

ETF Survey on the contribution on Civil Society Organisations to Human Capital Development in the context of Lifelong Learning

Presentation of CSOs survey results in Jordan Report Country Jordan

8 April; 2021

CIVIL SOCIETY ORGANISATIONS AND HUMAN CAPITAL DEVELOPMENT

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OVERVIEW

- To achieve the objectives of the study; the list of Jordanian CSOs that operating in human capital development include 37 organisations.
- The geographic distribution of CSOs was in 5 Governorate, more than three quarter of CSOs from Amman (the capital) the other distributed in 4 Governorate
- The respond rate was 41% (15 organisations).

METHODOLOGY

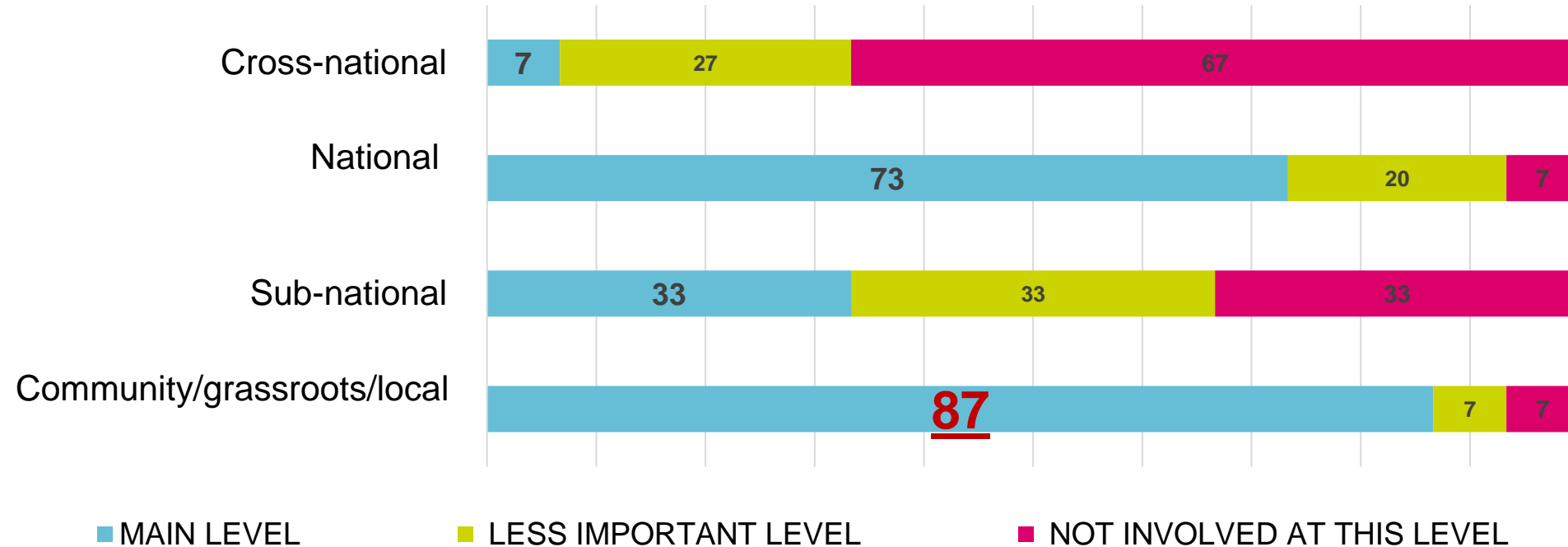
□ The questionnaire was structured in four sections:

- Section A: organisation profile. This section contains questions about the main characteristics of CSOs, areas of activities related to HCD, and implementation methods.
- Section B: CSO response to the Covid -19 pandemic effects. The section contains questions about organisation's changed priorities in the field of HCD due to the Covid -19 pandemic, the motivation for change, and the learning from it.
- Section C: stakeholders and policy dialogue. This section contains questions about the dialogue with institutional stakeholders and policy makers.
- Section D: potential of CSOs in the HCD sector. This section contains questions about CSOs present comparative advantage and possible future role in the HCD sector.

