Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan

A Profile of Jordan’s Expatriates

An overview of Jordan’s emigration patterns and policies

ICMPD
International Centre for Migration Policy Development

JEMPAS
Empowering people through partnership
A Profile of Jordan’s Expatriates

An overview of Jordan’s emigration patterns and policies

Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan
The authors would like to acknowledge the support and contributions made by partners in Jordan during the development of A Profile of Jordan’s Expatriates: An overview of Jordan’s emigration patterns and policies in particular the Ministry of Foreign Affairs and Expatriates, the Ministry of Labour and the Department of Statistics.
International Centre for Migration Policy Development (ICMPD)
Gonzagagasse 1
A-1010 Vienna, Austria
www.icmpd.org

© 2018 International Centre for Migration Policy Development (ICMPD).
Vienna, Austria

Written by: Dr. Françoise De Bel-Air and Prof. Dr. Tamirace Fakhoury

ICMPD Team: Sarah Schlaeger


All rights reserved. Licensed to the European Union under conditions. No part of this publication may be reproduced, copied or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or any information storage and retrieval system, without permission of the copyright owners.

The JEMPAS project is funded by the European Union and implemented by the International Centre for Migration Policy Development (ICMPD) with the support of the following EU Member States:

Layout by: 360° Communication Jürgen Henning

ISBNs:

978-3-903120-37-2 EN (e-version)
978-3-903120-38-9 EN (print)
978-3-903120-39-6 AR (e-version)
978-3-903120-40-2 AR (print)

This publication was produced with the financial support of the European Union. Its contents are the sole responsibility of ICMPD and do not necessarily reflect the views of the European Union. Responsibility for the information and views expressed in the curriculum lies entirely with the author(s).
## Contents

1 **Acknowledgements** 3

1 **Introduction and Methodology** 7

1.1 Background 7

1.2 Structure of the report 7

1.3 Policy objectives and Relevance of the Report 8

1.4 Methodology and limitations 9

1.5 Use of terminology in this study 10

2 **Outward migration from Jordan** 12

2.1 A general overview of Jordan’s trends and drivers of Emigration 14

2.2 Overview of emigration activity and general characteristics of Jordan’s emigrant population 16

2.3 Migration from Jordan to Europe: a general overview 22

2.4 Migration from Jordan to North America: a general overview 27

2.5 Migration from Jordan to GCC countries: a general overview 32

2.6 Migration from Jordan to countries of the Middle East & North Africa (MENA - excluding GCC states) 37

2.7 Inbound remittance flows 41

3 **Jordanian policy framework towards its expatriate community** 44

3.1 Jordanian institutions and policies targeting Jordanians abroad 44

3.2 Jordanian Expatriate Conference and the Jordanian government’s post-2015 strategic objectives 46

3.3 ‘Izwitna’ E-Portal and Campaign 48

3.4 External actors: the HJK- EU partnership 49

4 **Expatriate needs and policy challenges: results of surveys and semi-structured interviews** 51

4.1 Online surveys: Methodology and limitations 51

4.2 Key findings of the online survey with embassy staff 52

4.3 Most significant findings of the online survey with expatriates 55

4.4 Key findings of the online-survey with governmental staff 58

4.5 Results of the semi-structured interviews 60

4.5.1 Semi-structured interviews with expatriates (key findings) 61

4.5.2 Semi-Structured Interviews with government officials (key findings) 63

5 **Conclusion: Challenges and opportunities** 67

5.1 Recommendations 68

5.1.1 General guidelines for Jordan’s migration Policy/Strategy 68

5.1.2 Sector of Expatriate Engagement: strategies of engagement, service provision to expatriates and capacity building in expatriate strategies 68

5.1.3 Specific recommendations to strengthen expat service provision in Jordanian missions abroad (as per the findings of the 2017 online survey of embassy staff) 70

5.1.4 Compiling data on Jordanians abroad and data quality 71

5.1.5 Evidence-based research feeding into policy 71
5.1.6 Practical suggestions arising from recommendations in surveys and semi-structured interviews 72

