

# Better Work Jordan: Worker, Supervisor Manager Survey Results 2024



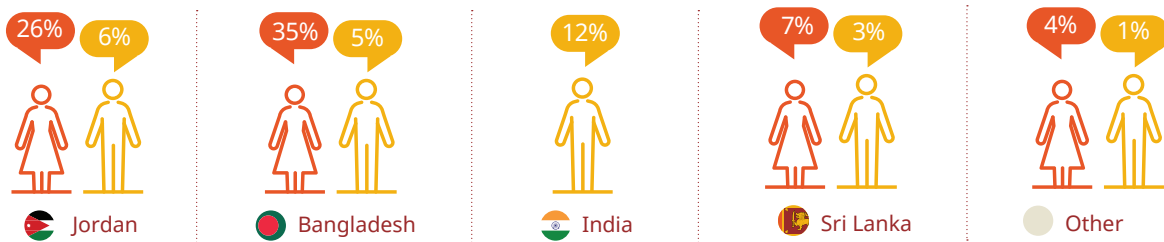
The Jordanian garment sector employs approximately 78,000 workers, the majority of whom are women and migrant from South-Asia. Better Work Jordan (BWJ) conducts annual survey among workers, supervisors, and managers to gain insights on key issues including working conditions, workers mental wellbeing, stakeholder awareness, and business concerns.

## ► Survey sample

### Survey time frame and sample size



### Demographics: gender and nationality break down



## ► Verbal abuse and harassment in the workplace

### Verbal abuse and sexual harassment are key areas of concern in 2024.

- BWJ's assessment data show that the non-compliance against **verbal abuse** have increased in 2024, while the survey data indicate a slight decline in the proportion of workers reporting verbal abuse in 2024.
- Jordanian workers are more likely to verbal abuse issues than migrant workers.
- The contradiction between survey results and reality may reflect workers' fear of retaliation, which discourages them from speaking up. Additionally, the survey captures perceptions, which can be influenced by factors like cultural differences in what workers consider abusive.
- As a sensitive issue, **sexual harassment** can be interpreted differently, with workers' perceptions shaped by cultural and educational backgrounds that influence their understanding of the concept and thresholds for what they consider is worth reporting.
- Jordanian workers were significantly more likely to express their concerns about harassment compared to migrant workers, although migrant workers reported higher instances of quid-pro-quo harassment.

Figure: % of workers who have concerns about verbal abuse.

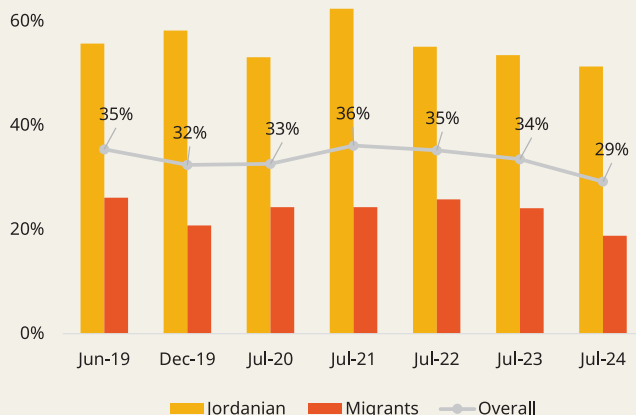
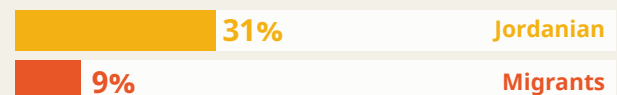
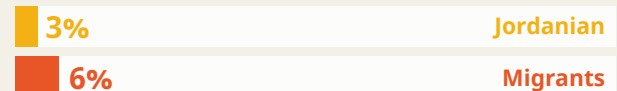


Figure: Sexual harassment experiences and concerns.

