



**“Final Evaluation of the Project Building resilience among refugees and their
Jordanian hosts”**

Final Evaluation

Final report

10/08/2019



Implemented by

Talal Abu Ghazaleh and Co. Consulting

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Acknowledgement

TAG Consult wish to acknowledge the generous support of CARE team in making possible the evaluation process of the project “**Building resilience among refugees and their Jordanian hosts**”

CARE team were willing to share data and give access to information and project beneficiaries. The information was given with good will and in a spirit of cooperation, all of which facilitated the work of the TAG Consult.

Introduction

External evaluation Overview

Under an agreement contract signed between CARE International in Jordan and Talal Abu Ghazalah Consult- TAG Consult; TAG Consult ran an external evaluation to evaluate project “**Building resilience among refugees and their Jordanian hosts**” this project was funded by Austrian Development Agency- ADA and implemented by CARE International in Jordan.

The evaluation process adhered to the OECD framework and it was designed to measure qualitatively and quantifiably the three project results.

External evaluation objectives:

In specific the external evaluation aimed at achieving the following:

- Analyzing and assessing -utilizing the OECD/DAC frame work- the project’s achieved results which were made under all its objectives and aimed at improving access to the labor market and create linkages with key market actors for the most vulnerable Syrian refugee and Jordanian households in Amman, Zarqa, and Azraq camp.
- Presents results (output, outcome), conclusions, lessons learnt and recommendations to CARE, and ADA.

Purpose of this document:

This document will be presenting: The final qualitative and quantifiable findings, conclusions and recommendations in relation to the three project’s results and based on the OECD framework.

Overview about “Building resilience among refugees and their Jordanian hosts’ project”¹

from the period 1/09/2017- 31/08/2019, CARE International in Jordan implemented a project titled “Building resilience among refugees and their Jordanian hosts” and the project aimed at supporting vulnerable Syrian refugees and Jordanians to enhance resilience and protection, especially from gender-based violence (GBV), through improved access for men and women to dignified, sustainable livelihoods in the Syria crisis highly-impacted areas of Amman, Zarqa and the Azraq refugee camp, while promoting social cohesion between Syrians and vulnerable Jordanians through joint programming and the provision of dignified solutions for long-term urgent cash needs.

The project is operated to achieve the following three results:

- ER1 – Most vulnerable urban refugees are aware of their rights and are able to meet legal requirements to enter the labor market;

¹ Project documents and TORs

- ER2 – Improved access to and participation in the labor market for vulnerable refugees and host Jordanians, especially women;
- ER3 – Increased economic participation and ability to secure dignified, sustainable livelihoods for vulnerable refugee camp women.

Evaluation methodology

Evaluation Methodology

TAG Consult evaluation methodology utilized the OECD/DAC “Guidelines for Project and Programme Evaluations” as a basis for conducting this evaluation, our evaluation methodology focused on qualitatively measuring and evaluating the project utilizing the guidelines of OECD pillars (**relevance, effectiveness, efficacy, impact, and sustainability**) as requested in the project TORs.

In essence, the methodology will support in providing findings, conclusions and recommendations around a number of factors related to the project:

1. The design and coherence of the project/programme including the design of the log frame matrix/programme theory and present the underlying theory of change and its assumptions.
2. The extent to which the project/programme has already achieved its objectives and results or is likely to achieve them, including the extent to which the lives of the project/programme beneficiaries (women, men, girls, boys) has already been improved. Also, the extent to which supported institutions have already benefitted people.
3. The extent to which cross-cutting issues (gender and environment mainstreaming) were applied.
4. Assess the performance of Building resilience among refugees and their Jordanian hosts project under all the objectives according to the following evaluation criteria: relevance, effectiveness, efficiency, impact and sustainability;
5. Specifically considering how the project has generated positive changes in the lives of targeted women, girls, boys and men;
6. Ensure accountability for the funds provided by ADA;
7. Identify unintended consequences of the project, both positive and negative; for target groups and others impacted;
8. Document the enabling factors and challenges that influence project implementation;
9. Provide evidence-based recommendations for all stakeholders for the future programming in light with the evaluation findings, including specific recommendations in relation to gender equality/women’s empowerment issues including power dynamics.

About OECD/DAC framework

TAG Consult as mentioned above will utilize one of the best practices and frameworks of evaluation which is the framework of The Organization for Economic Co-operation and Development (OECD)/Development Cooperation Directorate (DAC). This evaluation framework has been articulated in 1991 with the prospect of creating a standardized effective process and criteria to evaluate developmental and humanitarian aid projects.

The framework has five major criteria to include relevance, effectiveness, efficiency, impact and sustainability; each criteria measures qualitatively projects' operations and answers the following questions about the implemented project/programme.

1.	Relevance	<ul style="list-style-type: none"> • Are we doing the right thing? • How important is the relevance or significance of the intervention regarding local and national requirements and priorities?
2.	Effectiveness	<ul style="list-style-type: none"> • Are the objectives of the development interventions being achieved? • How big is the effectiveness or impact of the project compared to the objectives planned (Comparison: result – planning)?
3.	Efficiency	<ul style="list-style-type: none"> • Are the objectives being achieved economically by the development intervention? • How big is the efficiency or utilization ratio of the resources used (Comparison: resources applied – results)?
4.	Impact	<ul style="list-style-type: none"> • Does the development intervention contribute to reaching higher level development objectives (preferably, overall objective)? • What is the impact or effect of the intervention in proportion to the overall situation of the target group or those effected?
5.	Sustainability	<ul style="list-style-type: none"> • Are the positive effects or impacts sustainable? • How is the sustainability or permanence of the intervention and its effects to be assessed?

Evaluation design framework

The evaluation methodology framework was designed to present findings and conclusions under three major components

1. Desk review:

TAG consult is presenting its finding and recommendations of the desk review focusing on the 1) planning, M&E, and technical implementation operational side of the project from a project management perspective, and 2) the strong correlation with National and regional strategies which works in supporting the resilience among Syrian refugees and host communities.

2. Qualitative Result based evaluation

TAG consult is presenting findings and recommendation by measuring the three major project results based on OECD/DAC framework. TAG Consult created an OECD framework for each project result, to tangibly provide data about the level of achievement under each result. The data was gathered through FGDs with beneficiaries

3. Qualitative Project management and operations evaluation

TAG Consult is presenting findings and recommendations by evaluating the planning, implementation phase from project management perspective, an OECD –DAC framework was created to tangibly provide data about management and implementing team perspectives about the project. This was attained through Key informant interviews with the project management and team.

4. Quantitative evaluation

TAG Consult is presenting findings and recommendations by evaluating the quantitative raw data received and implemented by CARE International in Jordan, a four guiding questionnaires were created by CARE International in Jordan to tangibly provide data about project's three results. This was attained through phone calls with project's beneficiaries.

Analysis framework:

In analyzing and presenting findings, TAG Consult team inserted raw data of 15 FGDs, 3 KIIs and analyzed quantitative raw data of 4 questionnaires followed by second transcriptions for all inserted raw data to enable a better analysis and judgment on the findings, conclusions, and accordingly we presenting the findings and conclusions.

Data collection tools

TAG Consult depended on primary data collection through desk review and secondary data collection using Focus group discussions- FGD and Key informant interviews- KII, both data collection mechanisms were designed to actively provide qualitative data that will respond to the evaluation's main purpose.

Primary data collection

Desk review

TAG Consult team requested number of documents related to the project from CARE International to gain better understanding about project scope, its operations, level of achievement and challenges faced during implementation. Upon receiving the literature requested, a reference sheet was created which outlines the clarification that are requested from CARE International; and CARE International accordingly provided all clarification needed.

Secondary data collection

Focus group discussions- FGDs

In essence, the FGDs were designed and implemented with project beneficiaries to measure the project's implemented activities based on OECD framework. We implemented 15 FGDs with project

beneficiaries in 3 geographical locations (Amman, Zarqa and Azraq camp); 5 tailored and sensitized FGDs guidelines were designed to target project beneficiaries as illustrated below:

- 1- Syrian refugees in Amman and Zarqa.
- 2- Jordanians in Amman and Zarqa.
- 3- Syrians in Azraq camp,

The size of sample was decided upon based on the density of beneficiaries in geographical locations and in agreement with CARE International.

Key informant interviews- KII

In essence, the KIIs were designed and implemented with project management and implementing team to measure project’s operations, management and coordination model. We implemented 3 KIIs based on an agreement with CARE International in Jordan; 1 tailored KII guidelines were designed and interviews were conducted based on it.

Findings and conclusions of desk review

The literature and documents received from CARE International were clustered under four main components, below table provides an insight about the requested and provided documents from CARE International.

Component of shared literature	Title of document
Project planning phase shared literature	<ul style="list-style-type: none"> • ADA proposal document. • Baseline Assessment. • Project budget. • Log frame.
Project M&E shared literature	<ul style="list-style-type: none"> • ADA SP interim report Sep 2018. • ADA progress 30 July 2019.
Implementation shared literature	<ul style="list-style-type: none"> • VSLA selection criteria. • ADA grantees selection criteria and process. • VSLA selection process. • ADA work plan. • ADA beneficiaries’ selection criteria – life skills trainings. • ADA beneficiaries’ selection criteria work preparedness. • Baseline assessment mapping.
National and regional strategy documents	<ul style="list-style-type: none"> • CARE International Jordan Business plan 2017-2020 • Labor market assessment by CARE. • Care sustainable development programme leaflet. • 7 Years into Exile assessment.

TAG consult presents its finding and conclusions of the desk review focusing on the effectiveness of 1) operational side of the project from a project management perspective 2) the strong correlation with National and regional strategies and on the importance of sustaining.

Findings

- An effective project design and proposal document which included all components of a proposal document and it is considered to be a strong basis for an effective implementation process.
- Availability of planning documents to include detailed work plans, log frames, need analysis.
- Availability of M&E system.
- Conformity with donor regulations and standards.
- The implemented project responded to a number of strategies to include the Jordan Response plan and CARE International annual plans and strategies.

Conclusions:

According to literature and desk review we conclude the following;

- Project’s provided documents in design and planning phases in addition to the implemented M&E process supported to accelerate the effectiveness of project operations and implementations and this is evident through the desk review and interviews with consortium partners who acknowledge this aspect.
- It is evident that the project was designed to respond to national strategies like the Jordan Response Plan 2018-2020.

Final conclusions, recommendations and lessons learnt

TAG Consult through the data collection process, and the evaluation reached out to the following findings, conclusions and recommendations in evaluating the project’s results based on OECD framework.

In general, TAG Consult concluded the following:

With regard to ER1 – Most vulnerable urban refugees are aware of their rights and are able to meet legal requirements to enter the labor market;	
Conclusions	
Qualitative conclusions	Only the counseling sessions activity was assessed qualitatively due to the nature of other ER1 activities and lack of sample presentation.
Quantitative conclusions	Mass communication activity about work permits was assessed quantitatively, conclusions are as follow 1- The effectiveness of information received about the process and implications of obtaining work permits is unclear since, the sample

	<p>interviewed present a majority of 93% that were neutral toward the information received whether it increased their understanding of the process and implications of obtaining work permits or not.</p> <ol style="list-style-type: none"> 2- Yet, the answer to the question if they become more aware of their rights or how to access services after the information they received from CARE presented a contradicting conclusion with the above conclusion as 74% of participants responded that they became more aware. And 92% of participants shared this information with other people. 3- As in terms of participants' satisfaction with CAREs accountability system, 78% of participants were satisfied.
Recommendations	<ol style="list-style-type: none"> 1- It is recommended to create a follow up mechanism by project team with beneficiaries who attend these sessions to follow up on their status if they applied for jobs and obtained legal permits and to be aware of their challenges. 2- It is recommended for new activities with the same nature to introduce a financial support (transportation allowance and financial coverage for work permit issuance) for beneficiaries who are interested to apply for work permits, this financial support is suggested to cover work permit fees and transportation and it can be considered as an incentive mechanism which will make beneficiaries encouraged to participate in these sessions and support in showing more effectiveness. 3- It was recommended by some participants to consider arranging these sessions in future projects at a more convenient time for beneficiaries.