6 References and Bibliography 74

7 Appendix 81
7.1 Appendix 1: Methodology for Calculating Rates of Migration Potential and Fitted 81
7.3 Annex 3: JEMPAS Research Survey on Jordanian Expatriates: Online Expatriate Survey 90
7.4 Annex 4: JEMPAS Research Questionnaire on Jordanian Expatriates: Hashemite Kingdom of Jordan Staff 97
7.5 ANNEX 5: JEMPAS Research Survey on Jordanian Expatriates: Semi-Structured Interviews with Jordanian Expatriates 105
7.6 ANNEX 6: JEMPAS Research Survey on Jordanian Expatriates: Semi-Structured Interviews with HKJ Staff 112
7.7 Results of Online survey with embassy staff (survey responses in English) 118
7.8 Results of Online survey with embassy staff (survey responses in Arabic) 123
7.9 Results of Online survey with expatriates 129
7.9.1 Background and profile of respondents 129
7.9.2 Expatriates’ interests, issues of concern, trends and levels of engagement 132
7.10 Results of the online Survey with government officials 140
7.10.1 Surveyed sample and its limitations 140
7.10.2 Governmental staff’s interaction and engagement with expatriates: trends, concerns and challenges 141
1 Introduction and Methodology

1.1 Background

Though Jordan is mostly known for being a top country of immigration and a major refugee destination, it has a relatively sizeable, albeit underresearched, expatriate population. Inbound remittances represent an important financial resource for Jordan’s economy. Jordan was one of the first two countries among the ten Arab countries surveyed in 2006 whose GDP benefited most from remittances.

Notwithstanding the implications of emigration for Jordan’s socio-economic development, a paucity of research has dealt with the varying socio-demographic characteristics of Jordanian expatriates across different national contexts, and has taken account of their preferences, needs, concerns, and levels of engagement. While Jordan’s governmental institutions have acknowledged the importance of crafting national migration policies, policy formulation processes for engaging Jordanians abroad and tapping into their skills are yet to be consolidated.

In this expatriate profile, focus is laid on the collection and analysis of information on expatriates, including their profile and needs, so that targeted and evidence-based policies on engagement can be developed. The report provides a general overview of Jordanian emigrant communities [stock, flows, drivers of emigration and characteristics of Jordanian communities abroad] before embedding this overview into a broader analysis of outward migration governance processes in Jordan. To that end, the report describes the principal policy framework concerned with the Jordanian expatriate population. Moreover, it draws on surveys and semi-structured interviews that the International Center for Migration Policy Development (ICMPD) has conducted with both Jordanian expatriates and public officials with a view to laying the groundwork for a preliminary assessment of expatriates’ needs on the one hand, and of policy challenges that Jordanian stakeholders face in crafting emigrant policies and services on the other.

1.2 Structure of the report

The report is divided into five overarching chapters. The first chapter introduces the overall report, including the structure, policy objectives and relevance, and methodology and limitations. The second chapter provides an overview of outward migration from Jordan [emigration activity, drivers underlying Jordanian emigration, and general characteristics of Jordanian communities in various world regions]. The third chapter discusses Jordan’s policy framework towards its expatriate community and describes policy strategies that the state has recently formulated with a view to engaging its expatriates. Building on feedback from survey and interview respondents, the fourth

---

2) See IOM 2012. The two top countries among the 10 Arab countries surveyed in 2006 were Lebanon (22.8%) following Jordan (20.3%).
3) The use of the term ‘Jordanians abroad’ here should be considered to mean all peoples globally who identify as Jordanian, originate from the Hashemite Kingdom of Jordan and reside outside of HKJ, regardless of birthplace. Thus, this term includes, but is not limited to, second and third generation Jordanian emigrants.
The chapter provides (a) an overview of expatriates’ concerns, needs, preferences and trends of engagement with Jordan, and (b) explores key issues, success stories and challenges that public staff identify in their interactions with Jordanians abroad. The concluding chapter (five) makes recommendations and provides practical suggestions which government stakeholders can draw upon with a view to (a) consolidating their policy engagement with Jordanians abroad, and (b) strengthening the migration-development nexus.