METHODOLOGY

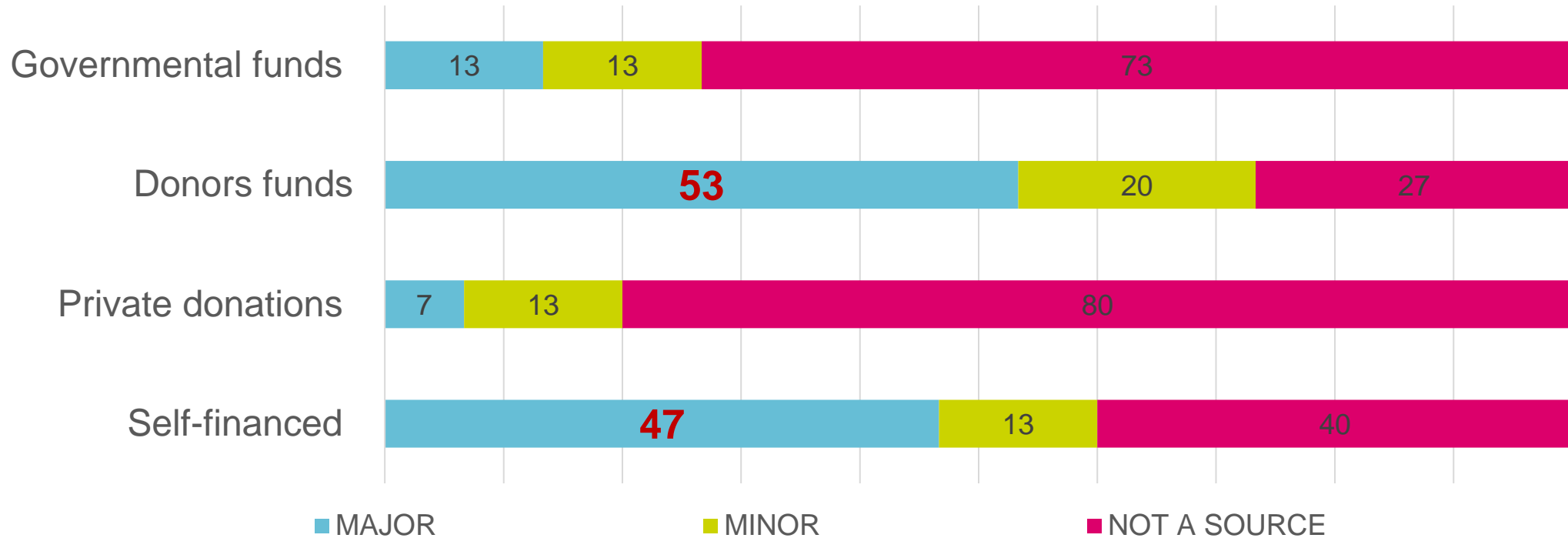
- To achieve a better understanding of how CSOs contribute in HCD field as well as to assess whether the Covid-19 crisis was changing the CSOs' roles and scope of work from beneficiaries' views; interviews with beneficiary groups were done. :
- The questions were structured to capture the feelings the beneficiary has towards the services received and why from their individual perspective, their suggestion for improvement, to know the insights, ideas which emerged during the training/guidance as well as things that the beneficiaries thought of as good ideas for the future, if there was a concrete and tangible actions they took or plans during or following the training/guidance, how the beneficiary knew about that training/guidance, to know if the beneficiaries feel that the provider understood their needs and if their needs were being addressed, to assess real level of satisfaction of beneficiaries.