ER2 – Improved access to and participation in the labor market for vulnerable refugees and host Jordanians, especially women;

Conclusions

Activities of Basic life skills work preparedness trainings

Qualitative conclusions

- 1- In terms of relevance of these trainings, it is high as the majority of interviewed participants find it relevant and related to their daily life.
- 2- In terms of effectiveness of these trainings, it is high as the content of training provided all participants generally speaking with new skills like communication skills, CV development and job interviews.
- 3- In term of effectiveness of these trainings to motivate participants to establish business or obtain jobs; it is medium as they are now equipped to a certain level to join work force, and motivated to enter the market, yet external factors are limiting them from finding jobs (lack of work permits for Syrians, and nepotism for Jordanians).

	<p>4- In terms of efficacy, it is high as majority of participants expressed their satisfaction that CARE International provided transportation fees, lunch and coffee breaks, since this did not incur any additional costs on participants.</p> <p>5- In terms of impact, it is high as participants believe that these trainings will support them directly in their professional and personal life.</p> <p>6- In terms of sustainability, no conclusion can be drawn related to these training activities as it is related to availability of funding which will enable CARE International to keep following up with them, yet participants expressed that they will be looking for jobs.</p>
<p>Quantitative conclusions</p>	<p>7- In terms of relevance, quantifiable data presents that relevance is high in relation to these trainings, as majority of participants found it related to their life, satisfied from the content, the trainer, the location of trainings and duration, in percentage participants presented their level of satisfaction as follow:</p> <ul style="list-style-type: none"> • Relevance of content and satisfaction: 98% satisfied. • level of satisfaction about the trainer skills is 99%. • level of satisfaction in relation to the training location is 95%. • level of satisfaction about The training duration is 75%. <p>8- In terms of effectiveness, quantifiable data presents that the trainings achieved personal effectiveness more than economic one; as most of the sample presented that increased self-esteem was a major effect of the training 42% of interviewed sample presented this increase of self-esteem, followed by 23% of participants who considered that these trainings affected them positively in terms of CV preparation and job interviews readiness , whereas the access to labor market was not increased as most of them are not working. In percentage, interviewed sample presented the following</p> <ul style="list-style-type: none"> • 76%of interviewed sample were unable to find a volunteering or internship opportunity after the training, and only 23% were able through CARE International Jordan. • 87.5 % of interviewed sample responded that they did not have an improved access to labor market after attending the trainings, as they were even before the trainings <p>9- In terms of effectiveness, quantifiable data presents 95% of interviewed sample are satisfied from the selection process adhered by CARE.</p> <p>10- In terms of impact, quantifiable data presented that the trainings have a major positive effect on changing participants' perceptions about women economic participation; 83% of interviewed sample believe now in women participation in labor market and its importance.</p>

Recommendations	<ol style="list-style-type: none"> 1- It is recommended to expand training durations upon availability of funds for such an expansion. 2- It is recommended in designing and implementing these trainings to link it to participation in job fairs for beneficiaries, or to design sessions with private sector companies with the aim of introducing beneficiaries to potential recruiters. 3- It is recommended in designing and implementing these trainings for Syrian refugees and host communities, to design sessions with prominent social entrepreneurs from local communities who managed to open and run their business; such sessions can motivate participants to open business. 4- It is recommended in designing and implementing these training to design sessions about the different source of funding and invite these funding agencies to these trainings as part of orientation to participants.
Activities of basic life skills/ work preparedness and internships	
Qualitative conclusions	<ol style="list-style-type: none"> 1- In terms of relevance of the trainings and internships, it is medium as there were discrepancy presented by the two groups, for the Jordanian FGD, the content of the trainings and its relevance to the internship conducted was clear, yet they don't find Internships relevant and related to their aspirations and academic qualifications. As for the Syrian FGDs, they found that the training content were more relevant to professional life rather than their personal life. 2- In terms of effectiveness of the trainings, it is high as the content of training provided all participants generally speaking with new skills like communication skills, CV development and job interviews and prepared them for the internship. 3- In term of effectiveness of the trainings and internship to motivate participants to obtain jobs; it is weak as all participants except three participants were not motivated to open new business or look for jobs. 4- In terms of efficacy, it is high as all participants expressed their satisfaction that CARE International provided transportation fees, lunch, coffee breaks during the trainings, and the monthly compensation during the internship, this compensation allowance covered different aspects related to beneficiary household's mainly Syrian refugees. 5- In terms of impact, it is high as participants believe that these trainings and internship will support them directly in their professional and personal life.

	<p>6- In terms of sustainability, no clear conclusions can be drawn. yet participants have future plans to peruse in terms of job finding or pursuing their education.</p>
Quantifiable conclusions	<p>1- In terms of effectiveness, quantifiable data presents that internships were effective as they introduced participants to work environment, and different professional skills</p>
Recommendations	<p>1- It is recommended to expand training durations.</p> <p>2- It is recommended in designing and implementing these trainings to link it to participation in job fairs for beneficiaries, or to design sessions with private sector companies to introduce beneficiaries to potential recruiters.</p> <p>3- It is recommended in designing and implementing these trainings for Syrian refugees and host communities, to design sessions with prominent social entrepreneurs from local communities who managed to open and run their business.</p> <p>4- It is recommended in designing and implementing these training to design sessions about the different source of funding and invite these funding agencies to these trainings as part of orientation to participants.</p> <p>5- It is recommended for future projects to consider better placement mechanisms for interns taking into considerations their aspirations, qualifications and expectations into consideration.</p>
Trainings , VSLA Engagement and Grants distributions	
Qualitative conclusions	<p>1- In terms of relevance of the trainings to VSLA GROUPs, it is high as it was related and supported participants in their different livelihoods.</p> <p>2- In terms of effectiveness of the trainings, it is high as participants found the content to be useful and effective.</p> <p>3- In term of effectiveness of the VSLA group, it is high as the interviewed participants presented that it was effective and supported them in their different livelihood aspects. 7out of 12 interviewed participants were able to establish their own business or develop it.</p> <p>4- In terms of effectiveness of selection process related to VSLA groups, it is medium as participants’ responses reflect negative feedback and others positive feedback; number of participants found it fair and others found it unfair.</p>

	<p>5- In terms of effectiveness of the grants distribution, it is high as participants who were awarded these grants were able either to develop their existing business or implement new business, and it supported them on different aspects of their livelihoods.</p> <p>6- In terms of effectiveness of the grant selection process, mentorship and follow up, it is high as all participants were satisfied from these three aspects.</p> <p>7- In terms of efficacy, it is medium as all participants of VSLA and grants outlined that the amounts received were enough, yet small sized to cover all their needs and business requirements.</p> <p>8- In terms of impact, it is high as participants of VSLA groups and grants believe that this engagement impacted positively their life.</p> <p>9- In terms of sustainability , it is low both groups who benefited from VSLA and grants presented their fears about the continuity of their businesses due to financial challenges once the project ends.</p>
<p>Quantifiable conclusions</p>	<p>10- In terms of effectiveness, quantifiable data presents effectiveness of women engagement in the VSLA groups, 100% of the sample were able to establish their own business and increase their income. 91% of interviewed sample realized an income increase due to their participation in the VSLA groups, 89% of the sample are satisfied from their engagement in these groups</p> <p>11- In terms of impact, quantifiable data presents that a direct and indirect impact occurred to women engaged in VSLA groups and their families and it is of a positive impact.</p> <p>12- In terms of sustainability; quantifiable data presents that 86% of the sample will continue in the VSLA after project ends.</p>
<p>Recommendations</p>	<p>1- It is recommended for future projects to arrange for sessions with local funding agencies as a channel for grants, thus for, beneficiaries can utilize to sustain their projects.</p> <p>2- It is recommended for future projects to develop a long term follow up mechanisms with beneficiaries who benefited from the grants, to keep track their business and provide the needed technical support.</p> <p>3- It is recommended for future projects to arrange for sessions with local social entrepreneurs who managed to successes in their business as motivational aspect for beneficiaries who are benefiting from the VSLA and grants.</p>

- 4- It is recommended for future projects to prolong the repayment scheme of VSLA; in other words, to prolong it to be on a monthly basis rather than biweekly as the current repayment scheme is on a biweekly basis and it is costing beneficiaries financially in terms of transportation, and they find it to a certain extent not feasible additionally, they asked to include youth in these groups.

With regard to ER3 – Increased economic participation and ability to secure dignified, sustainable livelihoods for vulnerable refugee camp women.

Conclusions

Qualitative conclusions

- 1- In terms of relevance of the trainings, it is high as all participants presented that the basic life/work preparedness trainings and sewing trainings were related and beneficial to their daily life.
- 2- In terms of effectiveness of the trainings of basic life/work preparedness trainings, it is high; most of participants found it useful and helped them in their daily life and their surroundings; it had a soothing, motivational effect on their wellbeing.
- 3- In term of effectiveness of the sewing skills trainings, it is medium as on a one level, it helped participants to acquire the sewing skill and practice on the level of household, yet it did not support them to generate income.
- 4- In terms of effectiveness' of access to the sewing workshop, it is medium; the access is easy, yet the allocation of one day for public use and the limited number of pieces that participants can fix is considered a limiting factor for participants to fix their own cloths or to maintain their sewing skills.
- 5- In terms of efficacy, it is high as attending these both trainings did not incur any costs on participants.
- 6- In terms of impact, it is high for both trainings; participants outlined that both trainings affected and will be affecting their livelihoods on the longer term positively; for the sewing skills training, it will enable them to find work in the future.

	<p>7- In terms of sustainability, it is low and no clear conclusions can be drawn as the trainings of sewing's were not linked with an economical modal to ensure that participants will maintain their skills or their sewing skills will support them in generating income currently.</p>
<p>Quantitative conclusions</p>	<p>1- In terms of relevance, quantifiable data presents that the training was relevant to their abilities and responding to their cultural context.</p> <ul style="list-style-type: none"> • 96.5 % finds the training relevant to their abilities and level of skills • 95.5 % finds the training location convenient. • 99% of the interviewed sample participated with the consent and support of their family members (fathers, husbands) <p>2- In terms of effectiveness, Quantifiable data presents contradicting findings, majority of the sample mentioned that the training was suiting their level of skills and abilities yet, they found the quality of the training to be poor.</p> <ul style="list-style-type: none"> • 96.5 % finds the training relevant to their abilities and level of skills • 96.5 finds the training quality with low quality which makes it a contradicting conclusion <p>3- In terms of effectiveness, quantifiable data presents a clear effectiveness in terms of equipment and tools utilized during the trainings. 83% of sample finds utilized equipment's to be advanced machines</p>
<p>Recommendations</p>	<p>1- It is recommended in the future for designing these type of vocational trainings at the Azraq camp to combine it with economic modality which enables participants to maintain the acquired skills and generate income; thus for increase the effectiveness and impact; such a modality includes signing contracts with sewing factories and workshops for mass production; in which Azraq camp trained women can work from camps in production.</p> <p>2- It is recommended for future sewing trainings to conduct Training needs assessment to measure their skills in sewing and design trainings that are relevant to their level of skills - as most participants outlined that it was basic for them.</p> <p>3- It is recommended depending on fund availability to prolong these types of trainings as per the request of participants</p>

Project management and operations

Conclusions

Relevance	In terms of relevance, ADA project respond to Jordan national strategies related to increase the economic participation of women in labor market, and increasing resilience among Syrian refugees.
Effectiveness	In terms of effectiveness, ADA project design and operational model, proves to be an effectiveness model as it supported the achievements of result in a short time regardless of all delays occurred.
Efficacy	In terms of efficacy, ADA project did a max utilization of resources and allocation as the budget is already spent, yet it lacked one fundamental coverage which is the financial allocation for work permit issuance; nonetheless this short come was overcome by utilizing partnerships with the General federation of Jordan Trade union to maxims efforts of issuing 100 work permit for Syrians through the federation.
Impact	In terms of impact, ADA project proved to contribute and impact the national directions of increasing women participation in the labor market, and increasing resilience for Syrian refugees.
Sustainability	In terms of sustainability, ADA project included economic modalities like the VSLA group which to a certain extent is designed to be sustained, it is worth to mention that CARE implementation modality in general is considering the creation of durable solutions for beneficiaries who are benefiting from its economic empowerment programmes, and this is currently achieved to a certain extent through ADA project.
Recommendations	
It is recommended in designing any activities related to work permits for Syrians to allocate amounts for this aspect in order to increase the effect.	

