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HEINRICH BÖLL STIFTUNG  
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Voices of the Marginalized:  
A Study of Migrant Workers  
and Refugees in Jordan



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A Study of Migrant Workers and Refugees in Jordan**

## Table of Content

<b>Executive Summary</b>	<b>4</b>
<b>Key Findings:</b>	4
<b>Comparative Analysis:</b>	4
<b>Recommendations:</b>	4
<b>Future Research:</b>	4
<b>Introduction</b>	<b>5</b>
Background and Scope	5
Research Methodology	5
Significance of the Report	6
The Haquna Project: A Journey towards Change	6
Structure of the report	6
<b>Context and Background</b>	<b>6</b>
<i>Socio-economic Context in Jordan for Migrant Workers and Refugees</i>	7
<i>Overview of Jordanian Laws and Policies Affecting Migrant Workers and Refugees</i>	9
<i>International Laws and Agreements Relevant to the Topic</i>	9
<i>International Frameworks and Jordan's Labor Laws:</i>	10
<i>The UN Treaties and Human Rights Considerations:</i>	10
<i>Refugee Influx and Policy Responses:</i>	10
<b>Challenges in Policy Implementation:</b>	<b>10</b>
<b>Cultural and Social Integration:</b>	<b>10</b>
<b>The Shadow of discrimination</b>	<b>11</b>
<b>Access to Work</b>	<b>11</b>
<i>The Structure and History of the Kafala System in Jordan</i>	11
<i>Legal Framework</i>	12
<i>Socio-economic Impact</i>	12
<i>The Kafala System and Refugees</i>	12

<i>Legal Work Status and Sponsorship</i>	12
<i>Limited Employment Opportunities</i>	13
<i>Dependence on Employers</i>	13
<i>Risk of Statelessness</i>	13
<i>Economic Integration Challenges</i>	13
<i>International Response and Reforms</i>	14
<i>Working permits: the impact on refugees and migrant workers</i>	14
<i>The specificity of Yemeni and Lybian migrants' condition</i>	15
<i>Working conditions for Somali and Sudanese refugees</i>	16
<i>Challenges Faced by Migrant Workers in the Job Market</i>	17
<i>Wage Disparities</i>	17
<i>Working Conditions</i>	18
<i>Analysis of the Impact of Discrimination on Migrant Workers: Personal Stories and Experiences from Interviews and Focus Groups</i>	18
<b>Access to Education</b>	<b>19</b>
<i>Dependency on Parents' Legal Status:</i>	19
<i>Bureaucratic Hurdles in School Enrollments:</i>	20
<b>Barriers to Accessing Education</b>	<b>20</b>
<i>Economic Obstacles:</i>	20
<i>Cultural and Linguistic Barriers:</i>	20
<b>Personal Stories and Experiences from Interviews</b>	<b>20</b>
<b>The role of civil society in supporting migrant workers and refugees in Jordan</b>	<b>21</b>
<i>Voices from the ground</i>	23
<b>Conclusions</b>	<b>24</b>
<b>Recommendations</b>	<b>25</b>
<b>Policy Recommendations to Improve Access to Work and Education</b>	<b>25</b>
<b>Suggestions for Future Research</b>	<b>25</b>
<b>Bibliography</b>	<b>27</b>

## Executive Summary

This report provides an in-depth analysis of the challenges faced by migrant workers and refugees in Jordan, particularly in terms of access to work and education, and offers comprehensive recommendations for policy reform and future research directions.

### Key Findings:

- **Prevalence of Discrimination:** Migrant workers and refugees in Jordan encounter significant discrimination, which hampers their access to work and educational opportunities. This includes legal barriers, wage disparities, and exclusion from certain job sectors.
- **Impact of Kafala System:** The kafala (sponsorship) system contributes to the exploitation and restricted mobility of migrant workers.
- **Educational Challenges:** Despite significant changes in the legislative framework to facilitate access to education for migrant and refugee children, the process for enrolling in schools is still heavily impacted by their parents' legal status, leading to low enrolment and completion rates.

### Comparative Analysis:

Unlike Lebanon and Iraq, Jordan has made strides in integrating Syrian refugees into the labor market. However, the kafala system and limited sector employment opportunities still pose significant challenges.

### Recommendations:

- **Reforming the Kafala System:** The findings presented in this report suggest that it is fundamental to advocate for an overhaul of the sponsorship system to protect migrant workers from exploitation and ensure their freedom of movement and employment.
- **Flexible Work Permit Policies:** Simplifying the permit process and allowing refugees and migrants to work in a wider range of sectors, as suggested by the report's findings.
- **Community-Based Education Programs:** Implementing local educational programs, including language and vocational training, to improve access and integration for refugee children, in line with Haquna's recommendations.
- **Strengthening Anti-Discrimination Laws:** Enhancing legal frameworks to combat discrimination and conducting awareness campaigns to reduce societal stigma, as emphasized by Haquna.

### Future Research:

- **Longitudinal Studies:** This report recommends assessing the long-term impact of migrant and refugee integration into Jordan's labour market and social fabric.
- **Comparative Studies with Non-Regional Countries:** Gaining insights from countries outside the MENA region with significant migrant and refugee flows, as part of Haquna's broader research scope.
- **Detailed Impact Assessments:** Evaluating the effectiveness of specific policies and programs implemented in Jordan, as a key area of focus for Haquna.

The report concludes that while Jordan has made progress in addressing the needs of migrant workers and refugees, significant challenges remain. Comprehensive policy reforms and further research based on the direct engagement and inclusion of migrant workers and refugees in policy making, as outlined by Haquna, are essential to ensure their successful integration and contribution to Jordanian society.

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## Introduction

### Background and Scope

This report is the outcome of ARDD and HBS long-term cooperation in shedding light and supporting migrant workers and refugees in Jordan in accessing their rights and fundamental services. Following two years of engagement within the Haquna framework, ARDD realised this in-depth study that is rooted in the Haquna experiences and brings it further by offering an analysis of the specific conditions faced by migrant workers and refugees in accessing the job market and education in Jordan. The Haquna framework remains the methodological reference for this report: it was developed by the Arab Renaissance for Democracy and Development (ARDD) and Heinrich-Böll-Stiftung Palestine and Jordan (HBS), in 2021 with the aim of including migrant workers and refugees in policy making and advocacy efforts to improve their conditions in Jordan and throughout the region. Though the previous implementation of the Haquna initiative, it has become evident that the challenges faced by migrant workers largely stem from the absence of social protection mechanisms and inclusive labour laws, as well as lack of information about their rights. This is also compounded by significant misperceptions and mistrust toward refugees and migrants, in the host societies. This report delves into the multifaceted issues of discrimination against migrant workers and refugees in Jordan, particularly focusing on their access to work and education. It has become evident that it is fundamental to understand the challenges and struggle that migrant workers and refugees face, through their own eyes and through their own words. Only by listening to their stories and collecting their experience a real change in policies will be possible in order to facilitate better inclusion and guaranteed dignified standards of life.