Sexual harassment is a concern for me or co-workers



I have experience quid-pro-quo sexual harassment



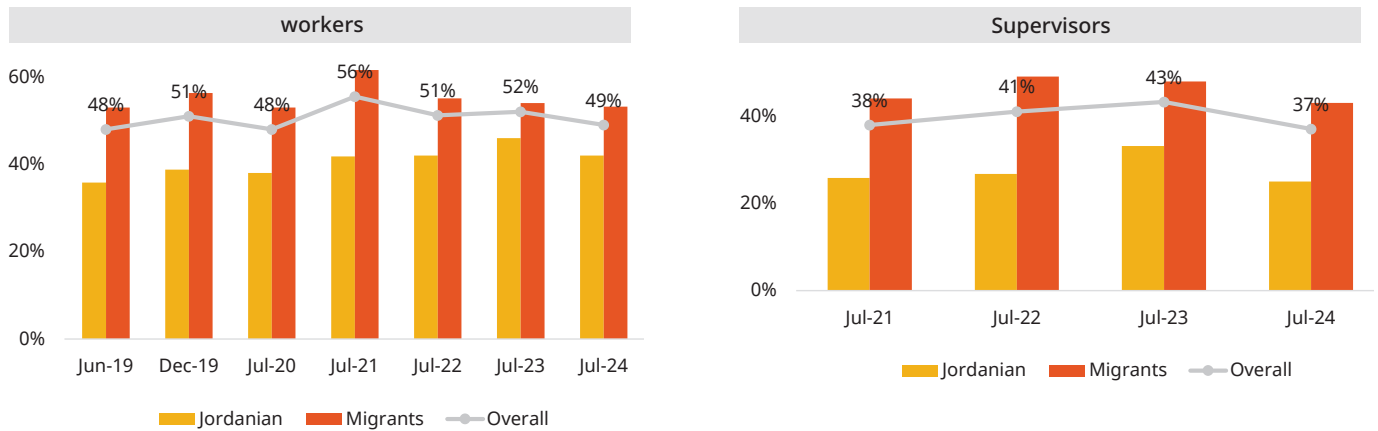
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## ► Stress in the workplace

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.

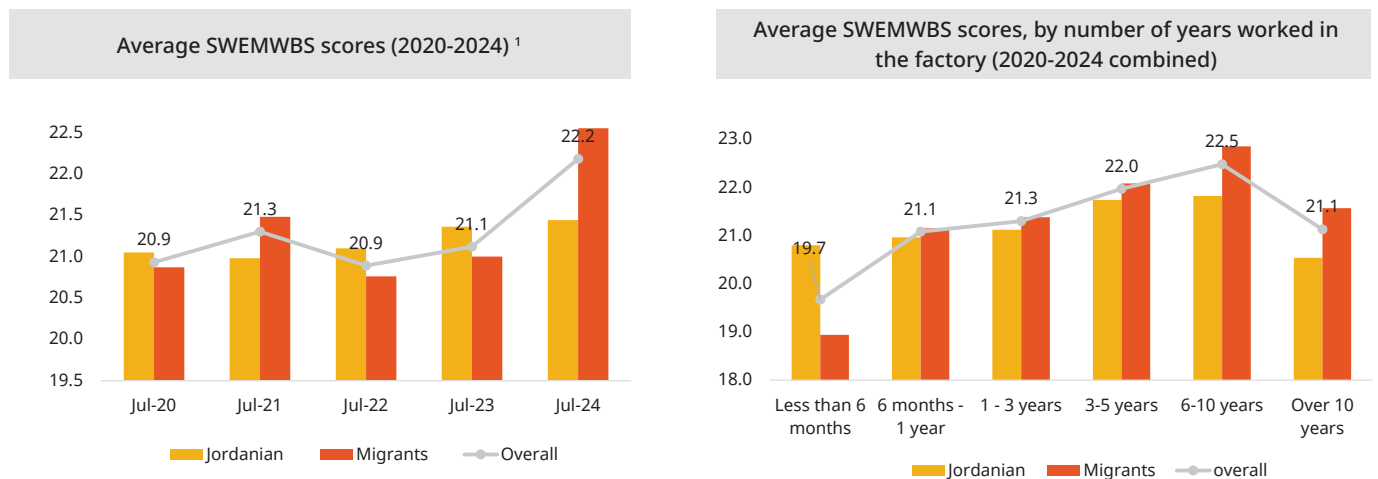
Figure: The stress associated with my job is acceptable (2019-2024).