The final detailed qualitative and quantifiable result based Findings, conclusions and recommendations based on project beneficiates

TAG Consult based on its agreement with CARE International adopted a mixed approach in its evaluation based on qualitative and quantifiable evaluation mechanisms; purpose of this mixed approach is to present robust findings and conclusions about the results of ADA implemented project

In principle, TAG Consult designed, implemented and analyzed the qualitative evaluation, whereas CARE International designed and implemented the quantifiable evaluation; TAG role is in the quantifiable evaluation is to analysis findings and present results

Qualitative analysis

A. Focus groups discussions findings, conclusions and recommendations

TAG Consult team implemented 15 FGDs divided geographically in urban areas (5 FGDs in Amman, 6 FGDs in Zarqa) and 4 FGDs in Azraq camp, the total interviewed sample size is 112 participants of which are only 9 males and the rest are all females, the proportion of Syrian nationals verses Jordanian nationals in the sample represented 87 Syrian nationals, and 25 Jordanian nationals.

Below table illustrate above information in details

FGDs	FGDs number of participants	total of Females/ males	Nationalities
R1 counselling sessions	13	9 Females 4 Males	13 Syrians
R2 Basic life skills/work preparedness trainings	20	15 Females 5 Males	11 Syrians 9 Jordanians
R2 Basic life/skills and work preparedness trainings and internships	16	16 Females	11 Syrians 5 Jordanians
R2 Business related trainings, VSLA groups and grants distributions	16	16 Females	5 Syrians 11 Jordanians
R3 Basic life/work preparedness trainings and sewing trainings	47	47 Females	47 Syrians
Totals	112	103 Females 9 Males	87 Syrians 25 Jordanians

In principle these FGDs were implemented to collect qualitative data from the field to assess R1, R2 and R3 based on OECD/DAC framework.

And in specific these FGDs looked into qualitative data to evaluate the relevance, effectiveness, efficiency, impact and sustainability of activities implemented under each project's result

Therefore, under each **Result evaluation, findings and conclusion section**, we presented the activities which were assessed qualitatively;

These FGDs targeted the following project beneficiaries:

- 1- Syrian Refugees in Urban areas.
- 2- Jordanians in Urban areas.
- 3- Syrian refugees in Azraq camp.

Evaluating these FGDs included data entry, raw data processing (transcribing), extracting findings based on data processing and presenting conclusions based on extracted findings.

1- Result one “Improved access to and participation in the labor market for the most vulnerable Syrian urban refugees” FGDs evaluation, findings, conclusions and recommendations

Under this result, number of activities were designed by CARE International to be implemented with Syrian refugees in urban areas (Amman and Zarqa) to include the following:

- 1.1. Provide Syrian refugees with up-to-date information on accessing work permits and entering the labor market.
- 1.2. Provide Syrian refugees with tailored counselling and assistance in applying for work permits.
- 1.3. Assist targeted Syrian refugees in obtaining work permits.
- 1.4. Map assets in coordination with UNHCR and ILO to explore employment opportunities, training needs, existing financial networks, and support for scaling up micro-small-medium enterprises (MSMEs).
- 1.5. Conduct media campaigns to raise refugee awareness about legal work and access to work opportunities.

It was planned by TAG Consult to implement FGDs based on the agreed sample size to cover all result one activities, yet based on a meeting with CARE International team on 29/07/2019, the FGDs of this result will only focus on activity 1.2 as the rest of activities will not provide any tangible input. Below, are the reasons presenting why all activities except 1.2 will not be qualitatively assessed through FGDs.

- Activity 1.1, it was implemented yet implementing a focus group will not support providing any qualitative data due to the longer period of implementation which makes beneficiaries don't realize the effect of this activity. Already, TAG Consult implemented one FGDs for this activity was no valid input can be assessed.
- Activity 1.3 it was not budgeted, nevertheless, the implementation team did a collaboration agreement with the General Federation of Jordan Trade Unions to reach out to their beneficiaries, and supported them technically in obtaining work permits, CARE International implementation team verified that the design of this activity went with the assumption that Syrian beneficiaries will provide their own financials to obtain these work permits, but on reality that was hindered as they do have other living priorities which need their financial focus.
- Activity 1.4 it is implemented and more information on this activity will be assessed through KII.

- Activity 1.5 it is implemented and more information on this activity will be assessed through KII with project management and implementers.

R1, Activities 1.2 Counselling sessions Findings, conclusions and recommendations

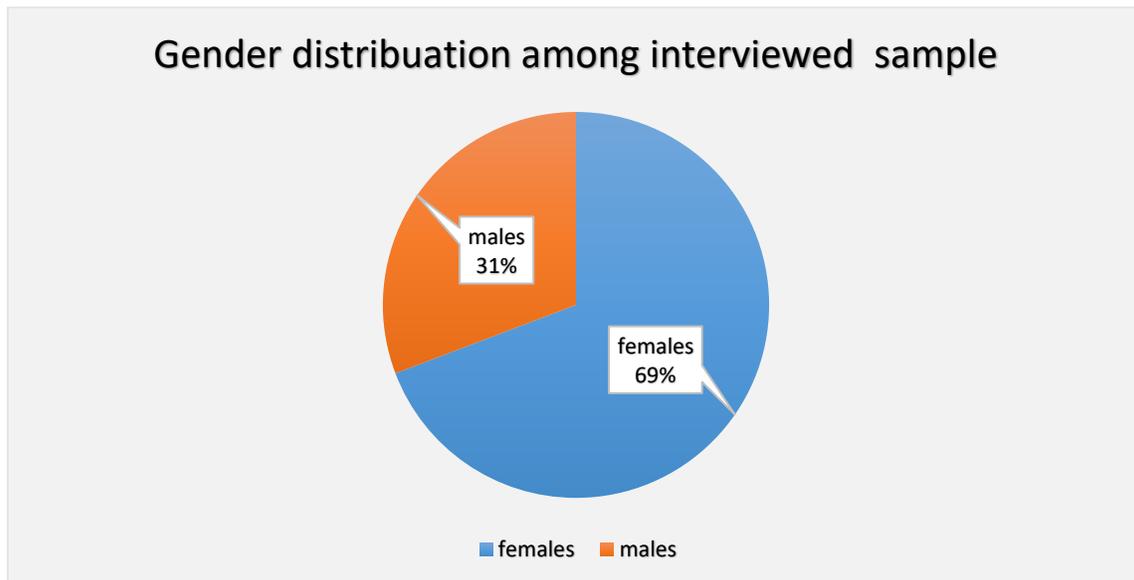
TAG Consult measured qualitatively Activity 1.2 which is “Provide Syrian refugees with tailored counselling and assistance in applying for work permits” through developing number of guiding questions and the implementation of 2 FGDs with a sample size of 13 Syrian refugees who benefited from this project activity, the implementation of 2 FGDs took place in two geographical locations 1 FGDs in Amman, and 1 in Zarqa.

Below table present the distribution of sample size in the different above geographical locations:

Location	Number of participants	Gender	Nationality
Amman	4	Males	Syrians
Zarqa	9	Females	Syrians
Total	13		

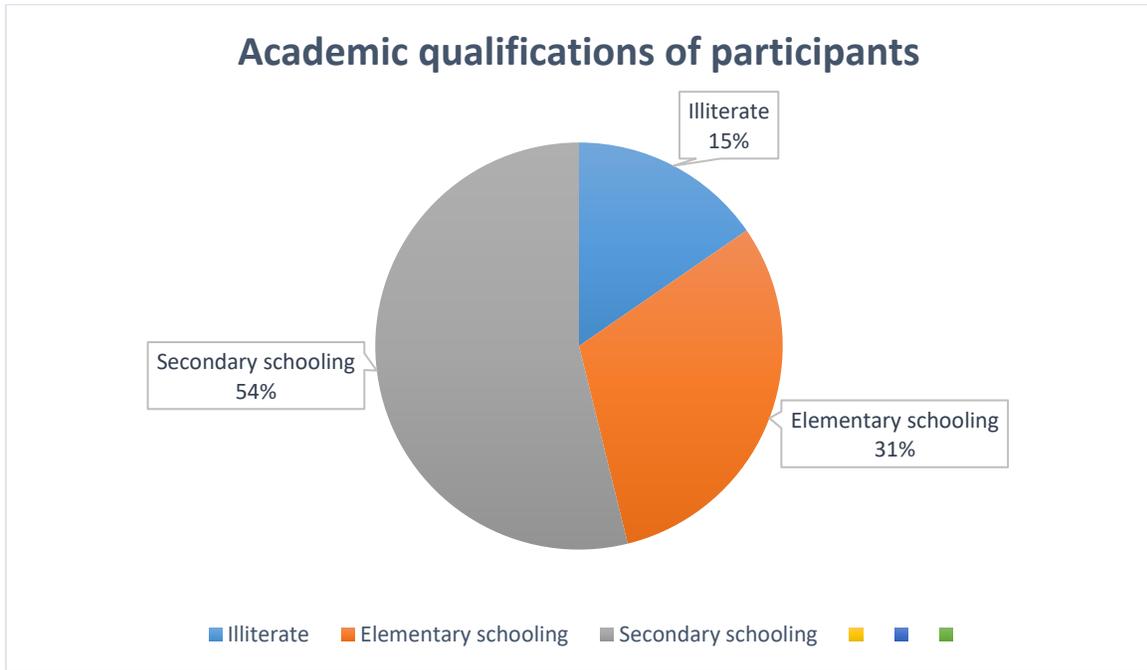
Further Description about the interviewed sample:

The invited sample presented in whole a full presentation of 13 Syrian national (4 residing in Amman, and 9 residing in Zarqa). Females’ participation was 69% of the whole sample and males’ sample presented 31%. Below chart present this gender distribution



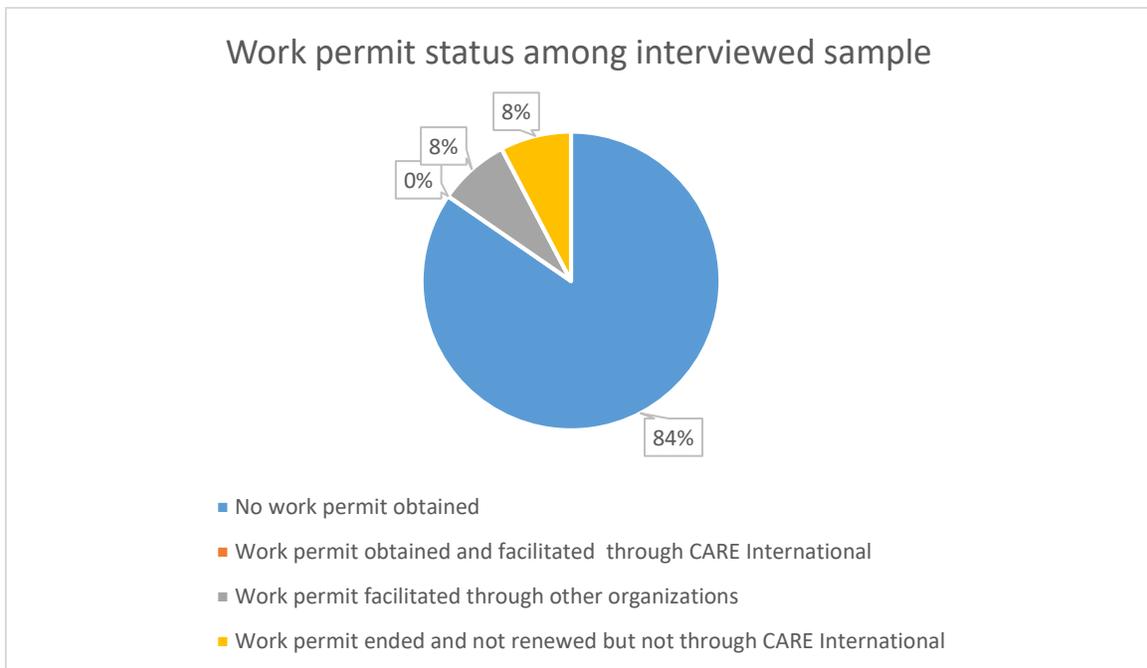
As in terms of sample’s academic background, the sample presented that the highest academic level achieved is till the secondary school and distributed as follow 7 participants had completed their education till different levels at the secondary school, 4 participants dropped out during elementary school, and 2 are illiterate.

Below chart presents the academic qualifications of participants.