OPERATIONAL LEVEL OF CSOs



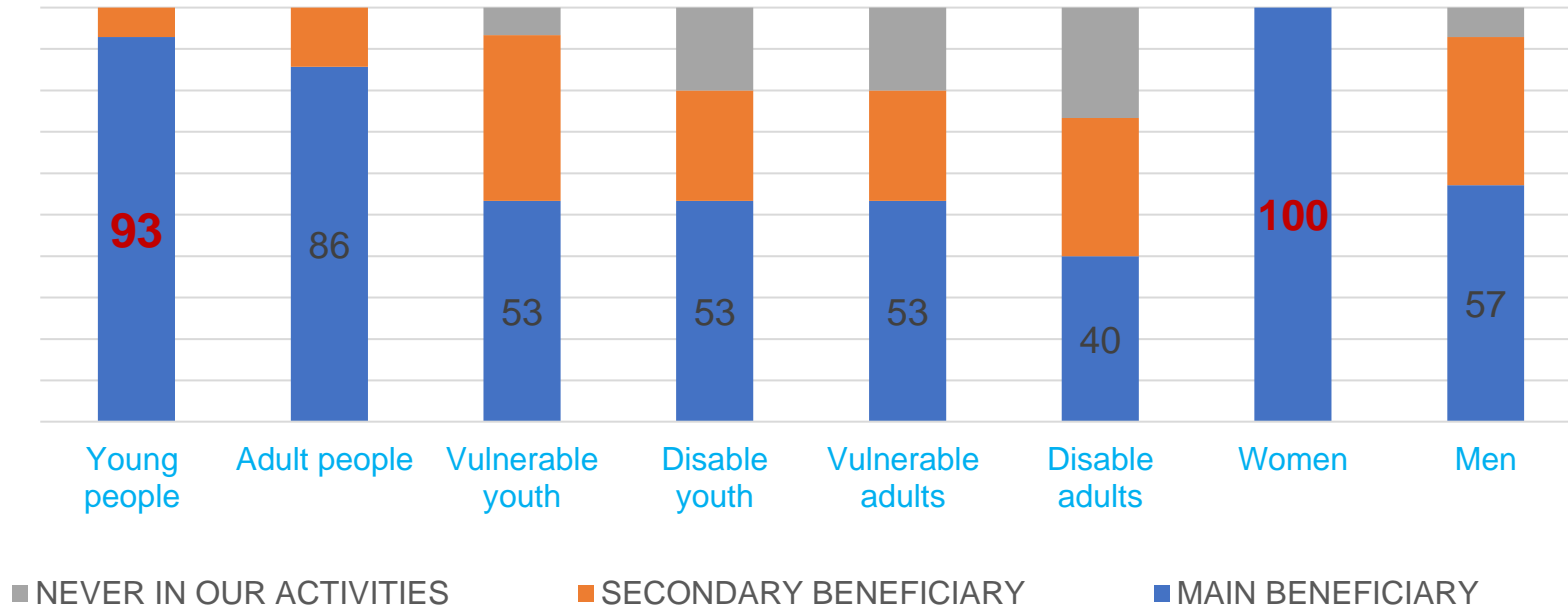
The main scope of the CSOs' work is the community/grassroots/local level

FUNDING SOURCE OF CSOs



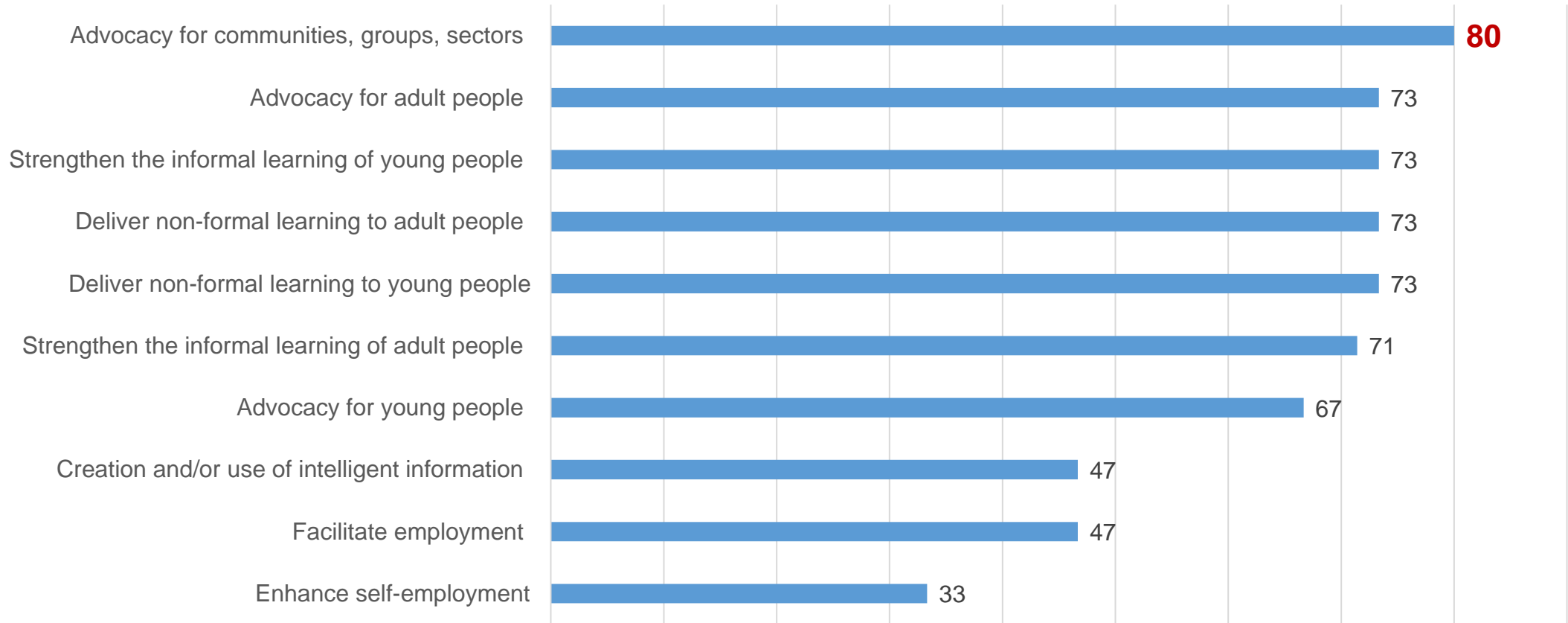
The main funding sources of the CSOs are donor funding and Self-financed

