶ Have children under the age of 5
- ▶ Willingness to participate in the FGD

Key informants consisted of four interviews with senior and general management of four garment and textile factories at Al-Hassan Industrial Estate; one interview with the representative of the workers’ union; one with a representative of the women's directorate at the Ministry of Labour; and one with the head of the nurseries department at the Ministry of Social Development

Qualitative data focused on four thematic areas; the first topic was workers’ awareness about their rights, specifically those related to childcare services; the second topic was about the childcare options, what is available and what is being used; the third topic discussed the challenges in accessing the childcare services of choice, and lastly; the fourth thematic area focused on recommendations related to the childcare facilities and workers’ rights.

Theme One: Workers’ Rights:

The Jordanian Labour Law contains several articles related to childcare. The following are the main articles that were assessed in the study.

- ▶ Article 71 of the Labour Law No. (8) of 1996: “The working woman shall have the right subsequent to the expiry of the maternity leave, to obtain, within a year of the date of delivery, a period or periods not exceeding one hour in total per day with pay for the purpose of nursing her new born.”
- ▶ Article 72 of the Labour Law No. (8) of 1996 [as amended by Law No. (14) of 2019]: “An employer who employs in one place a number of workers, with at least fifteen children whose ages are not older than five years, shall prepare a suitable place under the custody of one or more qualified governesses, employers may co-participate in the preparation of this place in one geographical area.

- ▶ In case employers are incapable of providing an on-site nursery, which they are obliged to set up, alternatives to institutional nurseries are implemented. According to the instructions of the alternatives to institutional nurseries, the employer has the choice to choose between contracting with one or more nurseries in multiple geographical areas for the workers to choose from, or the workers choose to contract with a nursery of their choice and the employer contributes to cover the financial cost of this according to 3 categories as follows:
 - ▶ An amount of 30 JOD per month for a worker who receives a monthly wage of more than 500 dinars, and up to a thousand JOD.
 - ▶ An amount of 40 JOD per month for a worker who receives a monthly wage of more than 300 JOD, and up to 500 JOD.
 - ▶ An amount of 50 JOD per month for a worker who receives a monthly wage of 300 JOD or less.

Employers are obliged to explain the contracts to their workers. According to FGDs participants, labour law articles were explained to the workers either by the Human Resources Department, by reading their contracts, or by their co-workers. The majority of the workers mentioned signing a contract before starting work in the factories. On the other hand, a few numbers of participants mentioned not signing contracts even though they had been working in the factory for more than 4 months. Some participants said that even though they signed their contracts, they did not comprehend them because they were written in English.

With regards to the maternity, paternity and nursing hours, all FGDs participants mentioned that their work provides a maternity leave for 70 days and 3 days of paternity leave. In addition, until the child turns one year old, every mother who returns from her maternity leave is entitled to one breastfeeding day off per week (often on Saturday). This is a substitute accumulation of the one-hour breast feeding entitlement. All these are aligning with the labour law articles for maternity, paternity and nursing hours. However, the continuing with breastfeeding is not usually maintained as mothers mentioned that in many cases they can only nurse for a maximum of 70 days during their maternity leave and were unable to maintain nursing after that period due to long working hours and time away from their infants.

"I was sad because I was able to breastfeed my baby girl during the maternity leave only. Because of the long time I am out of the house, she was used to the formula and did not accept breastfeeding when I am back home." A Jordanian female worker.

In addition, Female employee has the right to receive 25 JOD for six months following childbirth as a home care payment, which will be provided by Social Security.¹⁷

On the other hand, participants did not bring up the fact that they are entitled to an institutional nursery if the workplace has workers with at least 15 children under the age of five, or the fact that the financial subsidy is 50 JOD for those whose salaries are less than 300 JOD. The financial subsidy is not being offered per the labour legislations. The majority of the female participants mentioned that they receive a financial subsidy of 25 JOD for each child they have who is less than 5 years old while male participants mentioned that they do not get any subsidy, an approach that was not well perceived by workers as both

¹⁷ Social security corporation: "Issuance and entry into force of the social protection system related to maternity insurance" (alghad.com)

male and female workers believe employers need to treat both genders equally. Male workers believe it is unfair to grant the childcare subsidy of 25 JOD per child only to female workers. They mentioned that they should have the same rights as they leave their children with paid caregivers who is either from family or friends just like female workers (especially those whose wives go to work).

"Because they spend a lot of time at work and are unable to spend enough time with their children like we do, our male colleagues should be granted the same opportunity to receive 25 JOD per child". A Jordanian female worker

Interviewed factories/ employers are not in full alignment with the labour law requirements for childcare. While interviewed employers mentioned that their workers are entitled of 3 days paternity leaves, 70 days maternity leaves and either a day off or one hour per day for breastfeeding. On the other hand, they confirmed that currently they are not providing institutional nurseries or abiding by the financial subsidy of 50 JOD according to the labour law requirements. Two of the interviewed employers mentioned that they provide a subsidy of 25 JOD per child for female workers while one mentioned that they have contracted four nurseries in four different governorates. The remaining factory dose not trigger the childcare requirement.

Employers consider that the modified labour law and its associated instruction will add more financial burdens on their factories as one employer mentioned that expanding the coverage to male workers is considered as an extra financial burden and is a complicated the situation because there were male workers whose wives work in other factories, raising the question of whether the subsidy should be paid to the mother or the father. To overcome this challenge, this employer opted to contract four nurseries in different locations but only two women chose this option.

"We have contracted four nurseries but female workers did not send their children as they consider them to be far from where they live." Senior Manager

Another employer mentioned that they have a defined policy addressing accessibility to childcare services based on the Collective Bargaining Agreement (CBA). As a subsidy, the factory provides female workers with 25 JOD per month for each child under the age of five.