As in terms of their current employment and work permit status; 6 participants expressed that they are currently working in different type of professions, and 7 participants are currently unemployed. As with regard to sample current status in terms of obtained work permits, only one participant obtained work permit but not facilitated through CARE International, another participant obtained a work permit but not through CARE International and it is not renewed and the rest of interviewed sample don't have any work permits.

Below chart illustrate this status of work permits.



Result 1 – Activity 1.2 FGDs findings, conclusions and recommendations:

TAG Consult team revised and analyzed all FGDs raw data with interviewed sample to present the below findings, findings will be presented per the activities which were implemented with the target group, for further information about the content of FGDs, please refer to Annex 1. Qualitative data R 1 Activity 1.2 Counselling sessions FGDs

ER1 Qualitative framework	
Activity 1.2	1.2. Provide Syrian refugees with tailored counselling and assistance in applying for work permits
Target group	Syrian Refugees in urban areas
Findings	
General findings	The interviewed sample in both locations Amman and Zarqa was small, only 5 out of 13 attended the counselling sessions related to work permit , yet we did presented findings based on collected data from the 5 participants
	In terms of level of awareness among interviewed sample about the project and its counselling sessions, participants presented three answers either coincidentally aware about these counselling sessions or through phone call and SMSs sent to them.
Relevance	In terms of relevance and its relation to their daily life, only one participant presented that it supported him in supporting his son to obtain work permit.
	3 out of 5 participants who attended these sessions presented that these sessions were relevant and beneficial.
Effectiveness	None of the participants who attended these counselling sessions were motivated to obtain work permits after attending these sessions due to its high cost on them.
	None of the participants who attended these counselling sessions is currently legally employed and this employment opportunity is facilitated after attending these sessions.
	Two participants answered that the most effective side of these sessions that they were participatory allowing and addressing all participants’ questions, also that they were effective in terms of content about how to legalize their work.
	Participants responded that the least effective side cannot apply as it was only one-hour session.
Efficacy	Participants responded that it was relatively not feasible as it incurred cost on them which is transportation and one participant responded also in addition to the cost of transportation fees it happened during working hours.
	In terms of challenges faced during these sessions, 2 participants presented that the timing of these sessions was a challenging factor as it happened during its working hours and it lacks transportation coverage.

Impact	In terms of positive impacts, 2 participants responded that these counselling sessions helped them to disseminate information among their communities about ways to obtain work permits as in terms of negative impact, no findings were recorded.
Sustainability	Interviewed sample presented that there will be no need to renew and to maintain any work permits as all of them don't have work permits and are currently working illegally even the ones who attended the sessions.
	Interviewed sample presented that their nature of work mainly in Zarqa FGDs does not require work permits as they work at home.
Other Findings	Participants find challenges in obtaining work permits as it is financially costing, and they do have other priorities.
	Participants are who are working currently, they are working with no legal permits as it is more feasible for them, they don't have to cover the permit fees.
	Participants requested to attend trainings on marketing skills to market their home based products and other vocational trainings like sewing skills.
Conclusions	
We could not draw a general conclusions in applying the OECD framework on this activity due to lack of sample presentation only 5 out of 13 participants attended these counselling sessions yet , according to the 5 participants the following are the conclusions :	
Outreach and Mobilization	No clear outreach and mobilization mechanism to reach out to beneficiaries
Relevance	In terms of relevance of this activity, it is medium as only 3 out of 5 participants found it relevant and related to their daily life.
Effectiveness	In terms of effectiveness of this activity , it is weak as none of participants was motivated to obtain work permits or currently legally employed.
Efficacy	In terms of efficacy, it is medium as 3 out of 5 participants responded that it was easy to attend these sessions, yet for all 5 participants they faced challenges related to lack of transportation coverage and the timing of these sessions.
Impact	In terms of impact, it was an indirect and weak impact , as two participants presented that it supported them disseminate information about work permits to other people.
Sustainability	In terms of sustainability, no conclusions can be drawn as all participants did not have work permits to renew due to either the nature of their work as home based work or due to financial challenges to cover the fees of work permits.
Recommendations	
It is recommended that for future counselling activities to create a cohesive and unified mobilization and outreach mechanism to ensure inviting in need target groups, this can be achieved through establishing connection with MOI directorates in geographical locations and organizing wide community based meetings to introduce the project and its different activities and reach out to these who are in need.	
It is recommended to create a follow up mechanism by project team with beneficiaries who attend these sessions to follow up on their status if they applied for jobs and obtained legal permits and to be aware of their challenges.	
It is recommended for new activities with the same nature to introduce a financial support (transportation allowance and financial coverage for work permit issuance) for beneficiaries who are interested to apply for work permits, this financial support is suggested to cover work permit fees and transportation and it can be considered as an incentive mechanism which will make beneficiaries encouraged to participate in these sessions and support in showing more effectiveness	

It was recommended by some participants to consider arranging these sessions in future projects at a more convenient time for beneficiaries.

2- Result Two “Improved access to and participation in the labor market for vulnerable refugees and host Jordanians, especially women” FGDs evaluation, findings and conclusions

Under this result, number of activities were designed by CARE International to be implemented with Syrian refugees and Jordanian host communities in urban areas (Amman and Zarqa) to include the following:

Result two activities:

- 2.1. Train vulnerable Syrian refugees, most of them women, on basic life/work preparedness skills, GBV.
- 2.2. Arrange for vulnerable Syrian refugees, particularly women, to have internships with large companies and MSMEs.
- 2.3. Train vulnerable Jordanian post-secondary school graduates, at least 50% female, in life/work preparedness and GBV.
- 2.4. Arrange internships in large companies and MSEs for vulnerable Jordanians, at least 50% female
- 2.5. Engage vulnerable Syrian and Jordanian women in VSLA groups via CBOs in Amman and Zarqa, and train them in business/life skills and GBV.
- 2.6. Provide grants to 32 female entrepreneurs from VSLA groups, work preparedness programs, and the internship programs to start new businesses or expand existing ones

It was planned by TAG Consult to implement FGDs based on the agreed sample size to cover all above activities in one guiding question form, yet based on a meeting with CARE International team on 29/07/2019, the FGDs design of this result was modified to design three types of guiding questions to measure qualitatively the following;

- The first guiding question of FGDs assessed life skills/work preparedness and GVB training activities 2.1,2.3 jointly due to similarities of interventions and outputs for both Syrian refugees and Jordanian host communities.
- The second guiding questions of FGDs assessed life skills/work preparedness and GVB training and the internship activities 2.1, 2.2, 2.3, 2.4 jointly due to similarities of interventions and outputs for both Syrian and Jordanian host communities.
- The third guiding questions of FGDs assessed business trainings, VSLA groups and grant distribution activities 2.5,2.6 jointly due to similarities of interventions and outputs.

TAG Consult measured qualitatively Result 2 through the implementation of 9 FGDs covering the project beneficiaries (Syrian and Jordanian) in Amman and Zarqa.

R2, Activities 2.1, 2.3 Basic life/ work preparedness trainings – Findings, conclusions and recommendations

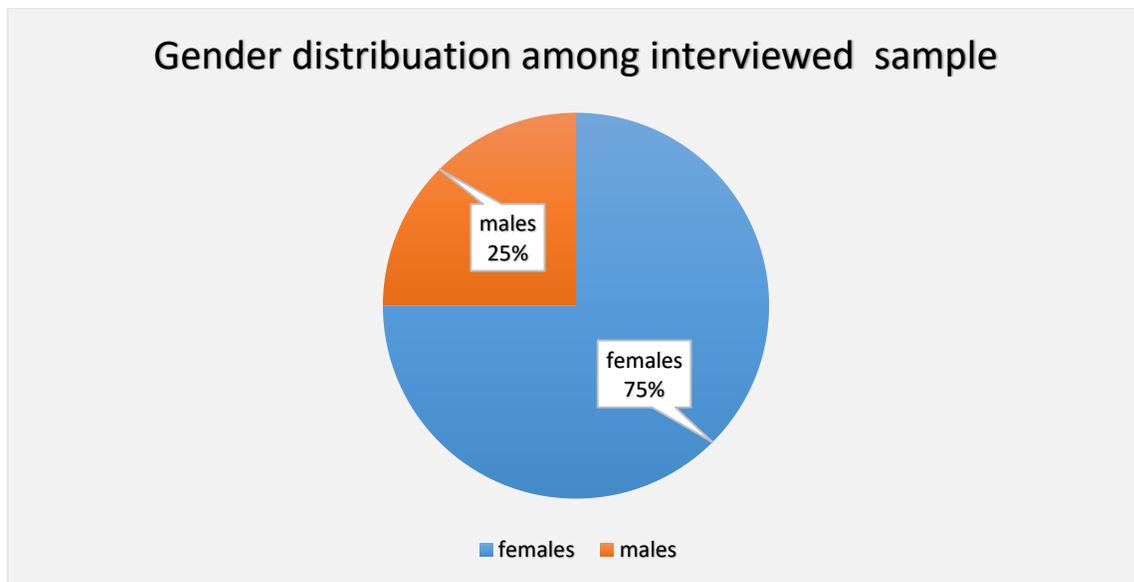
TAG Consult implemented 4 FGDs with activities’ beneficiaries 2 FGDs in Zarqa (1 FGDs with Syrian refugees and 1 FGDs with Jordanian host communities) and 2 FGDs in Amman (1 FGDs with Syrian refugees and 1 FGDs with Jordanian host communities), total number of interviewed sample is 20 participants

Below table present the distribution of sample size in the different above geographical locations

Location	Number of participants	Gender	Nationality
Amman	9	8 females- 1 male	5 Jordanians 4 Syrians
Zarqa	11	7 Females 4 Males	4 Jordanians 7 Syrians
Total	20	15 females- 5 males	9 Jordanians, 11 Syrians

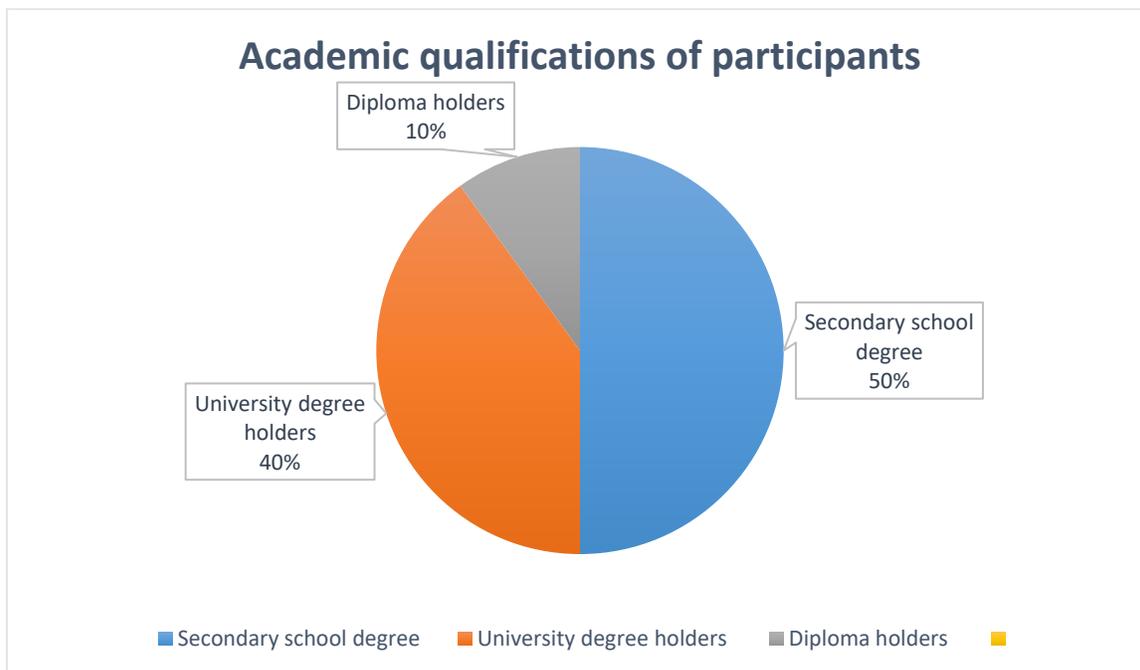
Further Description about the interviewed sample:

The invited sample presented in whole a max presentation of Syrian national (4 residing in Amman, and 7 residing in Zarqa). Females’ participation was 75% of the whole sample and males’ sample presented 25%. Below chart present this gender distribution.