1.3 Policy objectives and relevance of the report

The expatriate profile is a core research and policy output of the broader “Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan (JEMPAS)” project. JEMPAS is a 36-month long technical assistance project with the overall aim to support the implementation of the Mobility Partnership between the European Union (EU) and the Hashemite Kingdom of Jordan (HKJ). Under the project component which focuses on migration and development, its key objective is:

To strengthen the capacities of the Jordanian government to more effectively reach out to and engage with Jordanian expatriates abroad.

Against this background, the findings of this report can be used to consolidate three policy pillars:

1. Support the development and consolidation of engagement strategies vis-a-vis Jordan’s expatriate communities;

2. Boost outreach to and communication with Jordanian expatriates; and

3. Strengthen service provision to expatriates.

The expatriate profile is to be read in conjunction with the Handbook on Methodologies for Collection of Data and Information on Jordanians abroad which has developed a multi-layered quantitative and qualitative methodological framework for compiling information on Jordanian expatriates. Some of the recommendations of the handbook revolve around collecting information on Jordanian expatriates through harmonised datasets, and producing knowledge on Jordanian expatriates’ characteristics and perceptions through structured literature reviews, surveys and in-depth interviews. This expatriate profile is a step in that direction.

Given the time and resource constraints underpinning this review, the report in no way seeks to be comprehensive, as such a study would need to be commissioned over a much longer period, with greater resources. Indeed, one of the key recommendations of this study is that Jordanian academic institutions, in partnership with national and international stakeholders, undertake much longer and larger scale research into trends, issues, demography, and sociology of Jordanian communities abroad, as well as into the impact of migration and development for Jordan.
1.4 Methodology and limitations

This expatriate profile was written using qualitative and quantitative data from a range of sources in Arabic, English, and French.\(^5\) It is based on a variety of research methods triangulating desk research, literature review, internet research on openly available information sources, supported with online surveys and semi-structured interviews conducted with Jordanian expatriates and government stakeholders.

Several data limitations were encountered while drafting this report. First, national and international data on emigrant stocks and flows from Jordan are not always up to date. Authors often had to draw on data from previous years to gain deeper insights into the characteristics and profiles of expatriate groups across regional clusters. When analysed in tandem with Jordan’s history of emigration, these datasets illuminate an understanding into past patterns and trends of emigration from Jordan. They further allow for identifying research gaps that are yet to be filled.

Second, a comparison of migration statistics produced by various governments and international bodies reveals a pattern of inconsistent, sometimes apparently contradictory, data. There are significant disparities between Jordan’s internally collected emigration data and that reported by countries of destination and international bodies. In reality, this is a consequence of the divergent methodologies and definitions being used to calculate individual sets of migrant data. Ideally, statistics from different countries of destination should reflect an identical range of data points, adopt standardised categories and definitions, and for similar time periods, thus making it possible to aggregate data across countries and time. In practice, however, national statistics are seldom constructed with a view to international comparison and aggregation.

Many factors explain such inconsistencies. For instance, the two criteria widely used to define migrants, either separately or in combination, are by “country of citizenship” and “country of birth”. This can lead to massive variation in the figures produced depending on which of these two definitions a country uses to measure migration.

Migration defined by country of citizenship remains the most widely used category characterising immigrants as foreign nationals; however, this category can be interpreted in a variety of ways in accordance with various legal criteria. Disparities in the ways in which countries calculate data in relation to issues such as dual citizenship, irregular migration, and former migrants who have now left the country, can result in citizens being counted as nationals by several different countries, greatly skewing migration statistics. In contrast, migration defined by country of birth is a typically unequivocal category, according to which immigrants are defined as born-abroad residents.

Inconsistencies in data collected by various countries are exacerbated by a limited number of migrant or citizen cohorts who do not fit the standard definition for country of birth or citizenship. There is widespread variation in how countries report those individuals born abroad who are not foreign residents. These include naturalised