### Research Methodology

The insights presented in this report are derived from a combination of methodologies: in particular it relies on extensive literature reviews; and on substantial consultations and ad-hoc interviews with the Committee on Migrant Workers and Refugees in Jordan. These methods were chosen to ensure that diverse range of perspectives and experiences were captured, particularly those of the migrant workers and refugees themselves. This inclusive approach provides a rich, grounded understanding of the challenges faced by these communities in their daily life. Two in-depth focus group discussions were organised with the MWC while 7 other personal interviews were arranged with members of the communities. Anonymity for the interviewees has been guaranteed in order to assure safety and trust. The interviewees were contacted through the MWC and have different statuses, nationalities and background in order to reflect the diversity of experiences and challenges that are faced by different communities. However, it should be noticed that this report is by any mean fully representative of the several aspects that characterise the challenges encountered by migrant workers in Jordan as it was not possible to reach or include all the migrant worker communities present in Jordan. Yet, the accounts reported here provide a realistic image and description of the main issues migrant workers have to deal with to access work and education.

Interviews with the ARDD legal expert as well as with a CBO member of the Jordanian National Forum (JONAF), a network of local organisations fully committed to the support of refugees and migrant workers in the countries, have been conducted to assess the potential for civil society in its effort to address challenges faced by refugees and migrant workers in Jordan.

## Significance of the Report

This report seeks to shed light on the precarious status of migrant workers and refugees in Jordan, outlining their main challenges in accessing work and education. By presenting a comprehensive overview and analysis of their situation, the report offers a critical examination of the existing legal and social frameworks that govern their lives. The aim is not only to provide an informed understanding of their plight but also to propose actionable recommendations for policy changes and interventions that can lead to meaningful improvements in their conditions.

## The Haquna Project: A Journey towards Change

The Haquna initiative has been instrumental in advocating for the rights of migrant workers and refugees. The Haquna framework highlights the importance and necessity of strengthening a bottom-up strategy that enables migrant workers and refugees to voice their needs and gain knowledge and tools to access and protect their rights. The Haquna's project successfully launched the Migrant Workers Committee (MWC) which is composed of 30 women and men of 6 different nationalities and with either the status of migrant workers or that of refugees. Through its phases, it has consistently worked towards ensuring access to justice and legal aid for these groups, recognizing the critical role of legal support in empowering them to lead dignified lives and become integral parts of their host communities. This report is a testament to the ongoing efforts, started under the Haquna initiative, showcasing how legal aid and policy advocacy can be effectively utilized as tools for social change and integration.

## Structure of the Report

This report is composed of two main parts: the first section provides a brief outlines of the legal and historical context for the migrant workers and refugees in Jordan in order to facilitate an understanding of the social realities and legislative framework that are relevant to understand the conditions of migrant worker in Jordan. The second section engage with the core topic of the study which is migrant workers challenges and any discrimination they face in accessing work and education system. This analysis is based on direct consultations with migrant workers and it presents a general overview of the main concerns shared during focus groups and interviews as well as a direct account of some of the most relevant stories migrant workers and refugees shared with us. Finally, the report assesses the role of civil society in supporting migrant workers and refugees and concludes with recommendations for polices and further researches to facilitate the improvement of migrant workers and refugees lives in Jordan with specific regard to access to work and education.

## Context and Background

Jordan has long been a destination and source for migrant workers. As of 2020, international migrants, including refugees, made up approximately 34% of its population. The Syrian crisis led to substantial international aid for refugees under the Regional Refugee and Resilience Plan (3RP) leading to a major focus on the plight of refugees and less investment towards the condition of migrant workers. In 2022, the Ministry of Labour issued work permits to about 300,000 migrant workers, with domestic workers accounting for 18%, and 94% of these being female. It's estimated that the total number of foreign workers in Jordan might be around 1.4 million,

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including those employed irregularly. Migrant domestic workers are especially at risk of various exploitations. Commonly recruited through a sponsorship system, they face challenges such as unpaid wages, passport confiscation, movement restrictions, and other abuses, including gender-based violence (IOM).

### ***Socio-economic Context in Jordan for Migrant Workers and Refugees***

The landscape of migrant labour in Jordan is profoundly influenced by the country's economic growth and diversification since the late 20th century and the need for more working force in sectors that were not preferred by national workers. The strong reliance on foreign workers has been further impacted by the influx of refugees, in several waves, into Jordan. While Jordan has been one of the most relevant host countries for refugees in the Arab region since 1948, with the large number of Palestinians refugees that settled in the kingdom, it was in the past 2 decades that major transformations in the job market were more consistent with additional waves of incoming refugees, from Iraq first and particularly from Syria following the civil war in 2011. In «The Migration of Workers in the United Kingdom and the European Community» (1994), Böhning and Schloeter-Paredes pointed out at the different trends that have characterized the influx of migrant workers in Jordan. They argue that when Jordan's economy began to expand, there was a marked increase in migrant workers from neighbouring Arab countries, predominantly Egypt. These workers, largely employed in construction and agriculture, reflected the labor demands of the time. This pattern is further addressed by Fargues' «Work, Refuge, Transit: An Emerging Pattern of Irregular Immigration South and East of the Mediterranean» (2004) that contextualize the migration dynamics in Jordan within the regional dynamics. In his analysis, Fargues focuses on the transformation of Southern and Eastern Mediterranean (SEM) countries into destinations for migrants suggesting that these countries lack the necessary institutions and policies to properly integrate migrants, leading to most of them finding themselves in irregular situations. Fargues uses various statistical sources to highlight that out of approximately 5.6 million immigrants living in SEM countries in the mid-2000s, at least 3.6 million were in irregular situations. These include about 2 million migrant workers employed in the informal sector without work permits, 1.5 million de facto refugees unable to obtain refugee status and waiting for resettlement or return, and less than 200,000 transit migrants bound for Europe but stranded due to visa issues. Despite their different reasons for being in SEM countries, these groups share the vulnerability of having no legal access to work, services, or protection. Jordan is highlighted for its role in the pattern of irregular immigration in the Arab Mediterranean region. Specifically, it is noted that in Jordan, legislative changes in 2007 led to a significant number of Egyptian workers, primarily employed in agriculture, becoming irregular migrants. These changes affected between one-third and one-half of the more than 200,000 Egyptian workers in the country. Additionally, Jordan, is recognized for hosting a substantial number of refugees. These refugees, primarily from the wave that fled Iraq between 2005 and 2008 under US occupation, were initially welcomed as «guests» but eventually faced tightened conditions of entry and stay, resulting in many being in a situation of latent irregularity.

However, by the late 20th and early 21st centuries, as Jordan's economic needs evolved, so too did the composition of its migrant workforce. This period saw an influx of workers from South and Southeast Asia, particularly from the Philippines, Sri Lanka, India, and Bangladesh, a trend detailed in Shah's «Labour Migration from Asian to GCC Countries: Trends, Patterns and Pol-

icies» (2008). This shift not only brought a change in nationalities but also in the gender composition, with a significant increase in female workers, particularly in caregiving and domestic roles, as discussed in Silvey's «Transnational Domestication: State Power and Indonesian Migrant Women in Saudi Arabia» (2006).