As in terms of sample's academic background, half of interviewed sample; 10 participants (8 Syrians – 2 Jordanians) completed till the secondary school with no further education, as 8 participants (7 Jordanians and 1 Syrian) are university graduates and 2 diploma holders (1 Jordanian and 1 Syrian)

Below chart presents the academic qualifications of participants.



As in terms of their current employment status; responses came to present that the majority are currently not working except 2 participants, and 6 expressed that they benefited from the internship offered by CARE International, as in terms of work permits; Jordanians do not require work permits, whereas for Syrian refugees interviewed sample; none of them has currently a work permits.

Result 2 – Activity 2.1 and 2.3 Basic life/work preparedness trainings FGDs findings, conclusions and recommendations:

TAG Consult team revised and analyzed all FGDs raw data with interviewed sample to present the below findings, findings will be presented per the activities which were implemented with the target group, for further information about the content of FGDs, please refer to Annex 2 qualitative data R 2 Activity 2.1, 2.3 Basic life/work preparedness FGDs.

ER 2Qualitative framework	
Activity 2.1	Train vulnerable Syrian refugees, most of them women, on basic life/work preparedness skills, GBV.

Activity 2.3	Train vulnerable Jordanian post-secondary school graduates, at least 50% female, in life/work preparedness and GBV.
OECD/DAC criteria	
Target group	<ul style="list-style-type: none"> • Syrian Refugees in urban areas Zarqa and Amman. • Jordanian host communities in urban areas Zarqa and Amman.
Findings	
General findings	Based on the four FGDs implemented in Zarqa and Amman, participants joined and heard about the training through different mechanism like Facebook, CBOs, personal connections and whakapapa groups.
Relevance	Based on the FGDs implemented in Zarqa and Amman; relevancy of these trainings for Jordanian host communities was expressed that it supported them to increase their opportunities in finding jobs as its relevancy for Syrian refugees was on the level to increase their personal growth and communication skills to deal with their surroundings.
	Participants in three FGDs, expressed that the trainings were relevant, related to their daily life and beneficial, one FGDs in Zarqa for Jordanian host communities expressed that it was not related to their daily life and reality.
Effectiveness	Based on the FGDs implemented in Zarqa and Amman; the most effective training topics for Jordanian host communities were the CV development and job interviews, as for the Syrian refugees they found communication skills as an effective topic, in general the communication skills training was among the favored topics for most of the interviewed sample.
	Based on the FGDs implemented in Zarqa and Amman, 3 FGDs presented that nothing was least useful as a training topics, yet one FGDs in Zarqa with host community presented that the activities implemented during the training did not present the idea behind it, as it presented contradicting messages, and there was a repetition in content.
	Based on the 4 FGDs with Syrian refugees and host communities, they found that the short duration of the training is a challenging aspect, as content was squeezed.
	based on the 4 FGDs, the trainings did not support them to open their own business due to lack of funding, except one participants who was supported by CARE and currently stopped her business due to lack of funding.
Efficacy	based on the 4 FGDs implemented in Zarqa and Amman; all participants in general were positive about the transportation, lunch break and coffee break coverage, yet answers in terms of satisfaction about transportation fees coverage varied, 3 FGDs were satisfied and 1 FGD in Amman with Syrian refugees complained that transportation coverage lacked planning based on the residing location.
Impact	based on the 4 FGDs implemented in Zarqa and Amman, participants in general believe that the training has positive impact on them and it will support them in their future in professional and soft skills level.
Sustainability	Based on the 4 FGDs implemented in Zarqa and Amman, participants presented their future plans in terms of finding jobs or opening their own business, yet participants foresee challenges related to lack of funding to support them in initiating their business, or finding the jobs they want. a major challenge for number of Syrian

	refugees is the working permit as for Jordanian is the unequal handling and treatment at work place and nepotism.
Other Findings	Number of participants mainly Syrian refugees expressed their likeness that the trainings were mixed as it introduced them to understand the others.
	The topic GBV as a training topic was not mentioned except in one FGD in Zarqa with Syrian refugees.
Conclusions	
Conclusions are presented based on the input received from the 20 participants who participated in the FGDs :	
Outreach and Mobilization	No clear outreach and mobilization mechanism to reach out to beneficiaries
Relevance	In terms of relevance of these trainings , it is high as the majority of interviewed participants find it relevant and related to their daily life
Effectiveness	In terms of effectiveness of these trainings , it is high as the content of training provided all participants generally speaking with new skills like communication skills, CV development and job interviews.
	in term of effectiveness of these trainings to motivate participants to establish business or obtain jobs; it is medium as they are now equipped to a certain level to join work force, and motivated to enter the market, yet external factors are limiting them from finding jobs (lack of work permits for Syrians, and nepotism for Jordanians)
Efficacy	In terms of efficacy, it is high as majority of participants expressed their satisfaction that CARE International provided transportation fees, lunch and coffee breaks, since this did not incur any additional costs on participants.
Impact	In terms of impact, it is high as participants believe that these trainings will support them directly in their professional and personal life.
Sustainability	In terms of sustainability, no conclusion can be drawn related to these training activities as it is related to availability of funding which will enable CARE International to keep following up with them, yet participants expressed that they will be looking for jobs.
Recommendations	
It is recommended that for future training activities to create a cohesive and unified mobilization and outreach mechanism to ensure inviting in need target groups, this can be achieved through establishing connection with MOI directorates in geographical locations and organizing wide community based meetings to introduce the project and invite targeted groups.	
It is recommended to expand training durations upon availability of funds for such an expansion.	

It is recommended in designing and implementing these trainings to link it to participation in job fairs for beneficiaries, or to design sessions with private sector companies with the aim of introducing beneficiaries to potential recruiters
It is recommended in designing and implementing these trainings for Syrian refugees and host communities, to design sessions with prominent social entrepreneurs from local communities who managed to open and run their business; such sessions can motivate participants to open business.
It is recommended in designing and implementing these training to design sessions about the different source of funding and invite these funding agencies to these trainings as part of orientation to participants.

R2, Activities 2.1, 2.2, 2.3 2.4 Basic life skills/ work preparedness trainings and internships– Findings, conclusions and recommendations

TAG Consult implemented 2 FGDs with activities’ beneficiaries 1 in Zarqa for Syrian refugees and 1 in Amman for Jordanian host communities, total number of interviewed sample is 16 participants.

Below table present the distribution of sample size in the different above geographical locations.

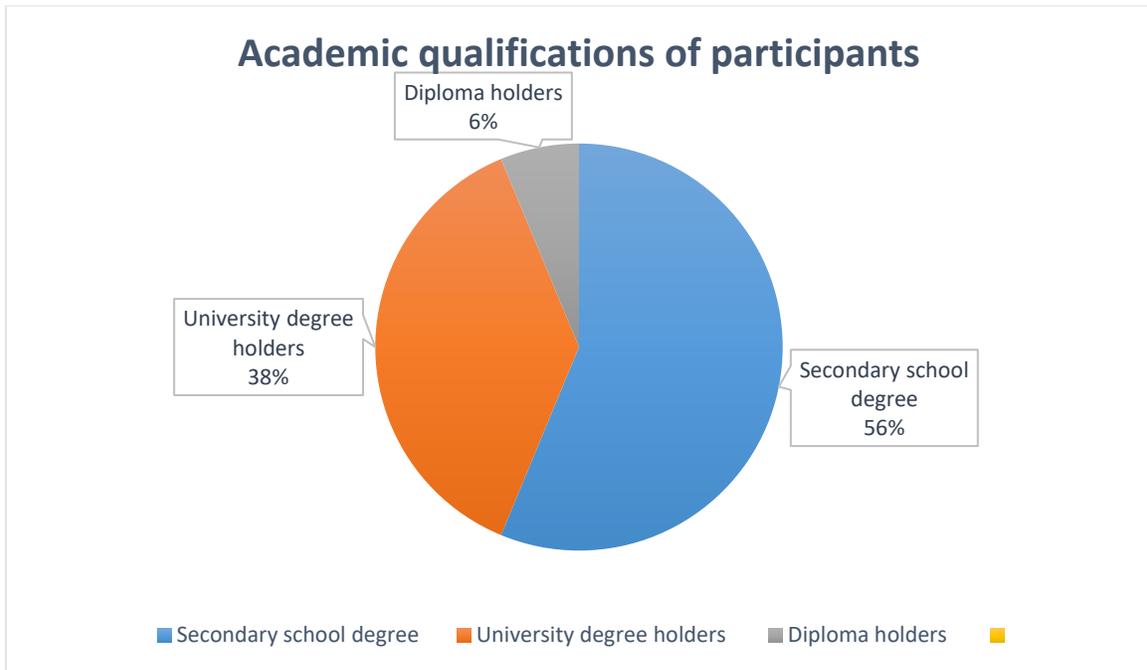
Location	Number of participants	Gender	Nationality
Amman	5	All females	Jordanians
Zarqa	11	All females	Syrians
Total	16	All females	5 Jordanians, 11 Syrians

Further Description about the interviewed sample:

The invited sample presented in whole a max presentation of Syrian national (11 residing in Zarqa, and 5 residing in Amman). All sample interviewed in both locations were females.

As in terms of sample’s academic background, almost half of interviewed sample; 9 participants (all Syrians) completed till the secondary school with no further education, as 6 participants (5 Jordanians and 1 Syrian) are university graduates and 1 diploma holders (Syrian).

Below chart presents the academic qualifications of participants.



As in terms of their current employment status; responses came to present that all participants are currently not working except their engagement in the internship, as in terms of work permits; Jordanians do not require work permits, whereas for Syrian refugees’ interviewed sample; none of them has currently a work permits.

Result 2 – Activity 2.1, 2.2, 2.3, 2.4 Basic life/work preparedness trainings FGDs findings, conclusions and recommendations:

TAG Consult team revised and analyzed all FGDs raw data with interviewed sample to present the below findings, findings will be presented per the activities which were implemented with the target group, for further information about the content of FGDs, please refer to Annex 3 qualitative data R 2 Activity basic life skills/ work preparedness trainings and internships 2.1, 2.2, 2.3 2.4 FGDs

ER 2 Qualitative framework	
Activity 2.1	Train vulnerable Syrian refugees, most of them women, on basic life/work preparedness skills, GBV.
Activity 2.2	Arrange for vulnerable Syrian refugees, particularly women, to have internships with large companies and MSEs
Activity 2.3	Train vulnerable Jordanian post-secondary school graduates, at least 50% female, in life/work preparedness and GBV.
Activity 2.4	Arrange internships in large companies and MSEs for vulnerable Jordanians, at least 50% female
OECD/DAC criteria	
Target group	Syrian Refugees in urban areas Zarqa and Amman Jordanian host communities in urban areas Zarqa and Amman
Findings	

General findings	Based on the two FGDs implemented in Zarqa and Amman, participants joined and heard about the training through different mechanism like Facebook, social media and phone calls conducted by CARE International to invite them to join these trainings.
	Based on the FGDs implemented in Zarqa and Amman; relevancy of these trainings for Jordanian host communities was expressed that it supported them to increase their opportunities in finding jobs and to upgrade their soft skills as its relevancy for Syrian refugees was on the level to increase their soft skills and technical skills, yet they believe it was more relevant to professional life rather than personal life.
Relevance	Based on the FGDs implemented in Zarqa and Amman, both groups believe that the training content was relevant to the internship conducted as it provided them with the needed skills like time management, organizational skills and increased their social exposure.
	Based on the FGDs implemented in Zarqa and Amman, Amman FGD with host communities find that the internship was not relevant and related to their aspirations; since it was not related to their areas of academic qualifications, as for the FGDs in Zarqa with Syrian refugees, the internship was connected and related to their aspirations.
Effectiveness	Based on the FGDs implemented in Zarqa and Amman; the most effective training topics for Jordanian host communities were the CV development, time management and job interviews, as for the Syrian refugees they found labor law and social security the most effective topics.
	Based on the FGDs implemented in Zarqa and Amman, participants presented that nothing was least useful as a training topics.
	Based on the 2 FGDs with Syrian refugees and host communities, they found that the short duration of the training is a challenging aspect, as content was squeezed, FGDs with Syrian refugees requested to have a shorter training hours but on a longer duration, additionally they requested to arrange day care for children of mothers who attend these trainings and to invite convenient number of participants for each trainings as numbers of participants were large which affected the learning process.
	Based on the 2 FGDs implemented in Zarqa and Amman, implemented training only supported and encouraged Syrian refugees to attend another training and to open a home based business as for the rest of participants none initiated or opened her business.
	Based on the 2 FGDs implemented in Zarqa and Amman, both groups outlined positive effects of the internship in terms of increased sense of worth, independence, financial independency, yet both groups presented number of negative aspects to include lack of recommendation letters from CARE International, transportation availability and the long daily internship time frame.
	Based on the 2 FGDs implemented in Zarqa and Amman, the internship did not support any of participants to secure jobs except two Syrian participants who might continue their internship with NAYA Center.

