

Better Work Jordan: Worker, Supervisor Manager Survey Results 2023



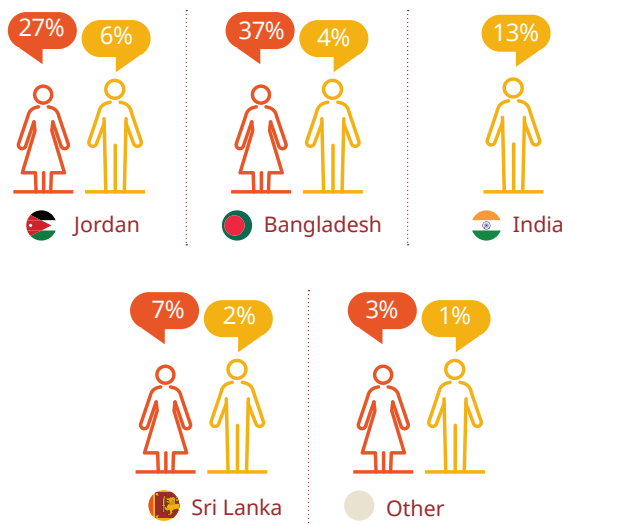
The Jordanian garment sector employs approximately 79,000 workers, the majority of whom are women and migrant from South-Asia. Better Work Jordan conducts annual survey among workers, supervisors, and managers to gain insights on key issues including working conditions, stakeholder awareness, and personal life.

Survey sample

Survey time frame and sample size



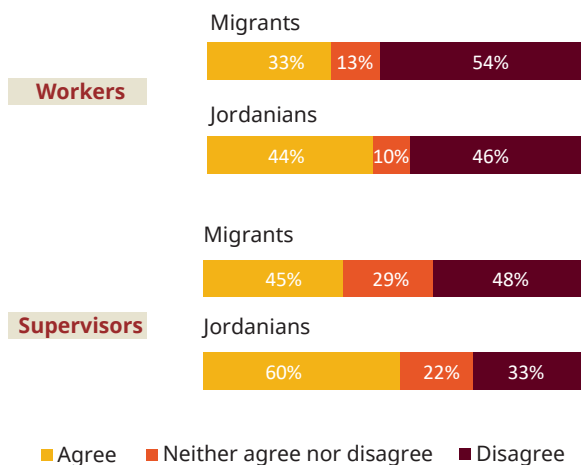
Demographics: gender and nationality break down



Work stress

Stress is a prevalent issue in the garment sector, affecting both workers and supervisors. Around half of workers and supervisors surveyed consider the stress related to their work is unacceptable. Migrant worker and supervisors are more likely to report unacceptable job stress.

The stress associated with my job is acceptable

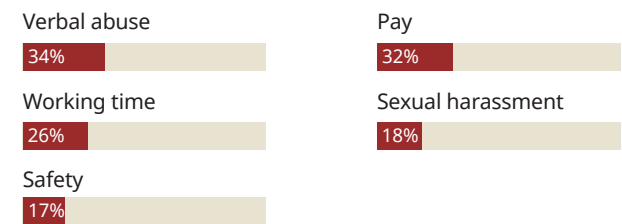


Workers' concerns

Workers were asked about the concerns that they and their co-workers had on different issues.

- **Verbal abuse** continues to be the predominant concern for all workers.
- A growing number of workers expressed their concerns about issues related to their **pay and working hours**, especially among migrant workers.
- Concerns related to **safety** issues have shown a decreased trend in the past years.

% of workers who have concerns, by topics

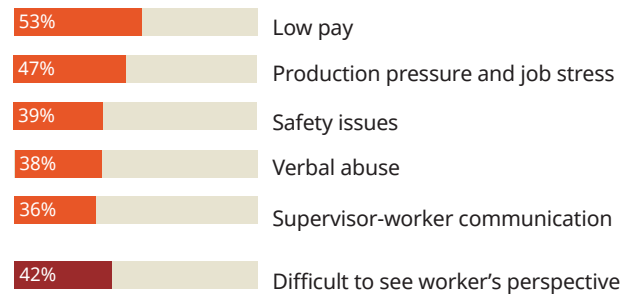


Supervisor and managers perspective on workers concern

Supervisors and managers were asked about how they perceive workers concerns in the factory. Their answers vary from workers perception in terms of priority areas of concerns.

- Both supervisors and managers perceive **low pay** as the primary concerns of all workers.
- **Verbal abuse concerns** are not given priority by supervisor and managers in comparison to other issues.

Supervisor



Managers



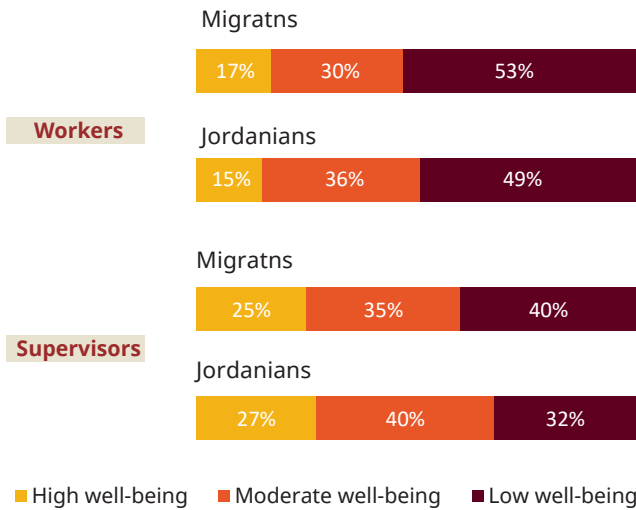
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Mental health

The issue of workers' mental health has been prominent over the past several years in the sector. According to the survey, more than half of workers suffer from low mental well-being. Migrant workers and supervisors are more prone to low mental well-being than Jordanians.

Mental well-being



Worker engagement with the trade union

Since the introduction of the first implementation agreement with the trade union in early 2022, efforts to increase the union capacity have shown promise, with increased visibility and engagement noted in the survey.

- More workers are becoming aware of union presence:



- A significant higher percentage of workers report seeing union representatives in their factory at least once a month:



Business resilience

This year, more factories say that uncertain orders are not a concern for their business, compared to last year, despite the external challenge derived from the worldwide order contraction.

Percentage of managers who say the uncertain orders from buyers is not a concern for their business.



Trust between workers and managers

Fostering workplace trust is crucial for the Better Work factory improvement model and is a key factor in a factory's success. As the power dynamic in the workplace strengthens, the perception of mutual trust tends to increase. While almost all managers believe there is mutual trust between workers and managers in the factory, about one-quarter of workers do not agree.

There is mutual trust between workers and management in this factory.



Data presented is from Better Work survey with workers, supervisors, and managers conducted in July and August 2023. Survey sample covers roughly 2 per cent of the workers and 7 per cent of supervisors in the sector. Workers sample was stratified by the gender and nationality composition of each factory, while supervisors sample was stratified by gender and migration status. Within each stratification, workers and supervisors were chosen at random, with a minimum of five supervisors per factory. In addition, one manager from each factory was surveyed.