The varied status of these workers in Jordan, based on their nationality, is a critical aspect examined in Jureidini's «Migrant Workers and Xenophobia in the Middle East» (2003). Looking, again, at the regional context, Jureidini centers on the analysis of migration trends to the oil-rich and labor-receiving countries in the Middle East, and the examination of causes, patterns, and instances of labor-related xenophobia in the region. The paper explains that the significant influx of foreign workers to the Middle East began following the oil price boom in 1973, which led to a vast increase in wealth for Arab Gulf states. Both skilled and unskilled workers from other Arab countries and Asia, particularly India and Pakistan, greatly increased the populations of countries like Saudi Arabia and Kuwait from 1975 to 1985. Asian governments actively pursued policies for overseas employment to reduce unemployment and generate foreign income, unlike the Arab sending countries. As a matter of fact, temporary foreign contract employees are preferred in Middle Eastern countries, as they do not expect permanent settlement or citizenship rights. Xenophobic labor-related dimensions are evident in the preference for temporary contract labor that excludes possibilities of citizenship, preferential treatment of nationals, and disdainful attitudes toward visibly different individuals, especially Asians, in public places like supermarkets, airports, and government offices. With specific regard to Jordan, Jureidini highlighted the growing number of foreign domestic workers that moved from East Asia in particular Sri Lanka and Philippines. The legal, administrative, and working conditions of these foreign domestic workers in Jordan could be argued to align with Kevin Bales' concept of «contract slavery,» which includes elements like violence or the threat of violence, restriction of physical movement, and economic exploitation. Interestingly, the document notes that there is relatively little evidence of sexual abuse of domestic workers in Lebanon and Jordan, in contrast to widespread reports of such abuse in Gulf countries. This distinction is notable, given the general vulnerability of domestic workers in the Middle East. These points indicate that while Jordan, like other Middle Eastern countries, relies heavily on foreign domestic workers, the nature and extent of the challenges faced by these workers may vary compared to other countries in the region.

Relevant literature on the topic has pointed out that migrant workers from different countries face distinct challenges and opportunities, influenced by bilateral agreements, cultural perceptions, and economic conditions in their home countries. The Syrian refugee crisis added another dimension to this already complex landscape. The influx of refugees intensified competition for low-skilled jobs, as refugees often accepted lower wages and more challenging working conditions. This dynamic is thoroughly discussed in Betts and Collier's «Refuge: Transforming a Broken Refugee System» (2017), highlighting the impact on local labor markets. The resultant shift in labour market dynamics, with some employers preferring refugees over traditional migrant workers, is explored in Chatty's «Syria: The Making and Unmaking of a Refuge State» (2018). Chatty has pointed out at the positive inclusion, in the initial period of refugees' influx, of Syrian in the Jordanian market: Syrians were easily employed in Jordan and favoured over other groups as they were acknowledged for their professional skills especially in sectors such as carpentry. However, with the worsening of the crisis and the increasing number of refugees

arriving in Jordan, their employment in the informal sector, while bringing much-needed funding, has created stress due to the lack of work permits, leading to fears of arrest among Syrian workers.

Furthermore, the refugee crisis led to changes in Jordan's labour policies, as detailed in Lenner and Turner's «Making Refuge: Syrian Refugees and the Middle East» (2019), with the government issuing work permits to refugees and establishing special economic zones. These policy shifts, while aimed at aiding refugees, also impacted migrant workers by altering the availability of work permits and the focus of labour market policies.

The economic and humanitarian impacts of this influx are significant. The strain on public resources and infrastructure, leading to broader economic challenges, were discussed in Achilli's «Syrian Refugees in Jordan: A Reality Check» (2015). Moreover, the large refugee population has sometimes overshadowed the challenges faced by migrant workers, leading to an imbalance in humanitarian and social support services, as argued in Francis's «Refugees, Migrants, and the Politics of Humanitarianism in Jordan» (2017).

Despite their crucial role in Jordan's economy, many migrant workers endure substandard working conditions, grappling with issues like low wages and inadequate legal protections, a situation highlighted in the International Labour Organization's reports and analyzed in Piper's «Rights of Foreign Workers and the Politics of Migration in South-East and East Asia» (2005).

Castles and Miller, in «The Age of Migration: International Population Movements in the Modern World» (2009), discuss how geopolitical and policy factors, including bilateral labor agreements and recruitment policies, have shaped these migration patterns to countries like Jordan.

The intricate interplay of regional economic demands, international labor markets, policy frameworks, and the recent refugee crisis has created a diverse yet challenging environment for migrant workers in Jordan. This complexity, as detailed in «Migrant Labour in the Persian Gulf» by Kamrava and Babar (2012), underscores the need for comprehensive policies and international collaboration to ensure equitable treatment and integration of migrant workers and refugees within Jordan's socio-economic fabric.

### *Overview of Jordanian Laws and Policies Affecting Migrant Workers and Refugees*

Jordan's legal framework, evolving in response to the significant migrant and refugee population, attempts to integrate international human rights standards into national laws. These efforts aim to ensure equitable treatment and decent work conditions for both nationals and non-nationals. However, the effective implementation of these laws often falls short, leading to precarious conditions for many migrants and refugees.

### *International Laws and Agreements Relevant to the Topic*

Various international human rights conventions and labor standards set by organizations like the United Nations and the International Labour Organization are relevant to the situation of migrant workers and refugees. These conventions and standards aim to protect the rights of these vulnerable groups. However, integrating these international standards into Jordanian national laws and ensuring their enforcement remains a significant challenge.

### ***International Frameworks and Jordan's Labor Laws:***

The foundational role of international labor standards set by the International Labour Organization (ILO) is crucial in shaping Jordan's approach to migrant labor. The Migration for Employment Convention (Revised), 1949 (No. 97), and the Migrant Workers (Supplementary Provisions) Convention, 1975 (No. 143), provide a global benchmark for the treatment of migrant workers, advocating for equality and non-discrimination. However, as scholars like Piore (1979) in «Birds of Passage» have argued, the effectiveness of such conventions often depends on their integration into and harmonization with national legal frameworks. In Jordan, while these principles are enshrined in labor laws, their practical application is influenced by enforcement mechanisms and prevailing societal attitudes, and whether Jordan ratifies these international treaties or not.

### ***The UN Treaties and Human Rights Considerations:***

Jordan's engagement with United Nations treaties, particularly the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR), reflects its commitment to upholding fundamental human rights. However, as Böhning (1984) in «Studies in International Labor Migration» highlights, the gap between ratification of international treaties and their implementation is a common challenge, particularly in contexts with diverse migrant populations. In Jordan, this gap is evident in the disparity between legal protections and the realities faced by migrant workers.

### ***Refugee Influx and Policy Responses:***

The influx of refugees, primarily from Syria, has significantly impacted Jordan's labor market and policy landscape. Achilli (2015) and Lenner and Turner (2019) shed light on Jordan's strategic approach to integrating refugees through work permits and sector-specific employment opportunities. This policy shift, influenced by international agreements like the Jordan Compact, illustrates a blend of humanitarian concern and economic pragmatism. However, as Fallah (2017) indicates, this influx has also heightened competition in the labor market, affecting wages and job opportunities.