Employers need to acknowledge the impact of offering accessible childcare services to their workers, especially females. Both representatives of the women's directorate at MoI and representative from nurseries department at MoSD emphasized that applying instructions and policies that provide childcare facilities benefits both employers and workers, as establishing a secure and well-equipped institutional nursery would contribute to increasing and improving women's involvement in the workforce and would reflect positively on their productivity.

"In the previous years, some employers were trying to circumvent the law by keeping the number of female workers less than 20 in order to avoid applying Article 72 of providing the institutional nursery." Representative of Women's Directorate, MoI

For his part, the workers' union representative, mentioned the union is not supportive of providing nurseries within Al Hassan Industrial Estate, because it is impractical. Furthermore, in his opinion, applying the labour law articles may cause a reduction in the number of female workers because employers would prefer not to hire women in order to avoid the application of article 72 of the law. Contrary to this perspective, two of the interviewed employers confirmed that their companies' policies are clear against any discrimination when selecting workers, whether they are parents or single. Moreover, one of those employers mentioned that parents are usually more serious and committed to work, in terms of family obligations and responsibilities (based on a survey that was conducted on the factory). In one factory, the employer mentioned that they do not ask about the marital status in their job applications.

"In our factory job applications, we do not inquire whether workers are married or single."
Senior Manager

Theme Two: Childcare Options

Participants expressed that it is difficult to find an appropriate secure and inexpensive environment in which workers can leave their children and be confident that they are receiving proper care. Moreover, they indicated that the 25 JOD payment they are currently receiving from their employers is insufficient to find a suitable childcare centre in their areas.

"Finding the perfect place to take care of our children is a very challenging task".
A Jordanian female worker

Discussions around having an institutional childcare facility at workplace showed disagreement among FGD participants and KIIs for this option. FGD participants were torn between the needs and practicality of this option for those who are living in areas close to Al Hasan Area and those who reside in other faraway location. Those who live in remote areas prefer that their employer contract nurseries near where they live. This is especially expressed by female participants who come from distant locations such as Zaatari camp, Irbid and Ajloun villages since it takes them two hours to get from home to work. Female participants also expressed their concerns of traffic and accidents and exposing their kids to the cold weather in wintertime.

"Every day, I leave my house in District 8 in Zaatari camp about 5 a.m. to take the bus to the factory. I can't commute with my child because I have to walk about an hour to the main gate and there is no transportation inside the camp at this early hour."
A Syrian female worker

"I commute from one of Ajloun's villages every day. Of course, I can't bring my child, especially because winter road conditions deteriorate, and traffic accidents are regular."
A Jordanian female worker

Female participants who reported commuting less than 30 minutes to work and do not have to walk long distances or take public transportation to the assembly point (many of whom live in Al-Ramtha or

Irbid city) mentioned they would not have any issues with leaving their children in the care of a qualified and well-equipped nursery at the workplace. This is mainly because they could have access to their children in case of emergency, and their children will not feel separated from their mothers given the long working hours they spend at work. They also believe this option will allow mothers, particularly those who are nursing, to check on their children during break times.

"Because the assembly point is few meters away from my house, I can easily commute with my little boy once we have a well-equipped nursery in the factory. This option will be very useful for him to learn new things instead of spending all day doing nothing with the current caregiver in her house." A Jordanian female worker

Receiving the financial subsidy was also a favoured option as many female workers expressed their preference to the option so that they can choose the best childcare option for them.

On other hand, interviews from the KIIs revealed that both employers and governmental representatives are in favour of providing institutional nurseries, while the worker's union representative is not in favour of this option and would prefer that employers revert to the alternatives mentioned in the sectoral CBA which, according to his statement, was set in accordance with the worker's needs.

Two of the interviewed employers also mentioned that they are not in favour of offering a financial subsidy. One employer rationalized this perspective to the fact that workers might leave their workplace and work for other facilities where this "additional money" is provided. Moreover, workers would not be committed to come to work every day as they will benefit from the subsidy money to cover their unpaid leaves which will increase their absence rate. He also mentioned that most of workers who receive this are not using it to pay for a suitable childcare service.

Another employer indicated that they do not have any preferred option in terms of offering childcare services to their workers. The employer indicated that they are currently offering a subsidy of 25 JOD/ child while at the same time they are working on establishing a childcare facility at the workplace. Another employer mentioned that they do not trigger the childcare requirements. On the other hand, his facility does not have a preferred option.

"We have started the preparation to establish an institutional nursery at Al-Hassan Industrial Estate." Factory Senior Manager

"We have No preference. We will adhere to Labour law guidelines." Factory Manager

The use of the financial subsidy is also not an option preferred by the interviewed governmental institutions' representatives. The representative of the women's directorate mentioned that the ministry is not supporting providing financial subsidies. She added that providing well-equipped institutional nurseries is the best option to ensure providing a good place for workers' children, which is essential for their early childhood development.

The representative of nurseries department at the MoSD had the same opinion about providing institutional nurseries as a first choice. According to her personal experience, she used to pay 90 JOD for the nursery outside her workplace. She mentioned that she was worried about her child all the time. Now - with the institutional nursery at her workplace - she could check on him all the time and she is comfortable with the way her child is treated and satisfied with the quality of the service provided.

On the contrary, the representative of the workers' union stated that the sectoral CBA is based on workers' needs and the amount of the stipulated financial allowance mentioned in it (25 JOD per child) is a reasonable amount.

He further explained that the preferred option from the perspective of the workers' union is to ensure the payment of the financial subsidy of 25 JOD per child, as the union previously received many complaints from workers regarding the quality of services provided by previous nurseries within Al Hassan Industrial Estate. He mentioned that workers are now satisfied with the financial assistance provided, which allows them to provide their children with basic needs and choose the childcare of their choice.