	Based on the 2 FGD implemented in Zarqa and Amman, the Jordanian group was aware of the selection process applied on participants for the internship, as for the Syrian refugees' groups they were not aware of this selection process, they believe they were selected because they participated in the trainings not based on an organized selection process.
Efficacy	Based on the 2 FGDs implemented in Zarqa and Amman; all participants in general were positive about the transportation, lunch break and coffee break coverage, provided during the trainings, and they were satisfied from the compensation provided by CARE International during their internship, it is worth to mention that the Syrian refugee group did not mention any information about the compensation amount provided during the internship, yet they talked about how it did support them.
	Based on the 2 FGDs implemented in Zarqa and Amman, the amount of compensation provided to all participants supported them in their personal related matters in general and to cover other household requirements mainly for Syrian refugees; they mentioned that it helped them to cover house rents, to cover medical needs, provide their children with needed educational tools.
	Based on the 2 FGDs implemented in Zarqa and Amman, the compensation mechanism was convenient and easy.
Impact	Based on the 2 FGDs implemented in Zarqa and Amman, participants in general believe that the training and the internship has positive impact on them and it will support them in their future professional and social life, yet they did not reflect how it will support them to secure jobs.
Sustainability	Based on the 2 FGDs implemented in Zarqa and Amman, participants presented that the trainings and internship will encourage them to pursue their future plans in finding jobs, and continue their educations, yet participants foresee challenges related to not being able to find jobs and lack of income.
other findings	Syrian refugees mentioned that not all participants attended the GBV trainings.
Conclusions	
Conclusions are presented based on the input received from the 16 participants who participated in the FGDs :	
Outreach and Mobilization	No clear outreach and mobilization mechanism to reach out to beneficiaries
Relevance	In terms of relevance of the trainings and internships, it is medium as there were discrepancy presented by the two groups, for the Jordanian FGD, the content of the trainings and its relevance to the internship conducted was clear, yet they don't find Internships relevant and related to their aspirations and academic qualifications, as for the Syrian FGDs, they found that the training content were more relevant to professional life rather than their personal life.

Effectiveness	In terms of effectiveness of the trainings, it is high as the content of training provided all participants generally speaking with new skills like communication skills, CV development and job interviews and prepared them for the internship
	In term of effectiveness of the trainings and internship to motivate participants to obtain jobs; it is weak as all participants except three participants were not motivated to open new business or look for jobs.
Efficacy	In terms of efficacy, it is high as all participants expressed their satisfaction that CARE International provided transportation fees, lunch, coffee breaks during the trainings, and the monthly compensation during the internship, this compensation allowance covered different aspects related to beneficiary household's mainly Syrian refugees.
Impact	In terms of impact, it is high as participants believe that these trainings and internship will support them directly in their professional and personal life.
Sustainability	In terms of sustainability, no clear conclusions can be drawn. yet participants has future plans to peruse in terms of job finding or pursuing their education.
Recommendations	
It is recommended to expand training durations.	
It is recommended in designing and implementing these trainings to link it to participation in job fairs for beneficiaries, or to design sessions with private sector companies to introduce beneficiaries to potential recruiters.	
It is recommended in designing and implementing these trainings for Syrian refugees and host communities, to design sessions with prominent social entrepreneurs from local communities who managed to open and run their business.	
It is recommended in designing and implementing these training to design sessions about the different source of funding and invite these funding agencies to these trainings as part of orientation to participants.	
It is recommended for future projects to consider better placement mechanisms for interns taking into considerations their aspirations, qualifications and expectations into consideration.	

R2, Activities 2.5, 2.6 trainings, VSLA group engagements and grants– Findings, conclusions and recommendations

TAG Consult implemented 3 FGDs with activities' beneficiaries 2 FGDs in Zarqa (1 FGDs with Syrian refugees and 1 FGDs with Jordanian host communities) and 1 FGDs in Amman (1 FGDs with Jordanian host communities), total number of interviewed sample is 16 participants.

Below table present the distribution of sample size in the different above geographical locations:

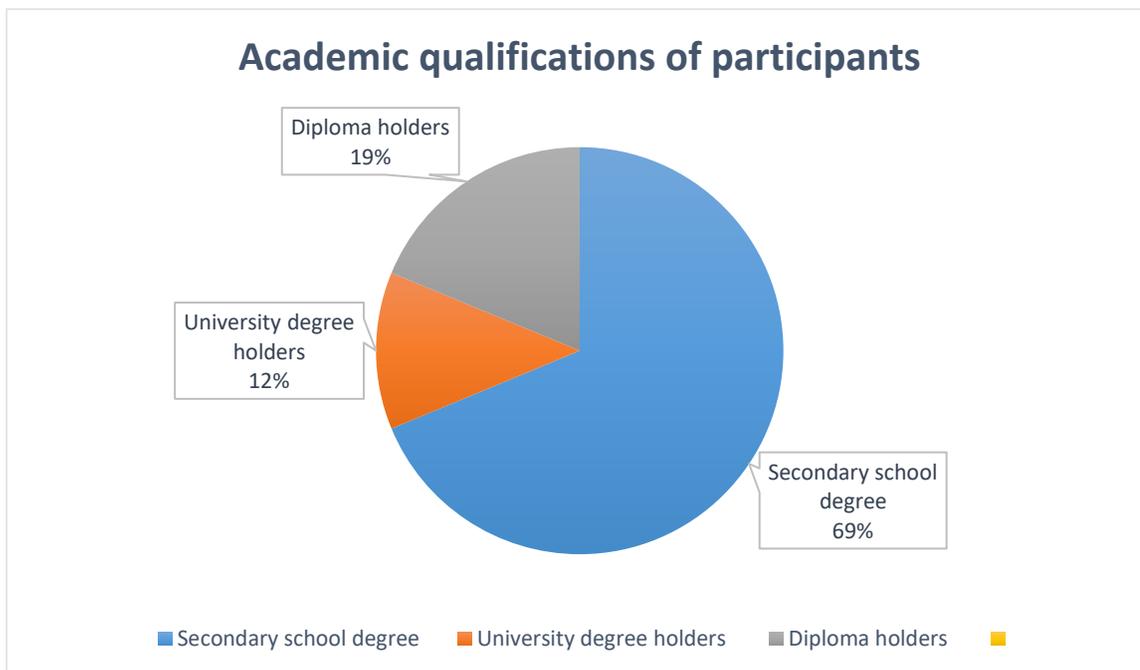
Location	Number of participants	Gender	Nationality
Amman	5	All females	All Jordanians
Zarqa	11	All females	6 Jordanians 5 Syrians
Total	16	Females	11 Jordanians 5 Syrians

Further Description about the interviewed sample:

The invited sample presented in whole a max presentation of Jordanian nationals (5 residing in Amman, and 6 residing in Zarqa). The participation was at whole female's participation.

As in terms of sample's academic background, most of interviewed sample; 11 participants (5 Syrians – 6 Jordanians) completed till the secondary school with no further education, as 2 participants (only Jordanians) are university graduates and 3 diploma holders (only Jordanians).

Below chart presents the academic qualifications of participants in percentage.



As in terms of their current employment status; responses came to present that the majority are currently not working officially except that they run type of work occasionally and upon request, as in terms of work permits; Jordanians do not require work permits, whereas for Syrian refugees interviewed sample; none of them has currently a work permit.

Result 2 – Activity 2.5 and 2.6 trainings, VSLA and grants distributions FGDs findings, conclusions and recommendations:

TAG Consult team revised and analyzed all FGDs raw data with interviewed sample to present the below findings, findings will be presented per the activities which were implemented with the target group, for further information about the content of FGDs, please refer to Annex 4 qualitative data R 2 Activity 2.5, 2.6 Trainings, VSLA and grants distributions FGDs.

ER 2 Qualitative framework	
Activity 2.5	2.5. Engage vulnerable Syrian and Jordanian women in VSLA groups via CBOs in Amman and Zarqa, and train them in business/life skills and GBV.
Activity 2.6	2.6. Provide grants to 32 female entrepreneurs from VSLA groups, work preparedness programs, and the internship programs to start new businesses or expand existing ones
OECD/DAC criteria	
Target group	Syrian Refugees in urban areas Zarqa and Amman Jordanian host communities in urban areas Zarqa and Amman
Findings	
General findings	<p>Based on sample met in the three groups :</p> <p>1- Zarqa Syrian refugee group - all 5 participants were engaged in the VSLA groups but none, received grants.</p> <p>2- Zarqa Jordanian group - 2 out of 6 were engaged in the VSLA groups , and all 6 participants received grants.</p> <p>3- Amman Jordanian group all 5 participants were engaged in the VSLA group, but only 3 out of 5 participants received grants.</p> <p>Participants who received grants outlined number of challenges related to their business:</p> <ul style="list-style-type: none"> • Marketing. • Competition. • Financial crises.
Relevance	Based on the FGDs implemented in Zarqa and Amman; relevancy of these trainings according to sample met was clear as they explained that these trainings offered were related to their personal, social and economic life and supported them in both areas, yet for Syrian refugees the duration of these trainings was short.
	Based on the FGDs implemented in Zarqa and Amman, and according to the 12 participants who were engaged in the VSLA group, they presented that their engagement in VSLA groups was relevant, related and supported them on their daily life as it supported them socially and economically ; it increased their savings , allowed them to cover household related matters and to engage actively with other community members

Effectiveness	Based on the FGDs implemented in Zarqa and Amman; the most effective training topic was the marketing topic, it was mentioned in two FGDs by Jordanians host communities and Syrian refugees.
	Based on the FGDs implemented in Zarqa and Amman, participants presented that nothing was least useful as a training topics.
	Based on the 3 FGDs with participants who got engaged in VSLA groups, different answers were presented regarding the selection process and its effectiveness, number of participants presented that it was fair and credible, others find it not fair and did not reach to most vulnerable groups.
	According to 12 participants who were engaged in the VSLA groups, they believe that it was effective as it supported them socially and economically; they learned to save and avoid loans, their children started saving, they sensed more independence, marketing their products among themselves, and support their business for those who already have business.
	Based on the 3 FGDs with participants who got engaged in VSLA groups, they presented number of negative aspects related to VSLA groups to include the following: (short period of payment , it does not include youth, and the shared amount were small).
	7 out of 12 VSLA participants were able to open their own businesses or develop their business.
	9 out of 11 Jordanian participants were awarded the grants, as Syrian refugees did not receive these grants. They explained that these grants supported them to establish or develop their business, increased their cash and financial independency in addition to other benefits they achieved on their livelihoods.
	Participants who were awarded the grants were satisfied from the selection process occurred and the follow-up and mentorship.
Efficacy	For two FGDs the amounts of VSLA groups were good but not enough to cover all their related matters.
	Based on the 2 FGDs who received grants, they believe that the grant size was sufficient yet small to complete all their business requirements.
Impact	Based on the 3 FGDs implemented in Zarqa and Amman, participants who were involved in the VSLA groups outlined that this engagement impacted positively on their livelihoods.
	Based on participants who received grants, they believe that this grants impacted their livelihoods positively and increased their independency.