### ***Challenges in Policy Implementation:***

The implementation of policies and adherence to international standards is fraught with challenges. Studies by the World Bank and the International Labour Organization (ILO) point to resource constraints and the prevalence of informal employment among refugees, which pose significant challenges to legal protection and decent work conditions. Additionally, the enforcement of labor laws, remains challenging due to administrative and resource limitations.

### ***Cultural and Social Integration:***

The integration of refugees into the workforce involves not only legal and economic aspects but also social and cultural dimensions. The successful integration of refugees in Jordan entails navigating complex societal dynamics, addressing cultural challenges, and promoting social cohesion.

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The situation of migrant labour in Jordan, as viewed through a broad spectrum of scholarly and policy analyses, presents a multifaceted challenge. The integration of international labour standards into national policies, the impact of refugee influx on the labour market, and the ongoing challenges of policy implementation and social resilience underscore the complexity of the issue. Jordan's response, shaped by a combination of international support and national policy adaptations, continues to evolve as it seeks to balance humanitarian concerns with economic and social imperatives. While Jordan has made strides in creating a legal framework that considers the rights of migrant workers and refugees, significant gaps remain in its implementation. The socio-economic context and historical background outlined here provide the foundation for understanding the complex dynamics affecting migrant workers and refugees in Jordan.

The kafala system in Jordan, which ties migrant workers to their employers, is a significant challenge within this legal framework. It creates dependencies that can lead to exploitation and abuse. This system, along with the requirement for full-time employment with a single employer, often results in migrant workers losing their legal status and working illegally, thereby increasing their vulnerability.

## The Shadow of discrimination

### Access to Work

The Kafala system, a traditional sponsorship mechanism for migrant laborers, is deeply rooted in many Middle Eastern countries, including Jordan. This section delves into the intricacies of the system in Jordan, comparing it with its counterparts in other regional nations. It examines the roles and responsibilities of sponsors and workers, the legal framework governing the system, and its socio-economic impact on Jordan.

The Kafala (sponsorship) system has been a longstanding feature in the labor management practices of many Middle Eastern countries. Originally designed to regulate the relationship between migrant workers and their local employers or sponsors (Kafeels), the system has evolved over time. In Jordan, it has become a pivotal mechanism, especially in sectors like construction, agriculture, and domestic work (Migrant-Rights.org, 2019).

### *The Structure and History of the Kafala System in Jordan*

Historically, the Kafala system was developed as a response to the increasing demand for labor in the rapidly developing economies of the Gulf region and countries like Jordan (Gardner, 2012). In Jordan, the system became prominent with the economic boom of the 1970s and 1980s, attracting a significant number of migrant workers, primarily from South and Southeast Asia (Shah, 2008).

In Jordan, the Kafala system is characterized by the migrant worker being tied to a specific employer or sponsor who is responsible for their visa and legal status. This arrangement gives the sponsor considerable control over the worker, often leading to criticism regarding workers' rights and freedoms (Human Rights Watch, 2020).

Comparatively, Jordan's implementation of the Kafala system shares commonalities with other Middle Eastern countries, such as Saudi Arabia and Qatar, but also has unique national characteristics. Unlike in some Gulf countries, Jordan has made efforts to reform and regulate the system to address international criticisms (International Labour Organization, 2020).

### ***Legal Framework***

Jordan's legal framework governing the Kafala system is primarily embedded in its labour and immigration laws. However, these laws have often been criticized for inadequately protecting the rights of migrant workers. The country's alignment with international labour standards remains a subject of debate, with various international bodies calling for reforms (United Nations, 2018).

The Jordanian government has taken steps to regulate the system, but enforcement remains inconsistent. Government agencies responsible for labour and immigration have been working to improve oversight, yet challenges persist, particularly in ensuring that workers' rights are protected (Ministry of Labour, Jordan, 2019).

### ***Socio-economic Impact***

The Kafala system has a significant impact on Jordan's economy. Migrant workers contribute substantially to key sectors like construction, agriculture, and domestic work. The system provides a flexible labor force, essential for the country's economic growth (World Bank, 2018).

Demographically, migrant workers in Jordan are predominantly from South and Southeast Asian countries. These workers play a crucial role in the economy but often face social and economic challenges due to the restrictive nature of the Kafala system (International Organization for Migration, 2019).

### ***The Kafala System and Refugees***

The Kafala system, primarily designed for managing migrant labor, can significantly impact refugee' access to jobs in Jordan. Understanding this impact requires examining the intersection of the Kafala system's regulations with the unique challenges faced by refugees. Here are some key points:

#### ***Legal Work Status and Sponsorship***

Turner's 2015 study, «Exploring the Impact of the Kafala System on Refugees' Work Opportunities,» sheds light on the bureaucratic labyrinth that refugees must navigate under the Kafala system. The system's requirement for a local sponsor (Kafeel) for legal employment creates a significant barrier, particularly for refugees who often lack the social and economic capital to secure such sponsorships. Turner's research highlights how this sponsorship requirement not only limited refugees' access to formal employment but also places them in a vulnerable position, susceptible to exploitation and abuse.

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### ***Limited Employment Opportunities***

The International Labour Organization's 2019 report, «Access to Work for Syrian Refugees in Jordan: Opportunities and Challenges,» underscores the restrictive nature of employment opportunities available to refugees. While the Jordanian government has made strides in granting work permits to Syrian refugees, these are largely confined to low-skilled sectors. This limitation exacerbates the mismatch between the skills that refugees possess and the jobs available to them, further hindering their economic integration and contributing to underemployment among the refugee population.

### ***Dependence on Employers***

The Human Rights Watch report from 2018, titled «Workplace Abuses in Jordan under the Kafala System,» delves into the precarious relationship between refugees and their employers. The Kafala system ties a refugee worker's legal status in Jordan to their employer, creating a power imbalance that can lead to exploitation. This dependence often results in refugees tolerating substandard working conditions, for fear of losing their job and legal status.

### ***Risk of Statelessness***

Achilli's 2015 study «The Risk of Statelessness for Refugees in Jordan,» discusses the severe consequences of job loss under the Kafala system. In this context, job loss is not just a matter of economic hardship but also a critical legal predicament.

When refugees lose their jobs under the Kafala system, they effectively lose their sponsor. Without a sponsor, their legal right to stay in the country is jeopardized, leading to a loss of legal status. This loss is not merely an administrative issue; it places refugees in a highly vulnerable position, exposing them to the risk of detention, exploitation, and deportation. This situation becomes even more dire for those who cannot return to their home countries. Many refugees in Jordan are from regions torn apart by conflict or persecution, such as Syria. Returning to their home countries would expose them to extreme danger, yet their host country, bound by the Kafala system, may no longer offer them legal protection or residency. Achilli's study highlights the precarious nature of refugee existence under such systems. The economic impact here is not just about the inability to earn a living but extends to the very right to reside legally in a safe haven. The risk of statelessness thus becomes a looming reality for these individuals, as they are caught between the inability to stay legally in their host country and the peril of returning to their home countries. In summary, the link between economic impact and the conditions of refugees under the Kafala system is a critical one. It underscores how job loss can escalate from an economic setback to a legal and existential crisis, leading to the heightened risk of statelessness for refugees who are unable to return to their countries of origin.