*"Whoever wants to increase this 25 JOD to 50 JOD or more must pay it either from the government or international organizations, but the reasonable amount to be paid by the employers is 25 JOD." **Representative of the Workers Union***

*"In our culture in Jordan, people live within big and close families, so the vast majority of the workers have a family member, a relative, or a friend who can provide the needed childcare service for their children." **Representative of the Workers Union***

There is a different level of satisfaction with the worker's current childcare arrangements. Male participants in FGDs leave their children with their wives at home and mention they are comfortable with this arrangement. On the other hand, the majority of female participants do not feel comfortable with the existing childcare arrangements they have. This is especially true for those who must leave their children with siblings, who are often young teenagers under the age of 15, and the level of attention needed for their children. Female participants stated that their older children spend too much time playing and do not look after their younger siblings.

Furthermore, some female participants mentioned they have no other option but to leave their children in the care of elderly or sick relatives who are unable to properly care for their safety and well-being.

*"Some of the household items were burned when I got home to Zaatari camp one day because my youngest child had been playing with fire." **A Syrian female worker***

*"When I noticed that my 2-year-old daughter who stays with her grandmother was not walking properly, I took her to the doctor, who discovered a piece of glass in her foot!" **A Jordanian female worker***

Theme Three: Challenges

Determining the best option that caters for workers' needs and ensures the proper development of their children is a challenging task. In this sense, participants mentioned facing several challenges related to childcare. Children's wellbeing and their exposure to diseases, insufficient diets, and lack of sufficient hygiene at any of the childcare options they are currently using or planning to use in the future are examples of some concerns mentioned by the participants, and formulate a direct linkage with workers' expressed preference for nurseries that are close to their residences in order to avoid using transportation and relocating their children over long distances.

Furthermore, a key challenge identified by workers is the high cost of day care services, which adds to the typical expenditure of milk and diapers and places additional financial strain on parents. Participants mentioned that if the child needs to stay – at the location offering childcare services - for longer periods of time due to the parents' long working hours, the cost doubles.

"I am unable to send my child to regulated childcare centres, as it costs 75 JOD without transportation and about 100 JOD if transportation is included."

A Jordanian female worker

"My sister-in-law used to look after my 3 years' boy while I paid her 25 JOD monthly, but once she got married I had to pay my neighbour 40 JOD to look after my boy till 5:00 p.m."

A Jordanian female worker

Additionally, Syrian female workers who said they keep their younger children with their siblings expressed concern about the older children's psychological effects because they no longer act and live like children but instead assume a great deal of responsibility, making the situation dangerous for both.

"My 14-year-old daughter goes in tears every time she has to take care of her sick 3-year sister. She consistently begs me to quit work. This is not easy as I'm the sole breadwinner for my family." A Syrian female worker

Employers need to be more lenient with workers who need to respond to issues or emergencies concerning their children. In this regard, many of the FGD participants stated that the administration does not cooperate or understand the need for leaves, particularly when it necessitates a mother's unexpected absence from work. Administration also prohibits using the phone more than once to check on the children during working hours, which affects the productivity and quality of women's work.

"When my sister called me around 1 p.m. to inform me that my child had fallen and been hurt, I immediately requested a half-day off and left the factory to the hospital. I was shocked to see that the salary of that day was fully deducted when I got my payment," A Jordanian female worker

Female participants also mentioned that because children spend most of their day with other family members or at the nursery, they reject their moms in favour of grandmothers or aunts, which has a sentimental impact on their wellbeing and motherhood.

"Besides the pressures of work and life I face every day, my 4-year-old daughter's refusal to acknowledge me as her mother has caused me to cry nonstop for hours. She prefers to remain and sleep with her aunt, whom she thinks is her mother." A Jordanian female worker.

The lack of accessibility to reliable and affordable childcare services might affect workers' decisions to continue with their employment. This is especially true as almost all Jordanian and Syrian female participants indicated they considered quitting their jobs at some point because they were unable to provide their children with the care, nutrition, and education they required. This is in addition to the daily challenges and pressures they face at work and at home, which have an impact on their mental and physical well-being and productivity. However, many stated that their need to earn a living prevents them from quitting.

"I think of quitting my job every time the woman whom I leave my 4-year-old daughter calls me to ask how to handle her during an asthma attack. I wish I could bring here to a nursery close to where I work." A Jordanian female worker

On a similar note, participants stated that working extra hours is worthless for them and interferes with the time they need to spend with their children. All Jordanian and Syrian female workers expressed their preference to go home immediately after work. Furthermore, participants said that working extra hours would entail an increase in the caregiver's compensation, negating its value.

Cost and other challenges were also identified during the KIIs. The workers' union representative noted that, based on previous experience, there were various challenges and concerns from workers regarding institutional nurseries within Al Hassan Industrial Estate. He mentioned that setting up well-equipped and high-quality nurseries will be expensive, and as a result, employers will refuse to comply, resulting in numerous violations and infringements. Moreover, both workers and employers will face challenges regarding transportation considerations and requirements.

In a similar manner, a representative of the women's directorate also highlighted the challenges associated with the high cost of such well-equipped institutional nurseries, in addition to ensuring the provision of a high-level of quality service for children in these nurseries, and transportation requirements for both the children and their working parents.

The representative of the nurseries department added that the insufficient number of children that trigger the childcare requirement, the lack of a suitable location within the workplace, and some employers' lack of needed financial resources (budgets) can also be considered as challenges.

Employers face different kinds of challenges. As one employer stated that the challenges they face in preparing the childcare facility include obtaining the necessary approvals and licenses, hiring qualified caregivers, and providing the necessary equipment. Despite all these challenges, they mentioned that these challenges are manageable.

*"Providing a sufficient services need a lot of work and preparation." **Senior Manager***

Another employer highlighted the limited area occupied by the factory. To overcome this, employers mentioned that they are considering expanding the factory and having a suitable area to establish a childcare nursery and a health care centre. Furthermore, it was stated that the approvals required and the long process for establishing such nurseries are challenging emphasizing the need of the collaboration of many parties to have the license.