\(^5\) The system of transcription of Arabic words used in this study largely follows common academic practice, with diacritical dots below letters to refer to emphatic consonants (e.g. \(ṭ\) for \(ﻁ\)) and gutturals (so \(ḥ\) for \(ﺡ\)). However, it uses the symbol \(ƹ\) to represent the voiced pharyngeal fricative (\(ﻉ\)) and the common anglicisations sh for \(ﺵ\) (\(ﺵ\)), ‘ for the glottal stop (\(ﺀ\)), and gh for \(ﻍ\) (\(ﻍ\)).
migrants and foreigners born abroad who have acquired the nationality of their host country. Nationals born abroad who have migrated to their country of nationality, are often, and mistakenly, treated as return migrants. Some countries, such as the Netherlands, include first-generation migrants in the measurement of their migrant populations, while others, such as Morocco, count only foreign nationals. This inevitably leads to disparities in how different countries report the same data. For example, in 2002 there was a difference of 55,842 in the reported number of Moroccan migrants to the Netherlands, depending on which country’s data was being used. Furthermore, data discrepancies are associated with widespread variations in the status awarded to individuals born in a given country to foreign (usually immigrant) parents, and disparities in how the law defines citizenship in countries of residence. Such individuals will invariably be counted towards the country’s migrant population.

Against this background, it is important to keep in mind that different regions and countries adopt various definitional criteria as far as citizenship is concerned. Citizenship in Arab countries typically adheres to the principle of jus sanguinis (literally - “right of blood”) which means that citizenship is not determined by place of birth but by having one or both parents who are citizens of the state. In the case of Jordan (as in many Arab states), citizenship is moreover patrilineal, i.e. the father must be a Jordanian citizen. By contrast, the countries of North America automatically award citizenship to anyone born in the country based upon the principal of jus solis- or ”Right of the Soil”). Most countries in Europe defer to “lex solis” which is essentially a mixture of both.

Notwithstanding these data limitations and divergences in definitions and international and national data sources, this report seeks to trace a coherent analysis of Jordan’s emigration activity, alerting the reader to arising discrepancies and caveats.

1.5 Use of terminology in this study

This study makes use of the following terminology for describing Jordanians living abroad. This is in part influenced by current practice in migration studies research, and partly also to reflect terminology used by the HKJ government:

- ‘Migrants’ refers to all those who have migrated out of, or into, Jordan. The related term emigrants and immigrants are used to denote migrants who have migrated out of, or into, Jordan or other countries, either of transit or of destination. Migrants may include first-generation migrants, or subsequent generations of Jordanian origin.

- ‘Expatriates‘ or ‘expats’ is used interchangeably with ‘emigrants‘ or ‘emigres‘. The term is deployed as a translation of the term ‘mughtaribin‘ which is used by official HKJ government sources, in distinction to ‘muhajirin‘ (‘migrants‘, ‘emigrés‘, or ‘refugees‘ in Arabic).

- At times, and only rarely, this report draws on the term ‘diaspora‘, which is commonly used in migration studies to denote all those of Jordanian origin or descent, be they first generation migrants or their subsequent descendants.
who were born and raised or lived outside of Jordan for a short or longer period. Herein, the term ‘diaspora’ is used as a generic term in two cases: (a) when the report alludes to a wider group of people of Jordanian origin worldwide, and (b) when the report draws on terminological constructs such as ‘diaspora policies’ or ‘diaspora engagement’, frequently used in migration studies. It is however important to note that the term ‘diaspora’ is not used in the Jordanian policy context. Jordanian policy and media discourse shy away from using the broader term ‘diaspora’, in part due to the sizeable refugee/migrant populations in the country, and in part because of sensitivities regarding the term, which has connotations of the Jewish and also Palestinian diasporas. For this reason, the terms ‘Jordanians abroad’ or ‘expats’ are predominantly used in the remainder of this report, unless the authors seek to specifically allude to people ‘of Jordanian origin’ (i.e. 2nd- or 3rd-generation migrants from Jordan).