### ***Economic Integration Challenges***

The UNHCR's 2020 report, «Economic Integration of Refugees in Jordan: Long-term Challenges and Opportunities,» examines the broader economic implications of these restrictions. The report argues that the Kafala system's constraints on legal employment opportunities for refugees hinder their ability to achieve economic self-reliance, perpetuating their dependence on humanitarian aid and limiting their contributions to the local economy.

The World Bank's 2019 study, «Effects of the Syrian Refugee Crisis on the Jordanian Labor Market,» explores the impact of the influx of refugees on the native labor market. The study finds that the Kafala system's limitations on refugees exacerbate competition for low-skilled jobs, potentially fuelling tensions between refugees and host communities.

### ***International Response and Reforms***

The European Bank for Reconstruction and Development's 2018 publication, «The Jordan Compact: A New Approach to Syrian Refugees in Jordan,» outlines international efforts to reform the Kafala system and improve labour market access for refugees. These efforts represent a crucial step towards mitigating the system's adverse effects on refugees and facilitating their integration into the Jordanian labour market.

In conclusion, the Kafala system in Jordan presents multifaceted challenges to refugees' access to employment. These challenges are deeply intertwined with legal, social, and economic issues, affecting not only the refugees themselves but also the broader dynamics of the Jordanian labour market and society. Addressing these challenges requires a comprehensive approach that balances the needs and rights of refugees with the socio-economic realities of the host country.

### ***Working permits: the impact on refugees and migrant workers***

In Jordan, the work permit regulations for migrant workers and refugees, particularly Syrian refugees, have evolved significantly, particularly since the implementation of the Jordan Compact in 2016. This evolution aims to improve their working conditions and integrate them into the labor market. Employers of non-Jordanian workers, including refugees, are required to obtain a work permit from the local Labour Directorate of the Ministry of Labour, with Syrian refugees having access to these permits in select occupations. The legal framework governing the work of Syrian refugees in Jordan is based on Jordanian labor law, international conventions, and an MoU with the UNHCR. The Jordan Compact agreement, established at the London donor conference, has led to significant changes, including the waiver of high work permit fees for Syrians in exchange for trade benefits with the European Union and investments to support the Jordanian economy (Work-permits-Barriers-and-Difficulties-for-Refugees, 2022).

The introduction of flexible work permits, particularly in agriculture and construction, allows Syrian workers to move freely between employers. However, Syrian refugees still face challenges in the labor market, including legislative changes leading to delays in permit issuance and a lack of social security inclusion for certain. Additionally, the Ministry of Labour began imposing fines on Syrian workers who wished to issue work permits for the first time, based on the number of years they had been in Jordan without a permit as of February 2021 (Work-permits-Barriers-and-Difficulties-for-Refugees, 2022).

An International Labour Organization (ILO) and the Institute for Labour and Social Research (Fafo) report analysed the impact of changes in work permit regulations since 2016. It found that Syrians holding a valid work permit experience better working conditions than those without permits, including better working hours, contracts, and minimum wage compliance. The report also noted that while decent work conditions are more prevalent for Jordanians, Syrian workers have increasingly assimilated into the Jordanian labor market due to the work permit scheme.

The report also recommended increasing the number of refugees with access to work permits through streamlined procedures, digital solutions, and proactive steps to raise awareness and inclusion of women in the work permit system. Long-term recommendations emphasized promoting a unified refugee approach, supporting the Government of Jordan to expand the work permit scheme to include refugees from other backgrounds.

Overall, the government's efforts, supported by international initiatives, aim to provide Syrian refugees with legal employment opportunities while addressing Jordan's labour market needs. However, the continuous policy evolution and the complex challenges faced by Syrian refugees indicate the need for further adjustments and support to fully realize the benefits of these work permit regulations (Work-permits-Barriers-and-Difficulties-for-Refugees, 2022).

The impact of the working permit policy for refugees on other migrant workers in Jordan, particularly under the Jordan Compact, can be analysed through various dimensions of the labor market and socio-economic conditions. Tamkeen recent report Work Permit Barriers and Difficulties for Refugees has clearly summarised the main challenges arguing that the introduction of work permits for Syrian refugees, especially under the Jordan Compact, has potentially increased competition for jobs, affecting other migrant workers. Similarly, the legal employment of refugees might exert downward pressure on wages in certain sectors where there is an over-supply of labour, impacting the wages of other migrant workers. Moreover, this working permit policy could lead to an increasing segmentation of the labour market, with refugees and other migrant workers finding themselves in different sectors based on legal frameworks.

Finally, the policy towards Syrian refugees is closely tied to international aid and relations, influencing the overall policy environment in Jordan regarding foreign workers and refugees (Work-permits-Barriers-and-Difficulties-for-Refugees, 2022).

### ***The specificity of Yemeni and Libyan migrants' condition***

Against the background that has so far being outlined in this report, ARDD has conducted a study to understand how current policies in Jordan impact on refugees of other nationalities and their ability to reside and access services in Jordan. Focusing on the particular condition of Yemeni and Libyan nationals, important factors have been addressed:

Yemeni Nationals in Jordan decision are no longer exempt from obtaining a residence permit. They were given a deadline (12/15/2015 to 06/15/2016) to regularize their status. This extension does not waive fines for delays, which are calculated from 04/14/2016. Additionally, Yemenis with nearly expired residency permits were granted a two-month extension. Starting from 12/15/2015, Libyan nationals require visas to enter Jordan and are considered restricted nationalities. Visas or prior approvals are needed for medical treatment, study, family visits, or conference participation. Libyans must obtain a permanent residency permit for continued presence in Jordan, and the regulations for Yemeni nationals also apply to them, except for the provision of a correction period. The Residence and Foreigners Affairs Law applies to all Yemeni and Libyan nationals in Jordan. They can get residence permit if they meet certain conditions, like having a work contract, guaranteed livelihood, investment in trade or industry, possessing unique scientific or professional skills, being staff or employee in a diplomatic mission, being a dependent of a resident, or being a student in a Jordanian institute. Additional conditions like a five-year residence permit for women married to Jordanians are also mentioned.

Yemenis must regularize their status within the deadline or face fines. In case of non-compliance, actions like arrest, release under conditions, or immediate deportation may be taken. Deported individuals can return only with special authorization.