*"The long process of establishing childcare facilities is time consuming. There is a need for better cooperation between different parties in the sector." **Deputy General Manager***

Theme Four: Recommendations

More awareness rising of workers' rights pertaining to childcare is needed. Many participants in the FGD expressed the need to be better informed of their legal rights, and to have a good understanding of the contract's articles.

*"We need to know more about our rights regarding leaves, childcare services, and any other rights." **Jordanian and Syrian workers***

Other awareness sessions would also be welcomed by workers, especially on proper childcare and the potential effects and risks associated with childcare.

*"We understand that it is unfair for older children to look after their younger siblings, but this the only option I have." **A Syrian female worker***

Furthermore, workers emphasized the need for a continued childcare subsidy that allows them to choose their preferred option for childcare and pay for other expenses.

*"I pay my mother in law 15 JOD for caring of my 2 years' daughter, I use the remaining 10 JOD to buy children staff for my daughter." **A Jordanian female worker***

The same recommendation was shared by the workers' union representative, who urged employers to continue providing financial subsidies for the workers, which help the latter in providing basic needs for their children and choosing the childcare methods of their choice.

Some employers suggested establishing a unified joint childcare facility for all workers from multiple factories that will reduce the costs of multiple childcare facilities, increasing the efficiency and quality of the service provided as a result, and unifying the service provided for all workers in the sector.

*"Having nurseries within Al Hasan Estate with whom we can contract, where workers can bring their children, would guarantee children to be close to their moms, especially those who nurse their babies." **Senior Manager***

On the other hand, the representative of the women's directorate recommended employers to abide by and implement the instructions and regulations concerning institutional nurseries and alternatives and the monitoring of such by more than one party to ensure credibility and activate partnership. This includes paying the financial subsidy to both female and male workers according to their basic salary, as well as facilitating the movement of workers, particularly working mothers with their children, by providing adequate transportation. Additionally, she recommends increasing awareness among workers generally and women specifically of their legal rights.

Participants also believe employers need to take the different needs of workers into consideration when deciding on their offered childcare services.

"It would be great if I could keep my child close to me during working hours in a well-equipped nursery, since I live near my workplace and do not need to use public transportations." A Jordanian female worker

Participants also expressed that they would also like to have a clinic, which could be useful if the child requires medical attention. They believe that high-quality, well-equipped childcare facilities will have a positive impact on their children's growth, development, and education, as well as their ability to learn new skills.

"As I come to work using public transportation from a village that located 30 kilometres away from Irbid, it's not feasible to bring my 10 months' baby all the way to an institutional nursery, I prefer to have a well-equipped nursery close to my home that is paid for by my employer." A Jordanian female worker

Several recommendations were made by the representative of the nurseries department, including the importance of collaborating between factories and international organizations to assist them in establishing high-quality institutional nurseries and raising awareness among male and female workers about their rights.

Employers, on the other hand, shared different recommendations. One of their mentioned recommendations is modifying the law to only provide assistance to female workers and not to males.

"We do not think it's fair to pay subsidy for both male and female workers." Senior Manager

One employer advised the workers to use the childcare facilities that the company is establishing, as the company is working hard to provide adequate childcare services for workers with qualified people who will take care of their children.

Key recommendations:

Based on the findings of the study results, the researchers recommend the following for the Jordanian authorities, Workers' Union and Factory owners.

Recommendations in terms of childcare services, to the Jordanian authorities

- ▶ Ensure the proper enforcement mechanisms of relevant laws and regulations to oblige employers to provide accessible childcare services.
- ▶ Consider offering support to building new licensed childcare spaces in underserved areas to help increase access to childcare services.
- ▶ Review childcare registration and operation requirements and simplify registrations procedures, while ensuring quality of services.

Recommendations in terms of childcare services, to the Worker Union

- ▶ Advocate for the provision of accessible childcare services in the workplace.
- ▶ Advocate on complying to the labour law and associated instructions specifically in terms of the alternatives for the institutional nurseries.
- ▶ Enhance workers' awareness of their rights pertaining to childcare services per the labour law and associated instructions in Jordan, specifically in terms of childcare services.

Recommendations in terms of childcare services, to the factory/ employer

- ▶ Ensure compliance with labour law and associated instruction pertaining to childcare services at the workplace, especially as it relates to the financial subsidy.
- ▶ Ensure that both female and male workers enjoy the rights and privileges stipulated by the labour law and associated instruction pertaining to childcare services at workplace.
- ▶ Enhance the current childcare subsidy program by providing transportation or child transportation subsidy to workers to help more families offset the cost of childcare.
- ▶ Consider offering workers different modalities for accessing childcare facilities/ services.
- ▶ Establishing a centralized child care centre in Al-Hassan Industrial Estate
- ▶ Ensure that contracted nurseries locations as accessible and serves the needs of wider base of their workers

▶ ANNEXES

▶ ANNEX1: Workers Survey

Hello. My name is ----- I work with third-party consulting, services, and training company on a project to conduct an assessment study on access to childcare services and facilities for Jordanian and Syrian workers in the garment industry in Al-Hassan Industrial Estate / Irbid as the ILO believes in the importance of providing childcare places in the workplace in an effort to support women's participation in the labour market. We also aim to supply credible and reliable findings and recommendations for evidence-based decision-making.