BENEFICIARIES OF CSOS



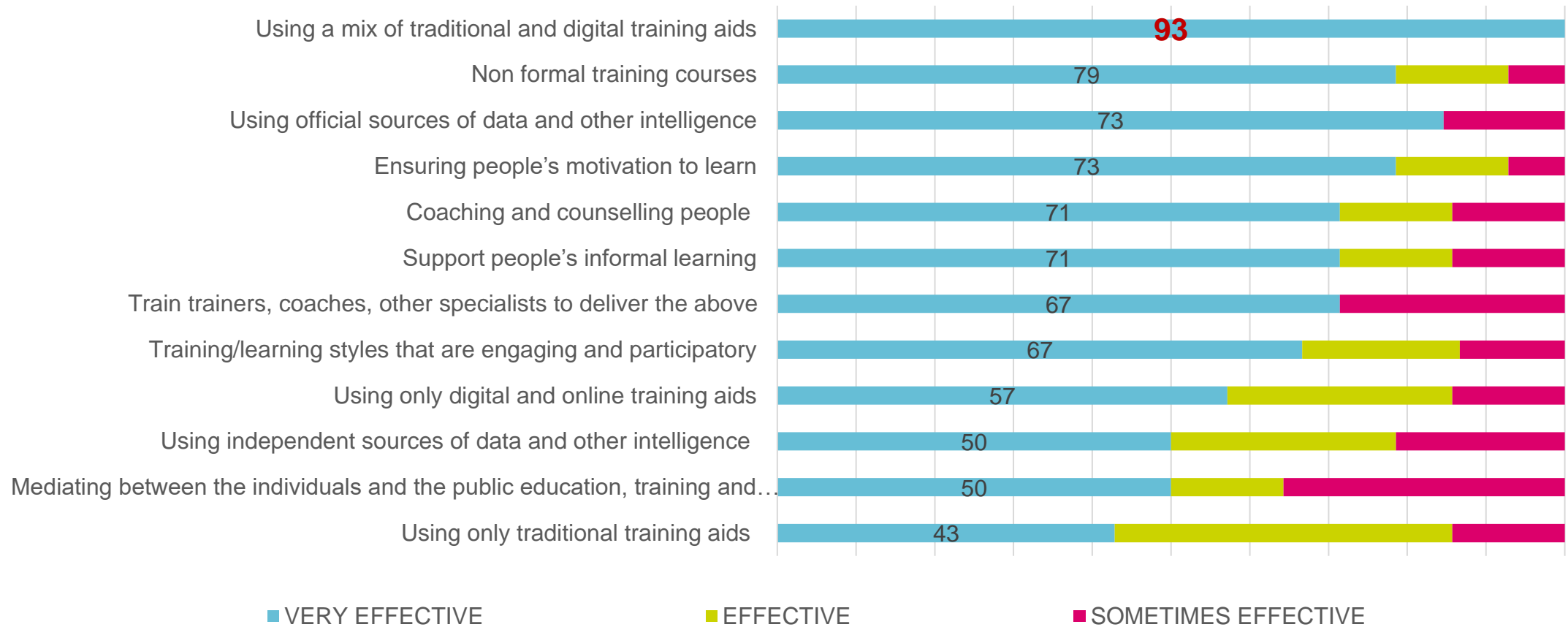
The main beneficiary groups of CSOs activities are women and young people