These new regulations have strongly impacted the situation of Yemenis and Libyans in Jordan who are now linked to the residence permit procedures and if unable to meet the law requirements are at a high risk of becoming illegal migrants. (ARDD)

### ***Working conditions for Somali and Sudanese refugees***

Particular attention should be devoted to the situation of other nationals reaching Jordan as refugees. Through its legal aid engagement and ad-hoc studies, ARDD has identified the most compelling challenges Sudanese and Somali refugees face. These community must deal with a range of practical concerns and limits in finding employment, particularly if they do not speak Arabic and are not well integrated locally. Those who manage to find work often suffer from exploitation, discrimination, and violation of their labour rights, sometimes resembling conditions of modern slavery rather than fair employment. These refugees, especially Somalis and Sudanese, also risk being placed in administrative detention while working. In such cases, they often have to surrender their passports to local authorities and may face difficulties in retrieving them upon release. Additional legal challenges arise if they are perceived as security risks or have criminal records. For example, securing release often requires a Jordanian guarantor, typically a male with a clean security record, who must temporarily give up his ID card to the police. Finding such guarantors is difficult for refugees due to their limited connections within the Jordanian community and the importance of ID cards in daily Jordanian life.

This situation has led to the emergence of a black market where individuals offer guarantor services for substantial fees, despite the illegality of this practice. Refugees, especially those from Somalia and Sudan, struggle to find and afford such guarantors. Since the guarantor system is widespread in Jordan, significant change seems unlikely. Although refugees often request the UNHCR and ARDD-LA to provide free guarantors, legal restrictions prevent this. The UNHCR has had some success in aiding refugees, particularly Somalis and Sudanese, to get released from prolonged administrative detention, often due to security concerns. These groups are frequently detained for illegal work but are less likely to be deported for security reasons.

As it has so far being discussed, it's worth reminding here that even though refugees in Jordan are legally barred from working, they are still entitled to labour rights under Jordanian law, which offers some protection against exploitation. In cases of exploitation, refugees can claim their rightful wages and benefits, with organizations like ARDD-LA providing assistance through mediation and legal representation.

In light of these factors, it is imperative to establish a national framework or laws governing the work of refugees and asylum-seekers in Jordan. It should be noted that the Jordanian government has paid attention to the need of facilitating access to work permits and establish practices that would allow refugees to correct their situation by clarifying their status. In the past 5 years governmental campaigns allowing Syrian refugees to access services, including school registration and working permits, by presenting just a asylum certificates have been held. Moreover, the Interior Ministry has also started a campaign for allowing Syrian refugees who left the camps without permit and have settled in urban areas to register their status in order to avoid staying

in illegal conditions and therefore not being able to apply for working permit or other services. Similar campaigns, aiming at facilitating the legalisation of the status of migrant workers who were not able to renew their working permit are being organised by the Ministry of Labor in order to allow migrants to readdress their condition and have therefore legal protection and access to services. While these efforts are positive and attest for institutional attention to the bureaucratic challenges that migrant workers and refugees face, the contradictions and limits of the legal system require major efforts to facilitate labor rights and access to services.

### ***Challenges Faced by Migrant Workers in the Job Market***

Based on the complex legal and policy framework outlined above, it is not surprising that the challenges faced by migrant workers in Jordan's job market are multifaceted and deeply entrenched. While some migrants who seek jobs in Jordan also aim to register as refugees, their work eligibility is not directly tied to their refugee status. Instead, obtaining a work permit requires a valid passport, irrespective of their registration with UNHCR. A Sudanese migrant who arrived in Jordan in 2020 exemplifies the dilemma of the complex layers of bureaucracy that migrants face, leaving them in a precarious position where securing stable employment becomes a challenging task. He shared his struggles, stating: «I have been here since 2020 and I have an appointment for registration with the agency (UNHCR), Every time I visit the agency, they are closed or unable to help.»

Another migrant worker, a Yemeni national who arrived before 2005, echoed similar sentiments. He highlighted the difficulty of obtaining a work permit, previous pending payment (most probably related to residence fees and working permit fees) of 10,000 dinars: «I'm waiting for a job. I have a pending payment of 10,000 dinars holding me from working. I'm forced to work because I have no money for expenses, so I'm squeezed to the last penny not being able to work for 10,000 dinars». Such financial barriers further exacerbate the already challenging conditions faced by migrant workers in Jordan.

Legal experts at ARDD have been providing migrant workers and refugees with constant support in dealing with the administrative and legal challenges that they face in accessing the job market and other fundamental services. According to their experience on the ground, one of the main problems migrants and refugees face is the lack of clear knowledge of their rights and legal procedures to obtain them: often the process of registration as a refugee is understood as necessary for obtaining a working permit while the second mainly depends on the possession of valid passport. A major challenge in any case remains the high fees for a working permit as it is often the worker that needs to cover it even if legally it should be the employer to pay for it. Finally, one of the most concerning issues for migrant workers remains the inability to access social security benefits unless they leave the country permanently without returning. This makes it almost impossible for workers to reclaim their benefits.

### ***Wage Disparities***

Wage disparities are also a critical issue for migrant workers in Jordan. The same interviewee from Sudan recounted: «I was working in agriculture... I was selling vegetables and because I didn't have a work permit, I was at risk of getting caught.» This situation not only placed him in a legally vulnerable position but also impacted his ability to earn a fair wage, thus perpetuat-

ing the cycle of poverty and marginalization among migrant communities. Another interviewee confirmed: “The salaries are very low, if you deserve 500, 600 they give you two hundred fifty like that, and with deductions, you end up with very little.»

### ***Working Conditions***

The working conditions for many migrant workers are marked by exploitation and insecurity. For example, a Somali migrant who arrived in Jordan in 2017 expressed his frustration with the lack of employment opportunities and legal protection: «I know from the time with UNHCR, do you have someone who can help you with organizations UNHCR? Is there anyone who helps? ». His narrative underscores the challenges faced by many migrants in finding employment that is both legal and dignified.

Another interviewee reported that given their status as migrants, linked to the sponsor, they have no guarantee in the work environment and even access to health services and care is a privilege that is not assured to them. He said: I had pain. I informed the labor office about my problem and I hoped to get support. But the doctor at Bashir Hospital wrote that there was nothing wrong, and then I discovered the disc injury. I couldn't move, now I walk on pills, I have to take medicine to be able to walk, my legs are numb, all of them, I mean family, they bring me injections. But for this situation, I didn't search for another job, and I don't have any support.”

Talking about the relationship with the employer, an Egyptian migrant explained that rights are never really guaranteed and even if the relationship is good, the migrant is always expected to adjust without requesting its right. “Honestly (the relation) was kind of good, but there were always issues, like no vacations were allowed, if I needed any permission or leave, I needed to figure out how to cover for my absence. Or if you do not want to, you deal with him”.

### ***Analysis of the Impact of Discrimination on Migrant Workers: Personal Stories and Experiences from Interviews and Focus Groups***

Legal and administrative challenges in accessing the job market have a profound impact on migrant workers, affecting not only their economic stability but also their mental health and overall well-being. The discriminatory practices in employment and unequal access to opportunities contribute to a cycle of poverty and social exclusion for these communities. The personal narratives of migrant workers in Jordan provide crucial insights into the lived realities of these individuals. Their stories highlight the diverse challenges they face, ranging from legal hurdles to exploitation and discrimination in the job market.