## ► Mental health

There has been an overall improvement in workers' mental well-being survey results, particularly among migrant workers. Workers who had been at the factories for less than six months reported lower mental well-being compared to those with longer tenure, highlighting the necessity for robust on-boarding and orientation programmes.

Figure: Mental well-being



<sup>1</sup> SWEMWBS refers to Short Warwick-Edinburgh Mental Well-being Scale – a validated tool used to measure well-being. See the main report for more information about the SWEMWBS., see <https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/about/>

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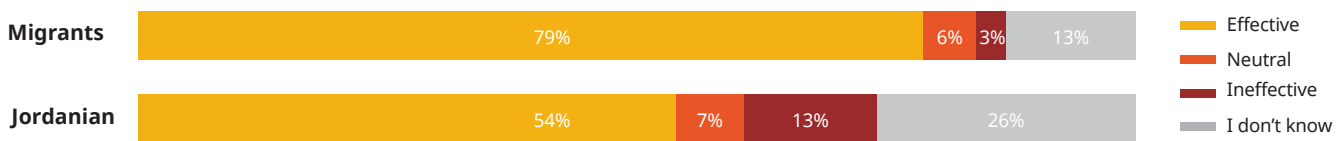


## Workers perspective on grievance mechanisms

Garment workers have access to multiple channels to raise complaints and grievances; however, these mechanisms do not always address their concerns efficiently or fairly.

- Although the majority of workers found the worker-manager bipartite committee, or Union-Labour committee (ULC), to be effective in resolving workplace conflicts, 17 per cent of responded that they did not know about the effectiveness of the ULC.
- The lack of awareness suggests either limited awareness among these workers about the committee, or committee engagement in addressing significant disputes between employees and management – both indicating to a gap in the ULC's functionality.

Figure. Effectiveness of bipartite committee (2024).

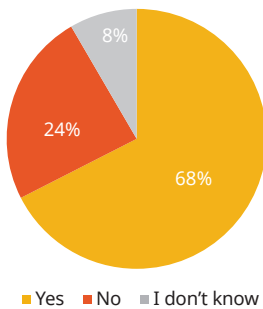


## Worker engagement with the trade union

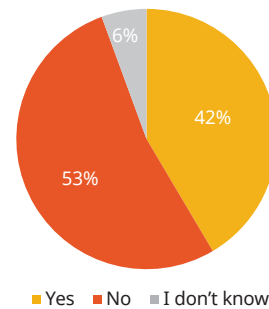
BWJ works with the union to strengthen communication and support its effort in reaching a broader audience of garment workers, both Jordanians and non-Jordanians, across all industrial zones. While there has been some improvement in workers' awareness of union membership, overall understanding remains low, with many still unaware that membership is voluntary.

Figure. Union membership awareness (2024)

Do you pay union dues?



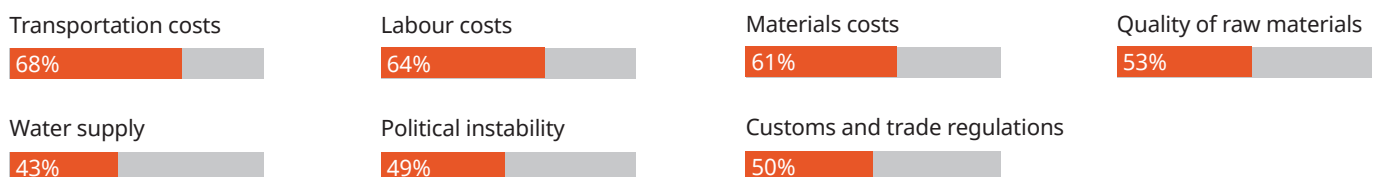
Are you a member of the union?



## Business concerns

Regional conflicts and supply chain disruptions pose serious logistical and cost challenges, with transportation, labour, and material expenses cited as top concerns among managers.

Figure: Percentage of managers who see the following as moderate or serious business concerns (2024)



Data presented is from Better Work survey with workers, supervisors, and managers conducted in July and August 2024. 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 factor, 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.