| Workers Survey | |
|--|--|
| Name of interviewer: | |
| Date of today: | |
| Location: | |
| Name of factory: | |
| Name of employee (optional): | |
| Profession (job the interviewee does): | |
| Gender: | <ul style="list-style-type: none"> ▶ Female ▶ Male |
| Nationality? | <ul style="list-style-type: none"> ▶ Syrians ▶ Jordanians |
| How long have you worked for this factory now? | |
| Age | |
| What is your marital status? | <ul style="list-style-type: none"> ▶ Single ▶ Married ▶ Divorced ▶ Widowed ▶ Prefer not to say |
| Please indicate the highest level of formal education you have completed. | <ul style="list-style-type: none"> ▶ Illiterate ▶ Primary ▶ Secondary ▶ Vocational ▶ Bachelor ▶ Graduate ▶ Post-graduate ▶ Prefer not to say |
| Are you the HoHH? | <ul style="list-style-type: none"> ▶ Yes ▶ No |

| | |
|--|---|
| If no, What is your relation with the HoHH? | <ul style="list-style-type: none"> ▶ Mother ▶ Father ▶ Son/daughter ▶ Spouse ▶ Sibling ▶ Grandpa/ grandma ▶ In law ▶ Other, please mention |
| What is the size of your household? (number) (if not single) | |
| How many children less than 5 are in your family? (number) (if not single) | (if zero, skip next question) |
| Their age groups | <ul style="list-style-type: none"> ▶ 0-2 ▶ 3-4 ▶ 5 |
| If participant does not currently have children, are you planning to have children in the future? (if Married) | <ul style="list-style-type: none"> ▶ Yes ▶ No (end survey here) |
| If participant does not currently have children, are you planning to get married and have children in the future? (if single) | <ul style="list-style-type: none"> ▶ Yes ▶ No (end survey here) |
| How much is your monthly income? (As individual) | |
| Are you the only income earner in your household? If no, how many are there? | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| What is your monthly household income including your income? (number) | |
| How many days per week do you work? | |
| How many hours per day do you work? | |
| What shift do you usually work? | <ul style="list-style-type: none"> ▶ Days ▶ Nights ▶ Swing ▶ Rotating ▶ Other, please specify? |
| What transportation methods do you use to get to your workplace? | <ul style="list-style-type: none"> ▶ Family member drive me to workplace ▶ Someone else drive me to the workplace (friend/ neighbour... etc) ▶ Work provided transportation ▶ Taxi ▶ Public bus / transportation ▶ Walk ▶ other (describe) |
| Are you using / planning to use childcare services for your children/future children? | <ul style="list-style-type: none"> ▶ Yes ▶ No (why? Then end survey) |

| | |
|--|---|
| <p>Which of the following kinds of childcare services is available for you/ you are using now?) (select multiple)</p> | <ul style="list-style-type: none"> ▶ Childcare centre in workplace (factory) ▶ Regulated childcare centre (contracted by factory outside of workplace location) ▶ Regulated childcare centre of choice (why)- dose the employer contribute to the cost? ▶ regulated private home day care ▶ paid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ unpaid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ financial subsidy from work (how do you use/ plan to use this subsidy? Is it enough? |
| <p>Which of the following kinds of childcare services Will consider using in the future (when you have children) (select multiple)</p> | <ul style="list-style-type: none"> ▶ Childcare centre in workplace (factory) ▶ Regulated childcare centre (contracted by factory outside of workplace location) ▶ Regulated childcare centre of choice (why)- dose the employer contribute to the cost? ▶ regulated private home day care ▶ paid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ unpaid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ Financial subsidy from work (how do you use/ plan to use this subsidy? Is it enough? |
| <p>In general, how satisfied are you with your arrangements for childcare services? (based on the answer above)</p> | <ul style="list-style-type: none"> ▶ very satisfied ▶ somewhat satisfied ▶ somewhat dissatisfied ▶ very dissatisfied |
| <p>what is your preference of the childcare services?</p> | <ul style="list-style-type: none"> ▶ Childcare centre in workplace (factory) ▶ Regulated childcare centre (contracted by factory outside of workplace location) ▶ Regulated childcare centre of choice ▶ regulated private home day care ▶ paid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ unpaid arrangement with a caregiver (at you home, in the home of a friend, neighbour or relative) ▶ Others (Example....) |
| <p>what challenges are you facing in accessing to your choice of childcare services? (select multiple)</p> | <ul style="list-style-type: none"> ▶ location ▶ transportation ▶ quality of service ▶ hours of care provided (operational hours) (aligned with factory working hours) ▶ cost ▶ caregiver not always available ▶ others, please explain |

| | |
|---|--|
| Do you have children with disabilities? | <ul style="list-style-type: none"> ▶ Yes (how do you care for them?) ▶ No |
| Does the factory you work with provide any type of accessibility to childcare service? (should not be asked if available options included factory options) | <ul style="list-style-type: none"> ▶ Yes ▶ No (if no skip questions about factory childcare service) |
| If yes, | |
| - In what form? | <ul style="list-style-type: none"> ▶ Monthly payment ▶ Childcare centre in the factory itself ▶ Other, mention? |
| - If monthly payment, how much are you paid? | |
| - If monthly payment, do you know why there's no childcare centre in the factory? | <p>They don't want to</p> <ul style="list-style-type: none"> ▶ There's no sufficient number of parent workers ▶ There is no space/ adequate location in the factory ▶ I prefer not to put my children here ▶ I don't need to ▶ Other, please mention? |
| - If monthly payment, where do you leave your child while you're at work? | <ul style="list-style-type: none"> ▶ With my parents/parent's in law/family member (paid/unpaid) ▶ With my friend/ neighbour (paid/unpaid) ▶ At a childcare centre (nursery) ▶ Licensed home nursery ▶ At home with his/her elder siblings ▶ At home with his/her dad/mother ▶ Other, please mention? |
| - If monthly payment, is the amount enough to cover the expenses for childcare service? | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| - Do other parent workers get the same compensation of the childcare as you per one child? | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| - In the past month to what extent childcare been a source of stress? | <ul style="list-style-type: none"> ▶ Not at all ▶ Somewhat ▶ Challenging but able to make arrangements ▶ Very challenging |
| - Please describe childcare stressors: | <ul style="list-style-type: none"> ▶ Cost of childcare ▶ Lack of childcare available during the hours I need ▶ Lack of childcare for age of my child ▶ Transportation (of children to and from nursery or place where they are left during work hours) ▶ Lack of quality ▶ Other, please mention? |