#### *Somali experience with bureaucratic procedures (Arrived in 2020)*

«I have been subjected to imprisonment and was taken my passport because I don't have an agency document (refugee registration) and without that can't have a work permit, yes, so it's all problems I face, that even now I can't find suitable solutions. How can I start working again? Because at any moment I am threatened that I could be detained, I don't know, because it's threatened, it could be imprisoned again.»

*Somali Migrant's Employment Challenges (Arrived in 2017):*

A Somali migrant, who came to Jordan in 2017, talked about his continuous struggle with employment: «No one helps me. Nothing.» He highlighted the lack of information and the inability to identify the relevant institutions for requesting and administrative help that might be required. Lack of knowledge of the available channels, organizations, legal assistance that migrant workers and refugees could have represents a recurring challenge that limits employment opportunities and legal protection, painting a picture of the vulnerability and helplessness experienced by many in the migrant community.

*Sri Lankan Migrant's experience with Sponsor (Arrived in 2010):*

A Sri Lankan migrant who arrived in 2010 recounted her relationship with a sponsor to obtain the working permit and documentation to stay legally in the country. “I arrived with a sponsor, and I was working for their family but once they left I had to find another sponsor. Many people are willing to serve as a sponsor if you pay them. But of course, this makes the whole process much more expensive because I must pay for the work permit, and the insurance, and also for the sponsor! But I do not have other options if I want to be legal. Every year the sponsor gets more expensive. Plus, I am dependent on him, he decides when he can come to the appointment or for the insurance paper. I keep calling and insisting but it takes time before he agrees to come”.

These personal stories not only illustrate the diverse challenges faced by migrants in Jordan but also humanize the statistical and analytical data often presented in reports. They bring to the forefront the individual struggles, hopes, and resilience of these communities. The narratives reflect a broader spectrum of issues, from legal and bureaucratic complexities to social and economic barriers, which collectively impede the full integration and well-being of migrant workers in Jordanian society.

## Access to Education

The path to educational opportunities for migrant and refugee children in Jordan is marked by a series of complex challenges that intertwine with the families' legal status and socio-economic conditions.

### ***Dependency on Parents' Legal Status:***

The education of migrant children is heavily dependent on their parents' legal status in Jordan. As the Egyptian migrant who arrived in 2008 pointed out, «It's supposed to be that education is linked to the work permit». This dependency creates significant challenges for families lacking stable legal documentation. It should be noted that the Jordanian Ministry of Education has introduced a new policy that significantly eases the educational access for children of non-Jor-

danian residents. Under this policy, these children are no longer required to provide specific documents for school registration, a considerable shift from previous regulations. This exemption extends to school fees as well, offering relief regardless of the legal status of their parents. This change is a departure from the previous norm where a child's access to education in Jordan was largely influenced by their parents' legal standing. (Al Ghad) However, the implementation of the law remains contradictory as very often parents are still required to present their working permit and enrolments are still conditioned by the status of the parents. Fees for registrations are still high limiting the possibility for students to access education.

### ***Bureaucratic Hurdles in School Enrolments:***

The bureaucratic process of enrolling children in schools presents multiple hurdles for migrant families. The Somali migrant, who arrived in 2017, shared his experience: «I wasn't in prison? My children in three public schools Mohammed, Fatima, and Yusra are still studying for me now and secondly, I couldn't and those fingers». This narrative illustrates the difficulty in navigating the administrative processes required for school registration.

### **Barriers to Accessing Education**

Beyond the bureaucratic complexities, migrant and refugee children encounter various other barriers that impede their access to education.

### ***Economic Obstacles:***

Economic challenges are a significant barrier to education for many migrant families. A Sudanese migrant, who arrived in 2018, expressed concerns about his ability to support his family: «Yes it's difficult to find work. Even if I leave today, it will be the same tomorrow. You are banned for a week. I have a very young daughter they would ban me for a week». The financial burdens faced by families can directly impact their children's education.

### ***Cultural and Linguistic Barriers:***

Migrant children often face cultural and linguistic barriers in the educational system. Language difficulties, especially for those whose first language is not Arabic, and cultural differences can hinder their integration and learning experience in schools.

### **Personal Stories and Experiences from Interviews**

The personal stories from the interviews and focus groups provide an intimate look into the challenges faced by migrant families regarding their children's education.

#### *Challenges of an Egyptian Migrant (Arrived in 2008):*

An Egyptian migrant detailed his struggles with ensuring his children's education: «It's supposed to be that education is linked to the work permit». His challenges are emblematic of those faced by many migrant workers whose children's educational opportunities are jeopardized by their uncertain legal status.

### *Challenges of a Filipino migrant (Arrived in 2009)*

A Filipino woman recounted the struggle she had to face to register her daughter in school as she did not have any document of being born in Jordan, from a Jordanian father who could not recognize her as she was born outside of marriage. “My daughter did not exist for Jordanian authorities until I decided to denounce his father when she was a 6-year-old. It was the only way to have access to school. To have papers. I denounced him to the police, saying he was the father, they contacted him and ran a DNA test that proved that he was the father! So they forced him to marry me and register the daughter. It took a long time, I also had to spend a couple of nights in jail when I denounced him because I did not have a valid working permit. But eventually, it was worth it. My daughter has papers now and can go to school and eventually, I can also ask for Jordanian citizenship!”

### *Additional Narratives from Migrant Families:*

Other migrant families shared similar stories during focus group discussions. They spoke about their relentless efforts to navigate the educational system, confronting challenges such as documentation requirements, language barriers, and the need for special approvals, all of which create an environment of uncertainty and inequality for their children.

These narratives highlight the multi-layered challenges migrant and refugee families face in securing education for their children in Jordan. The accounts reveal not only the legal and bureaucratic hurdles but also the socio-economic and cultural obstacles that impede migrant children's access to education and their ability to integrate effectively into the host society.

### **The role of civil society in supporting migrant workers and refugees in Jordan**

The role of civil society in supporting migrant workers and refugees in Jordan has been fundamental in advancing new legislative approaches and voicing the needs and challenges that are faced daily by these communities over the past two decades. It has been the effort of the civil society, and its engagement with relevant local and international stakeholders that has often contributed to relevant adjustments and improvements in the life of refugees and migrant workers. Civil society contribution has happened at different levels, and it can be summarised as follows:

**Advocacy and Policy Influence:** Civil society organizations (CSOs) play a crucial role in advocating for policy changes that benefit migrants and refugees. For instance, Betts et al. (2017) in «The Global Compact on Refugees: Towards a Theory of Change?» highlight how CSOs can influence government policies to create more inclusive educational systems and labor markets for refugees. In Jordan, this advocacy is crucial given the large number of Syrian refugees and other migrants.

**Direct Service Provision:** Many CSOs engage directly in providing services to refugees and migrants. Francis (2019) in «Education for Refugees: The Role of Non-state Actors» emphasizes the importance of non-state actors in delivering education to refugee populations, especially in contexts where the state is unable or unwilling to provide these services. In Jordan, organizations like the Jordanian Hashemite Charity Organization have been instrumental in this regard.