MAIN ACTIVITY OF CSOs



The main activities of CSOs related to HCD is advocacy for communities, groups, sectors

THE EFFECTIVE WAYS TO IMPLEMENT CSOS ACTIVITIES

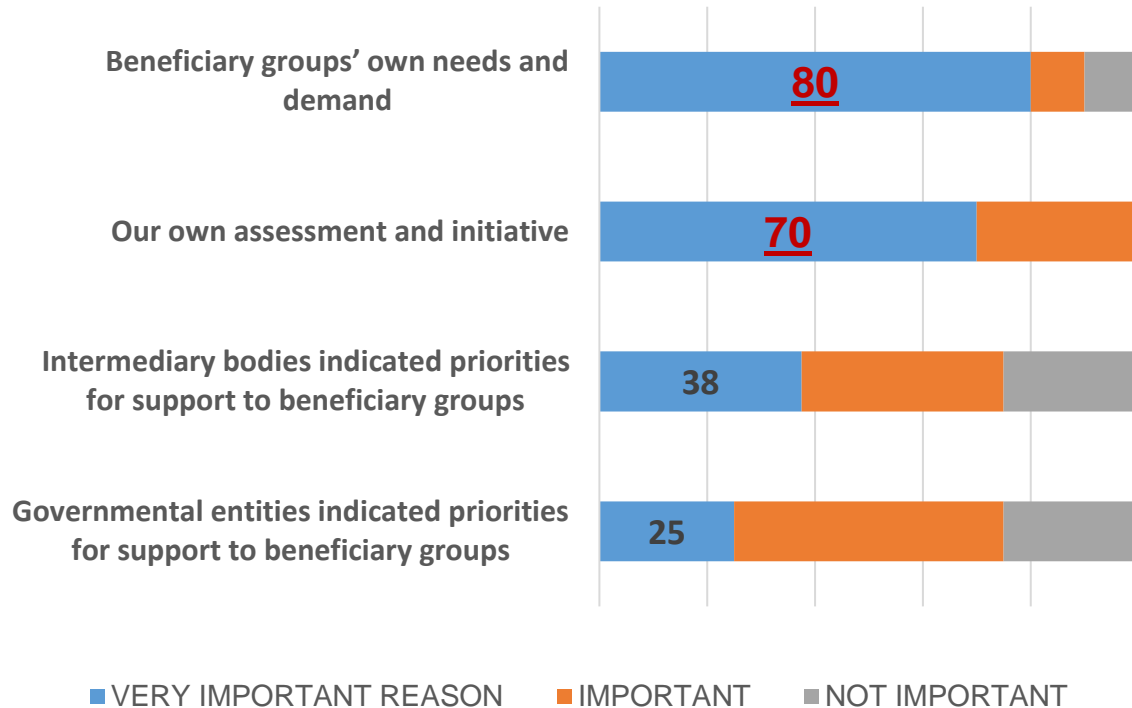


The main effective way to carry out the activities is using a mix of traditional and digital training aids method