Sustainability	Based on the participants who were engaged in VSLA GROUPS, they mentioned that they will try to sustain it themselves, yet the fear that lack of follow up from CARE International will affect its continuity.
	Based on participants who received the grants, they mentioned that they will try to sustain their business, yet they fear that lack of follow up from CARE will affect business sustainability due to lack of cash and financial support.
Conclusions	
Conclusions are presented based on the input received from the 16 participants who participated in the FGDs :	
Relevance	In terms of relevance of the trainings VSLA GROUPS, it is high as it was related and supported participants in their different livelihoods.
Effectiveness	In terms of effectiveness of the trainings, it is high as participants found the content to be useful and effective.
	In term of effectiveness of the VSLA group, it is high as the interviewed participants presented that it was effective and supported them in their different livelihood aspects. 7out of 12 interviewed participants were able to establish their own business or develop it.
	In terms of effectiveness of selection process related to VSLA groups, it is medium as participants' responses reflect negative feedback and others positive feedback; number of participants found it fair and others found it unfair.
	In terms of effectiveness of the grants distribution, it is high as participants who were awarded these grants were able either to develop their existing business or implement new business, and it supported them on different aspects of their livelihoods.
	In terms of effectiveness of the grant selection process, mentorship and follow up , it is high as all participants were satisfied from these three aspects
Efficacy	In terms of efficacy, it is medium as all participants of VSLA and grants outlined that the amounts received were enough, yet small sized to cover all their needs and business requirements.
Impact	In terms of impact, it is high as participants of VSLA groups and grants believe that these engagement impacted positively their life.
Sustainability	In terms of sustainability, it is low both groups who benefited from VSLA and grants presented their fears about the continuity of their businesses due to financial challenges once the project ends.
Recommendations	

It is recommended for future projects to arrange for sessions with local funding agencies as a channel for grants, thus for, beneficiaries can utilize to sustain their projects.
It is recommended for future projects to develop a long term follow up mechanisms with beneficiaries who benefited from the grants, to keep track their business and provide the needed technical support.
It is recommended for future projects to arrange for sessions with local social entrepreneurs who managed to successes in their business as motivational aspect for beneficiaries who are benefiting from the VSLA and grants.
It is recommended for future projects to prolong the repayment scheme of VSLA groups and to include youth in this engagement.

3- Result three “Increased economic participation and ability to secure dignified, sustainable livelihoods for vulnerable refugee camp women.” FGDs evaluation, findings and conclusions

Under this result, number of activities were designed by CARE International to be implemented with Syrian refugees Azraq camp to include the following:

Result three activities:

- 3.1 Train vulnerable refugee women in Azraq camp in sewing skills.
- 3.2. Train vulnerable refugee women in Azraq camp in life/business skills and GBV.

TAG Consult measured qualitatively result 3 through the implementation of 4 FGDs covering the project beneficiaries in Azraq camp.

R3, Activities 3.1, 3.2 trainings – Findings, conclusions and recommendations

TAG Consult implemented 4 FGDs with activities’ beneficiaries in Azraq camp, total number of interviewed sample is 47 participants.

Below table present the distribution of sample size in the different above geographical locations

Location	Number of participants	Gender	Nationality
FGD1	17	Females	Syrians
FGD 2	9	Females	Syrians
FGD3	10	Females	Syrians
FGD4	11	Females	Syrians
Total	47	All Females	Syrians

Further Description about the interviewed sample:

The invited sample presented in whole presentation Syrian national who are residing in Azraq camp. And it was only females' participation as they were the beneficiaries of these trainings.

As in terms of sample's academic background, all sample (except one participant) completed till the secondary school with no further education.

As in terms of their current employment status; responses came to present that all participants except 1 participant are not working, as in terms of work permits; only 5 participants out of the whole sample have work permits. It is worth to mention that mobility of Syrian refugees outside the camp has certain security, access and cultural restrictions which were highlighted during the sessions; these factors prevents women inside the camp to pursue jobs outside the camp.

Result 3 – Activity 3.1 and 3.2 FGDs findings, conclusions and recommendations:

TAG Consult team revised and analyzed all FGDs raw data with interviewed sample to present the below findings, findings will be presented per the activities which were implemented with the target group, for further information about the content of FGDs, please refer to Annex 5 qualitative data R 3 Activity 3.1, 3.2. FGDs

ER 3 Qualitative framework	
Activity 3.1	Train vulnerable refugee women in Azraq camp in sewing skills
Activity 3.2	Train vulnerable refugee women in Azraq camp in life/business skills and GBV
OECD/DAC criteria	
Target group	Syrian refugees in Azraq camp
Findings	
General findings	Not all interviewed sample attended the Basic life/work preparedness trainings
	Participants requested to have trainings in sewing for a longer period not a short one.
	In general, most of the participants prefer work opportunities within the camp due to cultural and security restrictions as limiting factors for their work outside the camp.
	Most of the participants requested to have their own sewing machines in order to make them able to generate income.
Relevance	All participants who attended the basic life/work preparedness trainings found these trainings relevant and related to their daily life.
	All participants attended the sewing skills training found it beneficial and supportive as it helped them to do their own sewing for their families.

Effectiveness	All participants who attended the basic life/work preparedness trainings found all topic beneficial, yet in 2 FGDs presented that they favored number of topics like the water handling, communication skills, women empowerment, time management and how to deal with their children .
	Participants who attended the sewing skills trainings found that their trainings on advanced machines were very effective, also they presented number of skills which they favored during the trainings, like the cutting and design, yet number of challenges were presented that the trainings were short, and it was basic training not advanced one.
	Sewing skills trainings supported most of them to do their own household sewing's for their family members.
	The effectiveness of basic life skills trainings was clear as participants presented them that these trainings helped them to interact positively with their surroundings to include their community and children.
	In terms of income generating after attending the sewing skills training, it did not occur as most participants presented that none of them utilized this skill to generate income; its effect was only on the level of household, pointing out that lack of personal sewing machines is a factor which prevented this benefit.
	In terms of access to ADA sewing workshop, participants presented different answers number of them find it easy access others find it challenging because the sewing workshop is only open one day in the week for public use and most of the time they need to wait long to reach their turn, they are only allowed to fix two cloth pieces and this time limitation according to them does not help them to be trained or to keep going to the sewing workshop.
Efficacy	No cost incurred for participants to attend any of the trainings, or to maintain their sewing skills trainings.
Impact	Most of participants presented that both trainings had and will have positive impact on them in the future; for the sewing training they believe it will help them to work and find jobs in the future either when they return back to Syria or inside the camp.
Sustainability	In general, Participants presented different answers in terms of the sustainability plans and future; they believe that the sustainability of their sewing skills can be achieved through either attending new advanced trainings, or through establishment of income generating business related to sewing production in the camp or the provision of sewing machines for participants.
Conclusions	
Conclusions are presented based on the answers received from the 47 participants :	
Relevance	In terms of relevance of the trainings , it is high as all participants presented that the basic life/work preparedness trainings and sewing trainings were related and beneficial to their daily life
Effectiveness	In terms of effectiveness of the trainings of basic life/work preparedness trainings, it is high ; most of participants found it useful and helped them in their daily life and their surroundings; it had a soothing, motivational effect on their well being

	In term of effectiveness of the sewing skills trainings , it is medium as on a one level, it helped participants to acquire the sewing skill and practice on the level of household, yet it did not support them to generate income
	In terms of effectiveness' of access to the sewing workshop, it is medium; the access is easy, yet the allocation of one day for public use and the limited number of pieces participant can fix is considered a limiting factor for participants to fix their own cloths or to maintain their sewing skills
Efficacy	In terms of efficacy, it is high as attending these both trainings did not incur any costs on participants
Impact	In terms of impact, it is high for both trainings; participants outlined that both trainings affected and will be affecting their livelihoods on the longer term positively ; for the sewing skills training, it will enable them to find work in the future
Sustainability	In terms of sustainability, it is low and no clear conclusions can be drawn as the trainings of sewing's were not linked with an economical modal to ensure that participants will maintain their skills or their sewing skills will support them in generating income currently.
Recommendations	
It is recommended in the future for designing these type of vocational trainings at the Azraq camp to combine it with economic modality which enables participants to maintain the acquired skills and generate income; thus for increase the effectiveness and impact; such a modality includes signing contracts with sewing factories and workshops for mass production; in which Azraq camp trained women can work from camps in production.	
It is recommended for future sewing trainings to conduct TNA assessment to measure their skills in sewing and design trainings that are relevant to their level of skills - as most participants outlined that it was basic for them.	
It is recommended depending on fund availability to prolong these types of trainings as per the request of participants.	

B.KII interviews findings, conclusions and recommendations with project management

TAG Consult team implemented 3 KIIs with project management. These interviews targeted the management and the implementing team of the project with the purpose to gather and evaluate the planning and implementation phase from project management perspective.

The interviewed sample included the following team members:

KII	
Internal	number of interviews
Project manager	1
Economic empowerment component coordinator	1

Financial manager	1
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Evaluating these KII included data entry, raw data processing, extracting findings based on data processing and presenting conclusions based on extracted findings.

Project management KII findings:

TAG Consult team revised and analyzed all KII raw data with project management and implementing team to present the below findings, conclusions and recommendations, Findings will be presented to measure the OECD frame work of the project management and implementation cycle, for further information about the content of KII, please refer to Annex 6 – Project Management KII

Project management and operation cycle	
OECD/DAC criteria	
Target group	project management and implementation team
Findings	
General findings	Major delays occurred from the GOV in approving ADA fund which affected the planned timeline, and led the project to shorten the period of implementation.
	Project management collaborated with private sector and government to maximize the implementation of project activities these partnerships include the partnership with the General Federation of Jordan trade unions and different private sector companies for the internship placements.
Relevance	According to project management, the project was relevant to national and regional strategies which responding to increase resilience among Syrian refuges and host communities.
	According to project management, the project relevance was based on CARE annual need assessment and donors requirements to conduct need assessments to identify countries priorities, additionally, it was outlined that the project design and planning included the involvement of relevant technical teams
Effectiveness	According to project management , the project achieved its tasks and activities , except R1 certain activities , in which number of challenges were faced in terms of encouraging beneficiaries to issue work permits due to lack of funding allocations ,
	According to project management and team , the project achieved its activities, regardless of the major challenges occurred due to external factors, like delays in obtaining approval from government on funding's
	According to project management , the proposal document and work plan played a major role in facilitating the implementation and operational model

	According to project management, there was a presence and implementation of M&E process during project implementation cycle
Efficacy	According to project management, there were two major financial challenges, the first is lack of allocations to support Syrians to issue work permits , the second is the delay in approval for funding by the government
	According to project management, they did max utilization for resources ; an example was presented is the purchasing of the sewing machines for Azraq camp
Impact	According to project management, there was an impact achieved through ADA project on a national and beneficiary level, on a national level ADA project facilities the issuance of 100 work permits to Syrians and on a beneficiaries level, it clearly supported beneficiaries by equipping them with needed skills to enter labor market
Sustainability	According to project management, there were certain activities which incubated a sustainable modality like the VSLA groups, also the establishment of Azraq workshop will support sustainability efforts in terms of sewing skills acquired by Syrian refugees
	According to project management , their role in sustainability is to empower beneficiaries with the requested tools to increase their resilience
Conclusions	
Relevance	in terms of relevance, ADA project respond to Jordan national strategies related to increase the economic participation of women in labor market , and increasing resilience among Syrian refugees
Effectiveness	in terms of effectiveness, ADA project design and operational model, it proves to be an effectiveness model as it supported the achievements of result in a short time regardless of all delays occurred
Efficacy	in terms of efficacy, ADA project did a max utilization of resources and allocation as the budget is already spent, yet it lacked one fundamental coverage which is the financial allocation for work permit issuance; nonetheless this short come was overcome by utilizing partnerships with the General federation of Jordan Trade union to maxims efforts of issuing 100 work permit for Syrians through the federation.
Impact	in terms of impact, ADA project proved to contribute and impact the national directions of increasing women participation in the labor market, and increasing resilience for Syrian Refugees
Sustainability	in terms of Sustainability, ADA project included economic modalities like the VSLA group which to a certain extent is designed to be sustained, it is worth to mention that CARE implementation modality in general is considering the creation of durable solutions for beneficiaries who are benefiting from its economic empowerment programmes, and this is currently achieved to a certain extent through ADA project.
Recommendations	
It is recommended in designing any activities related to work permits for Syrians to allocate amounts for this aspect in order to increase the effect.	

Quantifiable analysis

CARE International Programs Quality team designed a quantifiable mechanism which included the development of 4 questionnaires and the implementation of phone calls with a sample size of beneficiaries who benefited from the different activities of the project, it was agreed upon with CARE International, that TAG Consult team will do an analysis of the gathered data and provide its findings and conclusions.