**Capacity Building and Empowerment:** Civil society can also empower refugees and migrants by building their capacities. According to Crisp (2018) in «Refugee, Migrant, and Displacement Education: Building Bridges, Not Walls,» programs that enhance skills and knowledge not only prepare migrants for the workforce but also help them integrate into their host communities. In Jordan, initiatives like the UNHCR's livelihood programs are examples of such efforts.

**Partnerships and Collaboration:** Effective support for migrants and refugees often requires collaboration between different sectors. Wallace and Chatty (2018) in «Partnership and Accountability in the Governance of Refugee Situations: The Case of Jordan» discuss the importance of partnerships between CSOs, government agencies, and international organizations in addressing the complex needs of refugees. In Jordan, partnerships between local NGOs, international organizations, and the government are vital for coordinated responses.

**Research and Knowledge Sharing:** Civil society contributes to understanding the needs of migrants and refugees through research. Publications like those from the Jordanian Center for Policy Research provide valuable insights that guide interventions. This knowledge sharing is critical for developing effective strategies to improve access to education and work.

**Overcoming Legal and Social Barriers:** CSOs often work to overcome legal and social barriers that impede refugees' access to education and employment. As indicated in Achilli's (2015) «The Syrian Refugee Crisis in Jordan: The Paradoxes of Hospitality,» addressing legal restrictions and social stigma is essential for ensuring that refugees and migrants can access education and employment opportunities.

**Emergency Response and Resilience Building:** In times of crisis, civil society's role becomes even more crucial. As Jones (2016) in «Building Resilience Amongst Refugee Children in Jordan» points out, CSOs often lead in providing emergency educational services and psychosocial support, which are essential for the resilience and long-term well-being of refugee children.

In conclusion, civil society in Jordan plays a vital role in supporting migrant workers and refugees. Through advocacy, service provision, capacity building, collaborative efforts, research, addressing legal and social barriers, and emergency response, these organizations contribute significantly to improving access to education and work for these vulnerable populations.

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### *Voices from the ground*

Despite the achievement in advocating for migrant workers' and refugees' rights, there is still much that can be done. According to a Step of Hope representative, in North Jordan, Civil society organizations in organizations can continue to play a critical role in changing the overall approach to workers and refugees, challenging discriminatory practices or discourses still at play. A central theme in her comments is the importance of facilitating the social inclusion of these groups within local communities.

ARDD legal experts also suggests that it is fundamental to continue investing in advocacy efforts towards relevant stakeholder advocate: campaigns aimed at simplifying the procedures for obtaining work permits, including reducing associated fees should be organized. Importantly, he suggests that these fees should be calculated from the date of entry into Jordan and not applied retroactively. Furthermore, there should be calls for the application of flexible work permits to be extended to all nationalities, not just Syrians and Egyptians.

In addition to these advocacy efforts, interviewees stress the importance of providing vocational training for young refugees. They highlight the need to actively assist in integrating migrant workers and refugees into the job market. This involves establishing contacts with business owners, which can significantly ease the entry of trained youth into the workforce. Another critical point raised is the need to put pressure on relevant institutions to ensure that the enrolments of children of migrant workers and refugees in schools are not contingent on the legal status of their parents. This advocacy with relevant stakeholders is seen as essential in guaranteeing the right to education for all children, regardless of their background or the status of their families.

## Conclusions

Jordan's situation regarding migrant workers' and refugees' access to work and education has unique attributes compared to neighboring countries like Lebanon, Turkey, and Iraq. While Jordan faces a significant influx of refugees and migrant workers, it differs in its approach to integration policies and legal frameworks. For instance, unlike Lebanon's more restrictive work permit policies, Jordan has made efforts to integrate Syrian refugees into the labor market. However, the kafala system, similar to that in Gulf countries, still poses challenges in Jordan, leading to exploitation and limited mobility for migrant workers.

The report finds that despite efforts, discrimination in Jordan severely hampers access to work and education for migrants and refugees. This discrimination manifests in legal barriers, wage disparities, and exclusion from certain job sectors. Moreover, the education of migrant children is heavily reliant on their parents' legal status, creating additional challenges.

Discrimination in Jordan leads to economic instability and social exclusion for migrants and refugees. It not only affects their immediate livelihoods but also has long-term psychological impacts, hindering their integration into society. The kafala system exacerbates these issues, creating a dependent and often exploitative relationship between workers and employers.

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## Recommendations

### Policy Recommendations to Improve Access to Work and Education

- **Reforming the Kafala System:** The report highlights the need for a major overhaul of the kafala (sponsorship) system in Jordan. This should involve:
- **Establishing Clear Regulations:** Implementing legal frameworks that protect migrant workers from exploitation and ensure freedom of movement and employment.
- **Creating Support Mechanisms:** Setting up government-run support centers for migrant workers to seek help and legal advice.
- **Introducing Flexible Work Permit Policies:** To facilitate easier access to the labor market for refugees and migrants, the following steps are recommended:
- **Simplifying the Permit Process:** Reducing bureaucracy and costs associated with obtaining work permits.
- **Sector-Specific Strategies:** Allowing refugees and migrants to work in more sectors, especially where there is a labor shortage.
- **Establishing Community-Based Education Programs:** To improve educational access for refugee children, the report suggests:
- **Local Integration of Educational Programs:** Collaborating with local communities and international organizations to create education programs within refugee settlements.
- **Language and Vocational Training:** Offering language courses in Arabic and vocational training to enhance employability and integration.
- **Strengthening Anti-Discrimination Laws:** To combat discrimination in employment and education, the report recommends:
- **Enhanced Legal Frameworks:** Strengthening existing anti-discrimination laws and ensuring their enforcement.
- **Awareness Campaigns:** Conducting public awareness campaigns to reduce societal stigma and discrimination against migrants and refugees.

### Suggestions for Future Research

- **Longitudinal Studies:** Conducting long-term studies to track the outcomes of migrants and refugees in Jordan. These studies should focus on:
- **Economic Integration:** Assessing the long-term economic impact of migrant and refugee integration into the labor market.
- **Social Cohesion:** Evaluating the effectiveness of integration policies in promoting social cohesion between migrants, refugees, and host communities.

- ***Comparative Studies with Non-Regional Countries:*** Comparing Jordan's situation with countries outside the MENA region that have experienced significant migrant and refugee flows, to identify unique strategies and policies that could be adapted for Jordan.
- ***Detailed Impact Assessments:*** Undertaking thorough assessments of specific interventions and policies implemented in Jordan. These assessments should aim to:
  - ***Analyze Effectiveness:*** Determine the effectiveness of specific policies and programs in improving access to work and education for migrants and refugees.
  - ***Identify Best Practices:*** Highlight successful approaches and strategies that can be replicated or scaled up.
- ***Cultural Integration Studies:*** Exploring the cultural aspects of integration, focusing on how cultural differences and similarities between refugees, migrants, and host communities affect integration processes. This includes studying the role of cultural exchange programs and community engagement initiatives.

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