| | |
|--|--|
| If Childcare centre in the factory itself: | |
| - What is the quality of the childcare centre available? | <ul style="list-style-type: none"> ▶ Excellent, please explain why? ▶ Good, please explain why? ▶ Bad, please explain why? |
| - How many children are there? | |
| - how accessible is the childcare centre? | <ul style="list-style-type: none"> ▶ very accessible ▶ somewhat accessible ▶ somewhat inaccessible ▶ very inaccessible |
| Are places available easily or is there a waiting list? | <ul style="list-style-type: none"> ▶ Places available easily ▶ Waiting list (how long) |
| Are you able to check on your child during the working hours? | <ul style="list-style-type: none"> ▶ Yes ▶ No, why? |
| If the respondent is female, then we ask about male, | |
| Do fathers have access to these childcare-centres same as mothers in your factory? | <ul style="list-style-type: none"> ▶ Yes ▶ No, why? |
| Are you aware of the Jordanian labour law in terms of child-care services? | <ul style="list-style-type: none"> ▶ Yes, what does it say? ▶ No |
| What are your recommendations in terms of child-care services, to? | <ul style="list-style-type: none"> ▶ The factory/ employer? ▶ The Jordanian authorities? ▶ To the workers themselves? |
| How much do you spend on childcare service, per child per month? (extra on the amount you receive from your employer) | |
| Do you think the childcare services affects people's decision of working in the factory? Please explain how? | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| Did your children get breastfeeding during their first year? (Females only) | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| Did the work pose any obstacle? | <ul style="list-style-type: none"> ▶ Yes ▶ No |
| Have you ever done any of the following because of childcare? | <ul style="list-style-type: none"> ▶ Resignation ▶ Thinking of quitting work ▶ Take unpaid leave ▶ Taking fake sick leaves ▶ Leaving work without permission. |
| Do you think that the nursery has a positive impact on the personality of the child? | <ul style="list-style-type: none"> ▶ Yes, how? ▶ No ▶ I don't know |
| How far is the distance between the workplace and the home? | |

| | |
|--|---|
| <p>How far from your home is your main childcare arrangement?</p> | |
| <p>What methods do you use most often for transporting your child to your main childcare arrangement?</p> | <ul style="list-style-type: none"> ▶ You or your spouse/partner drive the child there ▶ Someone else drives Child ▶ Work provided transportation ▶ Car ▶ Taxi ▶ Public bus / transportation ▶ Walk ▶ Child caregiver is at child home ▶ Other (describe) |
| <p>How much time does it require (both ways morning and after work)</p> | |
| <p>what arrangements do you have in case of emergencies (ill child, caregiver discontinued service, overtime...?)</p> | |

► ANNEX 2: Focus Group Discussion Guideline Question

| | | | |
|--|----------|--------------------------------|--|
| Participants Names (Not mandatory): | | | |
| Number and gender: | Females: | Males: | |
| Age Group: | | | |
| Date/time: | | Name of facilitator(s): | |
| Country/City: | | Name of note taker(s): | |

Session outline:

Welcome participants, then introduce yourself and your role:

Good morning/afternoon. Thank you for taking the time to join us for this discussion today. My name is _____, and I'm here on behalf of Third-Party company, an independent organization recruited to conduct an assessment study on access to childcare services and facilities for Jordanian and Syrian workers in the garment industry in Al-Hassan Industrial Estate / Irbid as the ILO believes in the importance of providing childcare places in the workplace in an effort to support women's participation in the labour market.

Explain purpose:

We are here to facilitate the discussion today. We would like to ask you some questions to assess the provision of childcare services and facilities in the workplace and recommend measures to be taken to support women's participation in the labour market. We also aim to supply credible and reliable findings and recommendations for evidence-based decision-making.

If the main facilitator is alone:

As you can all see, I am alone today to facilitate this discussion. I will unfortunately not be able to moderate our discussion and take notes at the same time. I would like to ask you if it is possible to record the discussion, so I can listen to the recording and take notes after our discussion is over. The recording will be destroyed after my report is submitted and validated. In any case, and as previously mentioned, no names will be mentioned in the recording. Is this acceptable to you? Yes, or no? If a participant replies with 'No', he/she should leave the discussion at this point. The facilitator is responsible for following up on this.)

- Check that participants understand the purpose, ground rules and confidentiality. Ask if there are any other questions. Give time for Q&A

| | Topic | Discussion main questions | Follow up questions |
|---|-------------------------------------|---|--|
| 1 | Theme one: workers' rights | <ul style="list-style-type: none"> ▶ Are there any rights or privileges granted by law to workers who have children? Specifically, regarding accessibility to childcare services | <ul style="list-style-type: none"> ▶ Tell us about the rights you are aware of? ▶ Where did you learn about these rights? ▶ Do you think that you enjoy/received those rights? ▶ How did you receive them? ▶ Are those rights enjoyed/ received equally between female and male workers? If not, how and why? |
| | | <ul style="list-style-type: none"> ▶ For females: Did your children get breastfeeding during their first year? | <ul style="list-style-type: none"> ▶ What were the main obstacles/ barriers of providing breastfeeding for your children? (Hint for the facilitator: If participants include work/working hours or any related answers to work, please ask how this was a barrier?) |
| 2 | Theme two: childcare options | <ul style="list-style-type: none"> ▶ Do you have any childcare arrangements? (Hint: questions should target all participants who have children or thinking of having ones in the future) ▶ How comfortable are you with these arrangements? | <ul style="list-style-type: none"> ▶ Tell us about the search process/ experience and the various factors that you needed to consider before reaching the decision you currently have for childcare? -- How can you describe this process? Easy, difficult? ▶ In general, what do you look for when considering your childcare arrangements? (Hint: questions should target all participants who have children or thinking of having ones in the future) ▶ Were you able to attain the things you wanted? If not, what made you take the current decision in childcare? ▶ How do you feel about the current childcare choice you have? Please explain why do you feel this way? (Hint for facilitator, answers could include: child needs, attention, food (eating their food), health, safety, caregiver qualification to deal with different situations) ▶ If any of the participants have children with disabilities, ask what arrangements have you taken to take care of this child? What obstacles did you face and how did you overcome these obstacles? |