Quantifiable Sample size

The interviewed sample comprised of 557 participants who benefited from the project's different activities, below table present the sample size per project's results

Results	Achieved target
ER1: Most vulnerable urban refugees in Amman and Zarqa are aware of their rights and are able to meet legal requirements to enter the labor market.	<ul style="list-style-type: none">• Mass communication about work permits: 302
ER2: Improved access to and participation in the labor market for vulnerable refugees and host Jordanians, especially women.	<ul style="list-style-type: none">• Life skills and Work preparedness training (Including internships) :130• VLSA: 36
ER3: Increased economic participation and ability to secure dignified, sustainable livelihoods for vulnerable refugee camp women.	<ul style="list-style-type: none">• 89

Quantitative evaluation findings and conclusions:

A. R1 mass communication quantitative findings and conclusions:

Brief description about the sample:

The phone interviewed sample comprised of 302 participants of which males' participation represented higher percentage than females' participation, 63% males, and 37% females, as in term of age group, more than half of the sample falls under the age group **36-59 years old** as they represent 52% of the sample, followed by age group 18-30 y representing 39% of the sample, then 26, 9% for the age group above 60. As in terms of nationalities no data was provided

Moreover, the sample presented that 260 participants don't have a family member with disabilities, as for participants who presented that they have family members with disabilities, they reflect that 24 family member are with sever disability, 13 family member has no server disability and 9 did not clarify the status of their family members' disabilities.

As in terms of educational background, 44% of the sample completed their elementary education, followed by 30% of the sample completed their primary education, 14% are illiterate, and 8% completed till secondary education, and only 2% for bachelor degree and diploma holders.

As in terms of geographical locations in which participants received CARE ADA mass communication services, majority of sample presented that they received it from Zarqa community center, followed by Amman community center and then Mafraq center. For further information, please refer to Annex 7 Quantifiable data – R1 Mass communication

Through these phone interviews CARE International presented number of questions, in which their answers presented the following

Key findings

- In terms of increased information about the process and implications of obtaining work permits, majority of response came to present a neutral answer (282 participants) were neutral followed by 11 participants who found shared information beneficial, 8 they already know the information, and one participant did not respond.
- In terms of type of information received, out of the 11 participants who found it beneficial, 2 participants found the information useful to inform them about the required documents from the workers and 9 did not find it supportive in that aspect.
- 223 participants responded that they become more aware of their rights or how to access services after the information they received from CARE, 70 participants responded that it was not effective to be more aware of their rights, 9 participants did not respond to this question.
- 279 participants responded that they shared the information with others, and 23 participants did not.

Conclusions:

Mass communication activity about work permits was assessed quantitatively, conclusions are as follow

- 1- The effectiveness of information received about the process and implications of obtaining work permits is unclear since, the sample interviewed present a majority of 93% that were neutral toward the information received whether it increased their understanding of the process and implications of obtaining work permits or not.
- 2- Yet, the answer to the question if they become more aware of their rights or how to access services after the information they received from CARE presented a contradicting conclusion with the above conclusion as 74% of participants responded that they became more aware. And 92% of participants shared this information with other people.
- 3- As in terms of participants' satisfaction with CAREs accountability system, 78% of participants were satisfied.

B. R2 basic life/work preparedness trainings and internships:

Brief description about the sample:

The phone interviewed sample comprised of 130 participants of which females' participation represented higher percentage than males' participation 79% females, and 21 % males, as in term of age group, majority of the sample falls under the age group **18-28 y** as they represent 98% of the sample, followed by age group 29-39 y representing 1%, then 1% for the age group 40-50 As in terms of nationalities Syrians represent a higher percentage of 63% as Jordanians stands at 37% of the whole sample.

Moreover, more than half of the sample are residing in Zarqa as the rest are living in Amman, As in terms of educational background, 5% of the sample completed their elementary education, followed by 18% of the sample completed their primary education, 0% are illiterate, 23% completed till secondary education, 36% for bachelor degree, 16 diploma holders, and 2% at higher degree, this conclude that level of education among sample is relatively speaking high. As in terms of their marital status, 70% of sample are single, 26% married, 2% percent separated and 1% divorced and widowed. For further information, please refer to Annex 8 Quantifiable data – R2 trainings and internships

Through these phone interviews CARE International presented number of questions, in which their answers presented the following

Key findings

- 85 participants attended the basic life skills training and 45 participants attend the work preparedness trainings.
- Almost majority of the sample except two found it very good and satisfied about the content of the trainings in term of relevance.
- Majority of the sample find it very good and satisfied from the trainer skills.
- 123 out of 130 participants are satisfied from the trainings place, as for those who found the training dissatisfying they outlined the following reasons: annoying surrounding, large number of participants, far away training locations.
- In terms of training's duration, 98 participants found it appropriate, 23 found it short, and 9 found it long.
- In terms of improvement in access to the labor market after attending the trainings, large number of participants responded with no as most of them are not working since long period of time
- The impact of the programme on participants' live is presented in order of importance as answered by participants:
 - 1- Increased their self-esteems – highest impact
 - 2- increased knowledge on cv development and job interviews,
 - 3- increased life satisfaction
 - 4- Increased skills that are related to preparedness/ work readiness
 - 5- Enhanced effective communication skills

- 6- Increased team work
- 7- Increased time management

In addition, to the other points mentioned, yet above presents major findings

- Participants' answers presented no significant clear change in their income before and after attending the trainings.
- 97 participants did not find any obstacles in attending the trainings, yet for the participants who faced obstacles, they were the following; transportation, distance and lack of kindergartens.
- In terms of participants' suggestions for improvement, in general responses came that they requested additional trainings to include TOT, ICDL, beautifying trainings, basic life skills trainings and also they suggested to have the same trainings on a longer time frame for shorter hours during the day.
- Majority of answers were between 3 and 4 in terms of confidence that their business will work successfully and make a profit in the two years from now.
- It is clearly that participants level of awareness about the importance of women economic participation after attending the trainings is high, as majority of statements were responded with agreement to women work, economic participation and financial independency
- For the majority participants CARE has a role in changing their point of view.
- For majority of participants (108), the answer was yes it did impact their level of respect and appreciation of working women.
- Participants who responded with yes they believe working women are strong and reliable, they hold different responsibilities inside their homes and outside, and able to achieve different tasks, this change of perspective is due to attended trainings for many of the participants.
- 124 participants are satisfied of beneficiaries' selection criteria as for the 6 people who were not satisfied they pointed out the following reasons: due to age restriction in attending these trainings, additionally there were certain negative attitudes from number of participants, lack of coherence among participants (house wives, university students, number of females in the trainings was more than male.
- In terms of internships, most participants responded that it helped them to get introduced to work environment, filing skills, data entry, time management, team work, increased their income, they consider it a beautiful experience in general.

Conclusions:

- 4- In terms of relevance, quantifiable data presents that relevance is high in relation to these trainings, as majority of participants found it related to their life, satisfied from the content, the trainer, the location of trainings and duration, in percentage participants presented their level of satisfaction as follow:
 - Relevance of content and satisfaction: 98% satisfied.
 - Level of satisfaction about the trainer skills is 99%.

- Level of satisfaction in relation to the training location is 95%.
 - Level of satisfaction about The training duration is 75%.
- 5- In terms of effectiveness, quantifiable data presents that the trainings achieved personal effectiveness more than economic one; as most of the sample presented that increased self-esteem was a major effect of the training 42% of interviewed sample presented this increase of self-esteem, followed by 23% of participants who considered that these trainings affected them positively in terms of CV preparation and job interviews readiness , whereas the access to labor market was not increased as most of them are not working. In percentage, interviewed sample presented the following
- 76% of interviewed sample were unable to find a volunteering or internship opportunity after the training, and only 23% were able through CARE International Jordan.
 - 87.5 % of interviewed sample responded that they did not have an improved access to labor market after attending the trainings, as they were even before the trainings.
- 6- In terms of effectiveness, quantifiable data presents 95% of interviewed sample are satisfied from the selection process adhered by CARE.
- 7- In terms of impact, quantifiable data presented that the trainings have a major positive effect on changing participants' perceptions about women economic participation; 83% of interviewed sample believe now in women participation in labor market and its importance.
- 8- In terms of effectiveness, quantifiable data presents that internships were effective as they introduced participants to work environment, and different professional skills.

C. R2 VSLA engagement:

Brief description about the sample:

The phone interviewed sample comprised of 36 participants of which females' participation is the only representation, as in term of age group, the majority of the sample is divide between participants who fall under the age group 41-50 years old and 20-30 years old representing 64% of the sample, followed by age group 31-40 years old and 51-60 representing 36% of the sample as in terms of nationalities data was not provided.

Moreover, more than half of the sample are residing in Zarqa as the rest are living in Amman, As in terms of educational background, no data was provided. For further information, please refer to Annex 9 Quantifiable data – R2 VSLA engagement.

Through these phone interviews CARE International presented number of questions, in which their answers presented the following

Key findings

- The whole interviewed sample answered that they were able to establish their income generating business.
- Nature of project included the establishment of productive kitchens, beautifying home based centers, retails and cloths trading, honey production, sewing production, sweet production, soap production, graphic design, music band, and pickles' production.
- 33 participants responded that their income increased after joining the VSLA groups, for 64% of the sample the increase ranged from 10-90JD, as for 28% of the sample the increase ranged from 100-250 JD and 8% did not provide an answer.
- 32 participants are satisfied from the VSLA group engagement, 3 participants were neutral and 1 participant was not satisfied due to the small size of seed fund.
- In terms of impact on the level of family house hold, majority of participants presented positive impact occurred to their families to include income increase, satisfaction and support.
- In terms of impact on participants themselves, clearly participants' answers reflected a positive impact on their sense of self-worth and increased self-confidence and better psychology.
- In terms of staying in VSLA groups after project ends, 31 participants will stay as for the 5 participants they explained their withdrawn reasons to include; their fears not being able to purchase raw materials, or to cover their debts. and 2 participants are currently working,

Conclusions:

- 1- In terms of effectiveness, quantifiable data presents effectiveness of women engagement in the VSLA groups, 100% of the sample were able to establish their own business and increase their income.
- 2- 91% of interviewed sample realized an income increase due to their participation in the VSLA groups, 89% of the sample are satisfied from their engagement in these groups
- 3- In terms of impact, quantifiable data presents that a direct and indirect impact occurred to women engaged in VSLA groups and their families and it is of a positive impact.
- 4- In terms of sustainability; quantifiable data presents that 86% of the sample will continue in the VSLA after project ends.

D. R3 Azraq camp trainings:

Brief description about the sample:

The phone interviewed sample comprised of 89 participants, with no clear indication about gender distribution of the sample, as in term of age group, more than half of the sample falls under the age group 18-40 years old representing 73% of the sample, followed by age group 41-50 y representing 19% of the sample, whereas age group 51-60 years old represent 5% and 3 participants did not respond. As in terms of nationality, all are Syrians residing in Azraq camp.

No data was reflected about their educational background. For further information, please refer to Annex 10 Quantifiable data – R3 Azraq camp trainings

Through these phone interviews CARE International presented number of questions, in which their answers presented the following:

Key findings

- More than half the sample heard about the trainings through either family members or relatives or through CARE outreach team.
- In terms of participants' purpose of participating in the training, majority of answers reflected that they want to increase their learning experience.
- Majority of sample answered that the training was suitable for their level of skills and abilities.
- Majority of the sample are satisfied of the training location.
- Most of participants answers' reflected that their participation in the training was with the effect of Increased income as a result of getting a job or starting a home based business, followed by participants who expected to increase their sewing skills and tailing knowledge, and increased self-esteem and confidence.
- Majority of participants answered that their husbands/father were supportive of their participation in the training.
- Majority of participants responded that their participation is based on father/husband consent.
- In terms of quality of trainings, Majority of participants indicated that it was low quality with no given clarifications; 87 did not provide answers, and the two participants who expressed their opinion they outlined that trainings happened during RAMDAN, the content was not given enough time, and lack of supervision during the trainings.
- In terms of equipment/tools provided during the trainings, almost majority of participants found it advanced equipment.
- In terms of obstacles/barriers to participation; Almost majority of participants responded that their major obstacles to participation were "others" without specifying these other obstacles, and other recorded obstacles were training timing, not being able to read and write, need to look for jobs.
- In terms of areas of improvements, participants responded that "make the course longer" is a major point of improvement, followed by "distributing tool kits after the trainings end, and make it an accredited course.

Conclusions:

- 1- In terms of relevance, quantifiable data presents that the training was relevant to their abilities and responding to their cultural context.
 - 96.5 % finds the training relevant to their abilities and level of skills
 - 95.5 % finds the training location convenient.
 - 99% of the interviewed sample participated with the consent and support of their family members (fathers, husbands)