7) In a more modern context, the term ‘refugee’ in Jordan and several other Arab states refers both to refugees in general and to Palestinians, in particular, who were forced to migrate from Israel following its creation in 1947. The term ‘nakbah’ [‘disaster’ in Arabic] is used to denote the mass forced displacement of Palestinians from Israel, both in 1947-48 and in the wake of subsequent conflicts between Israel and its neighbours. Those Palestinians who arrived during ‘Al-Nakbah’ in 1948 were offered Jordanian citizenship, with equal civic obligations and rights as native Jordanians. Many consider themselves Jordanians of Palestinian origin rather than refugees. Palestinians who arrived in Jordan after the 1967 conflicts did not automatically receive citizenship, and many have instead lived in Jordan on temporary residence visas, but may also now consider themselves as Jordanians of Palestinian origin.
2 Outward migration from Jordan

According to the International Organization for Migration (IOM), 7.82% of all citizens of Jordan live outside the country.\textsuperscript{8} It is also estimated that around 2\% of Jordanian households have at least one household member working overseas.\textsuperscript{9} Still, due to significant weaknesses in data collection and comparability, controversy exists regarding the size of Jordan’s expatriate population and its distribution in various regional clusters. Estimates of the total expatriate population of Jordan residing abroad range between 345,760 and 936,000, depending on where and how the data has been collected. The Migration Policy Center (MPC) estimates that 785,000 first-generation Jordanians reside abroad.\textsuperscript{10} While specific figures relating to Jordanian populations overseas vary significantly, the underlying picture the data provides regarding the scale and distribution of Jordanian emigrants remains broadly consistent. For example, Jordan’s internal data for 2015 indicates an emigrant population of 734,247 residing within the Gulf Arab States, in contrast to data released by the Migration Policy Institute (MPI) for the same period which report a figure of 454,241; however, within both datasets these numbers represented approximately 77\% of the total emigrant population.\textsuperscript{11}

Most Jordanian expatriate communities reside in the Middle East and North Africa region (MENA) with focus on the Gulf Cooperation Council (GCC) region, with the remainder largely spread across Europe, the US, and Canada. While International and national data sources may vary, there is consensus that Saudi Arabia is the top country of destination in the GCC region, the Palestinian territories in the non-GCC MENA countries, Germany in Europe and the United States in North America.


\textsuperscript{8} See IOM, 2018, Global Migration Flows for Jordan [section: Outward migration from Jordan], available via https://www.iom.int/world-migration
\textsuperscript{9} Wahba, 2012.
\textsuperscript{10} De Bel Air, 2016.
\textsuperscript{11} As underscored in the introduction, this underlying consistency of scale is a strong indicator that the disparities being observed are symptom of widespread incompatibilities between data definitions and collection methods being used to measure migration internationally. Instances where data variance falls outside of a range consonant with known patterns of Jordanian migration should serve to highlight areas where further analysis and research can be pursued most effectively. As the Handbook on Methodologies for collection of data and information on Jordanians abroad suggests (2018), it is only by combining information from a variety of sources that is possible to reach a more accurate and nuanced assessment.
According to the World Bank (see table below), 51,000 second generation Jordanians live in North America, Australia and Europe, indicating the importance of crafting a policy strategy engaging all Jordanian communities abroad, and not only first-generation emigres. In general, Jordanians abroad are highly skilled and highly educated.

The table below provides a glance at an emigration profile of Jordan drawn from the World Bank Factbook on Migration and Remittances in 2016. It is important to keep in mind that data may vary from one international source to the other, but the broader picture remains consistent and indicative of key trends.

### Migration

#### Emigration

- Stock of emigrants, 2013: **782.0 thousands**
- Stock of emigrants as percentage of population, 2013: **12.1 percent**
- Top destination countries, 2013: Saudi Arabia, the United Arab Emirates, the United States, the West Bank and Gaza, Kuwait, Qatar, Libya, Germany, Bahrain, Indonesia
- Tertiary-educated as a percentage of total emigrants in OECD countries, 2011: **41.1 percent**
- Tertiary-educated women as a percentage of total women emigrants in OECD countries, 2011: **37.9 percent**
- Number of refugees, 2014: **1,679**
- Second generation diaspora in Australia, Europe, and the United States, 2012: **51.0 thousands**