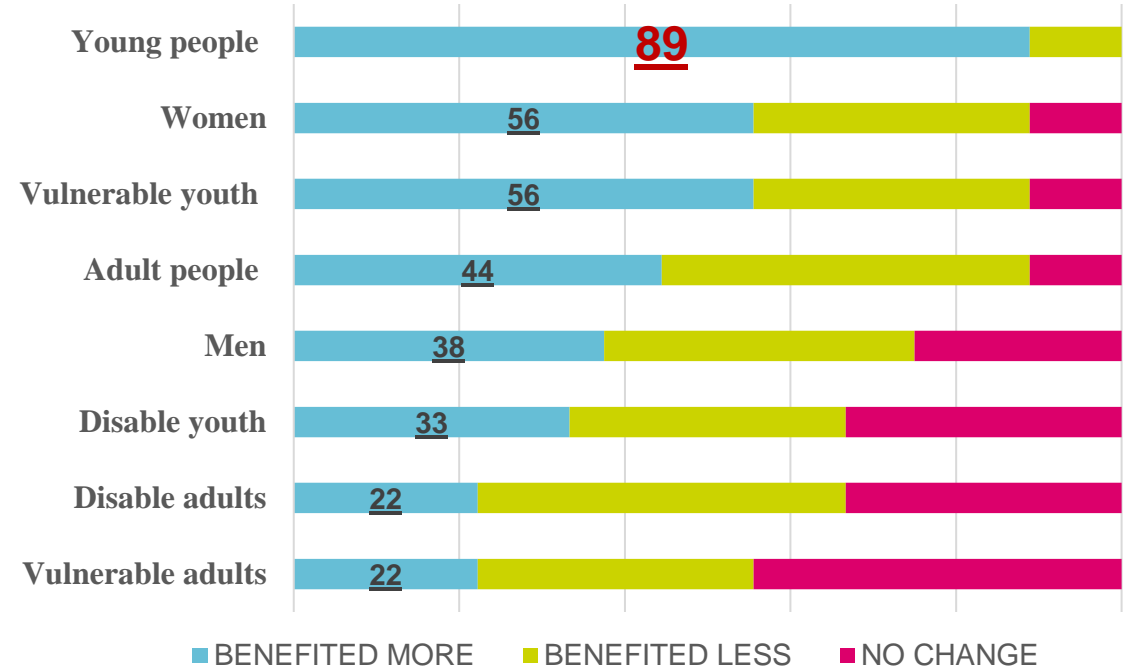
RESPONSE TO THE COVID19 PANDEMIC EFFECTS

CHANGE THE BENEFICIARY GROUPS

CAUSES FOR CHANGE



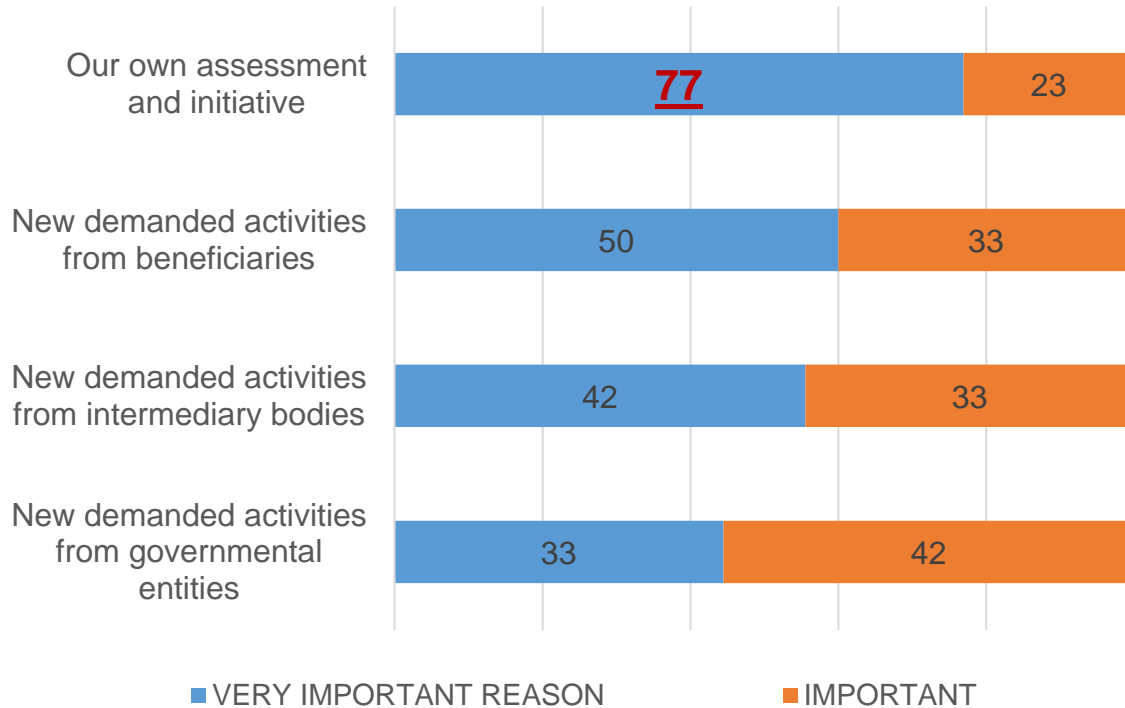
BENEFICIARY GROUPS



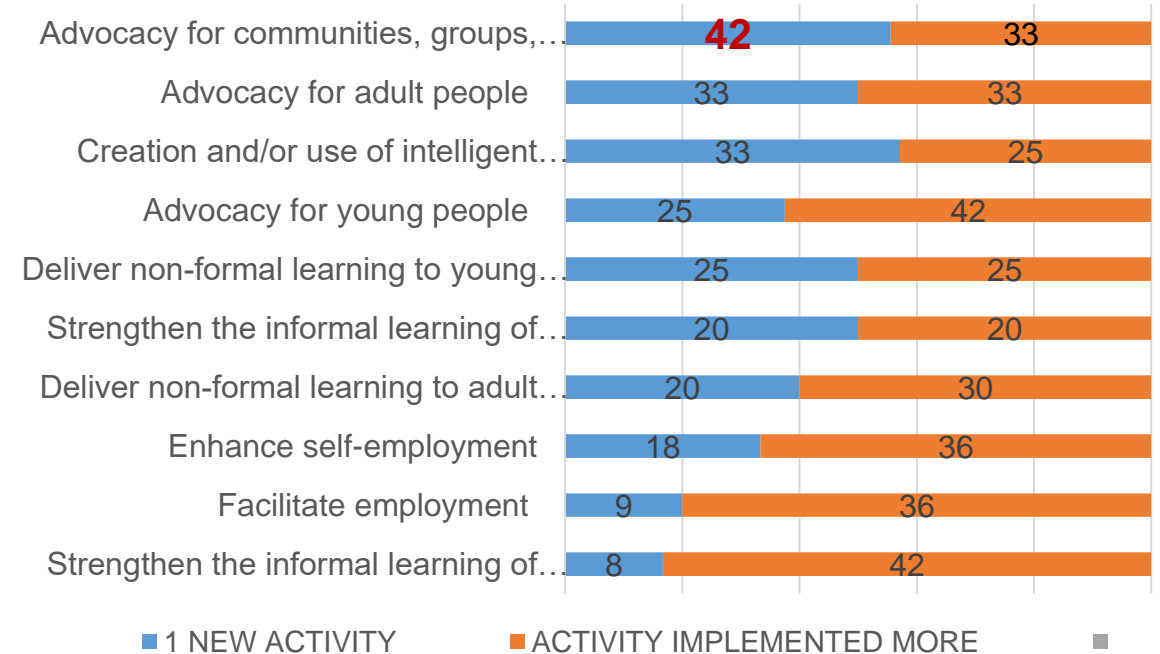
The main beneficiary groups of CSOs during the COVID19 is young people group, and the main reason for that is beneficiary groups own needs and demand.

THE CHANGE OF ACTIVITIES DURING THE COVID19 PANDEMIC

CAUSES FOR CHANGE



CHANGE OF ACTIVITIES



- **Advocacy for communities, groups, sectors, is the main new activity, while a third of the organisations implemented this activity more**
- **The main reasons for this changing is CSOs own assessment and initiative.**

OTHER MAIN FINDINGS

- The main short-term learned lessons in response to the COVID19 is to offer new services.
- The main long-term learned lessons in response to the COVID19 : to increase their expertise, to improve their organisational skills, to innovate their internal processes and procedures.
- The CSOs' participation in HCD policy-making in general was weak(8 out of 15 organisations stated that they participated in the policy dialogue).

OTHER MAIN FINDINGS

- CSO platforms/forums and Governmental Institutions was the main stakeholder
- The main CSOs role compared to the government role was Collaborative role
- The main domain that CSOs would like to strengthen their contribution in future is to enhance their contribution in the field of provision and promotion of key competences

BENEFICIARY GROUPS

- The beneficiaries feelings towards the training and services received were very good in general.
- Activities (training/support/guidance) were added a new value to their experiences and skills
- Their suggestions to improvement (reduce the number of trainees, using and adopt effective training methods such as: Technology-based learning, Roleplaying, Films and videos and Case studies, rather than rely on the traditional methods of training only.

Recommendations

- ❑ To further enhance the contribution of CSOs to the HCD policy cycle, it is necessary to raise awareness about the added value that CSOs bring to the HCD policy dialogue, namely in terms proximity, credibility, relevance and quality/innovation; in addition to the importance of the donor community supporting CSOs and involving them in the provision of both training and employment services, as well as including them in strategic discussions around HCD policies.
- ❑ studying CSOs' targeting of specific needs groups, ranging from the well-represented category of youth to those who are seemingly underrepresented, for example the unemployed, adults, people with disabilities, migrants and refugees; with a potential specific focus on special needs groups.
- ❑ The CSOs appeared that they try to be making considerable efforts to provide training and services that support employment to target. They thus see themselves as credible partners who having a specific added value in terms of adaptability and proximity in HCD provision, and they would like to be recognised as key actors in the sector.

THANK YOU