| | | | |
|-----------------|---------------------------------------|---|---|
| | | <ul style="list-style-type: none"> ▶ Do you think that your child development is supported by your current childcare arrangements? | <ul style="list-style-type: none"> ▶ In terms of nurseries: ▶ Which of the following do you prefer and why? <ul style="list-style-type: none"> ▶ Inside the factory / work area ▶ Outside the factory <ul style="list-style-type: none"> ▶ Nursey selected / contracted by the employer ▶ Have the option to select the nursery by yourself ▶ If outside, where do you think is the most suitable location? (near your home- your work- the gathering point, other ... ▶ Would you prefer to use another option in terms of accessibility to childcare services? What would that be and what are the things that need to be changed in order to assist you in choosing childcare arrangements that you would feel more comfortable with? ▶ What is the advantages and challenges of each option? How does that affect/ might affect your child development? ▶ Have you ever received monthly financial support for childcare? Did this support help you provide care for your children? ▶ How do you use the financial subsidy from the factory? Do all the workers with children under 5 get this financial support? Why not? |
| | | <ul style="list-style-type: none"> ▶ What does good quality childcare services need to have: <ul style="list-style-type: none"> ▶ Money wise ▶ Opening hours ▶ Educational components ▶ Infrastructural hygiene | <ul style="list-style-type: none"> ▶ If you were a factory owner, what would you do to facilitate childcare and support working mothers? |
| <p>3</p> | <p>Theme three: Challenges</p> | <ul style="list-style-type: none"> ▶ If you have children with different ages how do you deal with that? For example, if you have a kid above 5 years and the other under 5. | <ul style="list-style-type: none"> ▶ In Emergencies cases, is there a cooperation from employers, sensitivity to child care needs. For example, if your child is sick or the caregiver is not available for any emergency? ▶ Do you feel safe for your children (in the place they are in during working hours?) |

| | | | |
|----------|------------------------------------|---|---|
| | | <ul style="list-style-type: none"> ▶ What do you think are the key constrains in accessing the childcare service you think is best to support your child development? <ul style="list-style-type: none"> ▶ Affordability ▶ Accessibility ▶ Trust and quality ▶ Others (explain) | |
| | | <ul style="list-style-type: none"> ▶ Have you/ or someone you know ever quit a job or thought about leaving your current job because of childcare? (Tell us details) | <ul style="list-style-type: none"> ▶ In case another factory / job location provided nursery services at its work location, would you consider this as an advantage and leave to work at the other location? ▶ Dose the lack of nursery (or suitable childcare arrangements) affect your decision in working for extra hours at the factory (to increase your income)? ▶ Dose the lack of nursery (or suitable childcare arrangements) affect your productivity at the factory? How? |
| 4 | Theme four: Recommendations | <ul style="list-style-type: none"> ▶ What are your final recommendations for factory owners regarding childcare? What do you think need to happen? ▶ How can employers be more supportive? | |
| | | <ul style="list-style-type: none"> ▶ Is there anything else you would like to share with us? | |

Thank you very much for taking the time to speak with us today. What you said will be very helpful for us as we write our report and develop recommendations.

▶ ANNEX 3: Key Informants Interviews (KIIS)

Key Informant Interview Guide

2021 - 2022

Hello. My name is ----- I work with third-party consulting, services, and training company on a project to conduct an assessment study on access to childcare services and facilities for Jordanian and Syrian workers in the garment industry in Al-Hassan Industrial Estate / Irbid as the ILO believes in the importance of providing childcare places in the workplace in an effort to support women's participation in the labour market. We also aim to supply credible and reliable findings and recommendations for evidence-based decision-making.

The purpose of the interview

We are interested in hearing different points of view, and your comments are very valuable to us. There are no right or wrong answers as everyone's opinion matters. There is no need to prepare in advance, and feel free to stop us at any time to clarify or add more comments. You can stop the interview at any time or refuse to answer a question. We'll record the interview so we don't miss any comments or feedback. However, no one will listen to the recording (except for the research team) and the recording will be destroyed later. The answers and information provided to third-party company, including the report, will be anonymous and confidential.

Before continuing, please answer

- ▶ **Is your participation voluntary?** Yes No

- ▶ **Will you give us permission to record this interview for quality control and to make sure all answers are collected, knowing that the recording will only be used by the research team, will not be shared with anyone, and will be destroyed afterward** Yes No

- ▶ **Do you have any questions before we start?** Yes No

- ▶ **If necessary, would you give us permission to mention your name in the report as an interviewer?** Yes No

The questions are intended to guide our discussion. This interview is anonymous and confidential and will take 1 - 1.5 hours.

Guidance for interviewer: Not all questions will be relevant to a specific KII. Try to cover all the information by asking follow-up questions; and whenever possible, request examples and evidence.

For any further questions, please call: 00962-770042487

| Section 1. General Information | | | | | | | |
|--------------------------------|--|--------------------------|--|----------------------|--|-------------------------------------|--|
| 1.1 Date of KII | | 1.2 Governorate | | 1.3 District | | 1.4 Sub-district | |
| 1.5 Starting and ending time | | 1.6 Name of facilitator | | 1.7 Recording | <input type="checkbox"/> Recorded <input type="checkbox"/> Not recorded | 1.8 Institution | |
| 1.9 Position | | 1.10 Sex of participants | <input type="checkbox"/> Male <input type="checkbox"/> Female | 1.11 Age group range | | 1.12 Main role and responsibilities | |

Employers KIIs- Availability of child-care services:

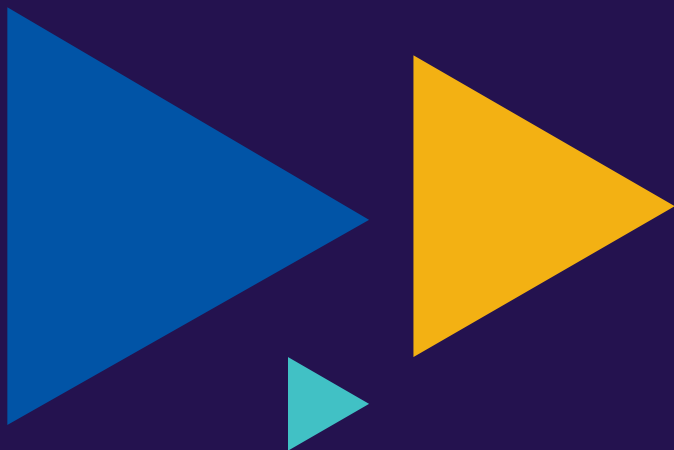
1. How many parents (Jordanian and Syrian workers with children) are there in your factory among the workers? How many are males, females? What are the demographics according to nationality? (to share it beforehand with the factory focal point)
2. Does your factory have a policy regarding accessibility to childcare services to your workers? If yes, what does it say in terms of (who receives what, limitations on types of services being offered). If no, why? Do you plan to present this in the future?
3. What is the form of the services your factory provides to workers? (Hint: if the answer is financial support, ask how much and up to how many children). How many people use it? Is it enough? Do you ever receive requests/ comments from workers or workers' committee regarding childcare?
4. When was this service offered for the first time in the factory?
5. What childcare services are available in and within targeted beneficiaries reach in Al Hassan Industrial Area that your factory is aware of/ contracted before? If possible, number, services offered, accessibility and geographical distribution of childcare facilities and affordability, availability of reliable transportation, and alignment of work hours with hours of childcare facility?
6. Would your factory offer this service if the labour law doesn't mention it?
7. Do you think the childcare services affects people's decision of working in the factory? Please explain how?
8. Have you ever faced any issues with the workers due to lack of their accessibility to childcare services?
9. Do you think that being a parent affected the factory's decision to choose workers? Please explain how?
10. What are the challenges that you as a factory struggle within terms of providing the childcare services?
11. What is your factory plan in terms of childcare services?
12. What is the preferred option to offer childcare services from your perspective? Why?
13. Do you think that providing childcare services to parent staff is challenging for your factory?
14. What is your recommendation for the workers themselves? And what is your recommendation for the labour law?

Union of Workers KIIs- Availability of child-care services

1. *Article 72 of the labour law and its associated instructions (alternatives to institutional nurseries).*
How important it is to have accessibility to childcare services and how do you think this helps in providing equal working opportunities for women? Why do you think it is important to apply the childcare regulations in the garment sector? How would applying this article and its associated instructions be useful for both the factories' owners and the workers (both men and women with children)? (Article 72: The employer who employs not less than twenty married women shall prepare a suitable place under the supervision of a qualified nursemaid for the children of the working women whose ages are less than four years provided that their numbers shall not be less than ten children.)
2. *Concerning the sectoral CBA for in this regard:* do you believe it is aligned with the needs of workers? What was the effect of reducing the childcare allowance from 50 to 25 per child on workers (especially women) with children participation in the work force? Do you think this sectoral CBA might have affected people's willingness to enter into the garment sector?
3. What was the role of the Union of Workers in advocating for workers' rights regarding childcare modalities? How were these efforts received by the workers themselves?
4. What are the different options used by the garment factories to provide childcare services? How many childcare centres are there in Al Hassan Industrial Estate? Could you please describe their conditions with regard to their accessibility to the Jordanian and Syrian workers, affordability for the workers and quality of services provided?
5. What do you think are the challenges that the workers face in their search for adequate childcare services? Did you receive any complaints with this regard? What were the main complaints received? What steps did the union take to solve these complaints? How do you describe the process?
6. What are the main reasons for not applying the childcare regulations by the factories? What did the union do to encourage the factories to apply the law?
7. In your opinion, what support does the union need to apply the childcare regulations in the garment sector?
8. What are your recommendations to make sure that the factories apply the childcare regulations and provide adequate childcare facilities?

MoL- Women's Directorate KIIs- Availability of child-care services

1. *Article 72 of the labour law and its associated instructions (alternatives to institutional nurseries).* How important it is to have accessibility to childcare services and how do you think this helps in providing equal working opportunities for women? Why do you think it is important to apply the childcare regulations in the garment sector? How would applying this article and its associated instructions be useful for both the factories' owners and the workers (both men and women with children)? (Article 72: The employer who employs not less than twenty married women shall prepare a suitable place under the supervision of a qualified nursemaid for the children of the working women whose ages are less than four years provided that their numbers shall not be less than ten children.)
2. What was the role of the Women Directorate in activating the childcare law and regulations in the garment sector? What were the main steps taken to make sure that the factories apply the law and regulations?
3. *Concerning the sectoral CBA for in this regard:* what was the MoL and the women's directorate role in this CBA? Do you believe it is aligned with the needs of workers? Do you think this sectoral CBA might have affected people's willingness to enter into the garment sector?
4. BWJ industry and compliance assessments in 2021 showed that 29% of factories were cited as non-compliant for providing adequate childcare facilities for the children of workers. Are you aware of this result? Are there any regulations against factories that do not apply the childcare law? What are they? Were they used against the non-compliant factories?
5. In your opinion, are there any challenges/ obstacles that factories might face regarding offering accessibility to childcare services?
6. In your opinion, what support does the directorate need to apply the childcare law in Al Hassan Industrial Estate specifically in the garment sector? What other modalities do you think should be included in the childcare law?
7. what are your recommendations to make sure that the factories apply the childcare law and provide adequate childcare facilities?



'This publication was produced with the financial support of the European Union. Its contents are the sole responsibility of Better Work Jordan and do not necessarily reflect the views of the European Union';