Source: Jordan, World Bank 2016, p. 153

---

**E.U. Countries**

<table>
<thead>
<tr>
<th>Destination Country</th>
<th>Austria</th>
<th>Denmark</th>
<th>Egypt</th>
<th>France</th>
<th>Germany</th>
<th>Greece</th>
<th>Italy</th>
<th>Netherlands</th>
<th>Spain</th>
<th>Sweden</th>
<th>Switzerland</th>
<th>Turkey</th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. Migrants</td>
<td>749</td>
<td>1216</td>
<td>5846</td>
<td>1443</td>
<td>12663</td>
<td>813</td>
<td>2991</td>
<td>923</td>
<td>2261</td>
<td>3755</td>
<td>687</td>
<td>918</td>
<td>6321</td>
</tr>
</tbody>
</table>

**GCC States**

<table>
<thead>
<tr>
<th>Destination Country</th>
<th>Oman</th>
<th>Qatar</th>
<th>Saudi Arabia</th>
<th>United Arab Emirates</th>
<th>Kuwait</th>
<th>Bahrain</th>
<th>Algeria</th>
<th>Palestine Territories</th>
<th>Libya</th>
<th>Iraq</th>
<th>United States of America</th>
<th>Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. Migrants</td>
<td>17005</td>
<td>32217</td>
<td>182152</td>
<td>147585</td>
<td>56399</td>
<td>14493</td>
<td>4063</td>
<td>55709</td>
<td>20408</td>
<td>10336</td>
<td>64868</td>
<td>11062</td>
</tr>
</tbody>
</table>

**Non-GCC Mena Countries**

<table>
<thead>
<tr>
<th>Destination Country</th>
<th>No. Migrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oman</td>
<td>17005</td>
</tr>
<tr>
<td>Qatar</td>
<td>32217</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>182152</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>147585</td>
</tr>
<tr>
<td>Kuwait</td>
<td>56399</td>
</tr>
<tr>
<td>Bahrain</td>
<td>14493</td>
</tr>
<tr>
<td>Algeria</td>
<td>4063</td>
</tr>
<tr>
<td>Palestine Territories</td>
<td>55709</td>
</tr>
<tr>
<td>Libya</td>
<td>20408</td>
</tr>
<tr>
<td>Iraq</td>
<td>10336</td>
</tr>
<tr>
<td>United States of America</td>
<td>64868</td>
</tr>
<tr>
<td>Canada</td>
<td>11062</td>
</tr>
</tbody>
</table>

Source: Migration Policy Institute, 2015

2.1 A general overview of Jordan’s trends and drivers of Emigration

Political and economic push and pull drivers have largely shaped Jordanians’ migration choices and preferences. On the one hand, the Jordanian government has maintained an open-door policy towards emigration with a view to globalising talent, mitigating unemployment, attracting financial remittances, and controlling political dissent. On the other, Jordanians have sought for more qualified jobs and higher salaries abroad. Jordan’s economic reforms in the 1990s, namely processes which related to deregulation and adjustment to free trade, have impacted Jordanians’ decisions to migrate. While Western countries such as Canada and the US were favourite destinations up to the 1970s, the GCC states became attractive destination countries for Jordanians in the wake of the 1973 oil boom and in the light of the events of 9/11 which saw a tightening of migration policies in the West. Thus, the number of Jordanian emigrant workers increased from 152,900 workers in 1973 to 305,400 in 1980, ultimately peaking at 339,000 in 1987.

Moreover, a series of labour agreements and treaties on manpower and employment concluded between the Gulf States and Jordan in the 1980s and 1990s, spurred Jordanian emigration to the GCC region. While there was demand for more skilled labour in the GCC region, the Jordanian government has sustained a policy interest in such agreements to spur financial revenues and offset unemployment. In recent years, more and more Jordanians have been emigrating for study-related purposes. According to the UNICEF, the top five areas of destination for Jordanian students are the UAE, followed by Ukraine, the US, Saudi Arabia, and the United Kingdom (UK).

<table>
<thead>
<tr>
<th>Tertiary students by destination (2013)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Arab Emirates</td>
<td>3774</td>
</tr>
<tr>
<td>Ukraine</td>
<td>2171</td>
</tr>
<tr>
<td>United States of America</td>
<td>1964</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>1493</td>
</tr>
<tr>
<td>United Kingdom of Great Britain and Northern Ireland</td>
<td>1342</td>
</tr>
<tr>
<td>Total</td>
<td>10744</td>
</tr>
</tbody>
</table>

Source: UNICEF, 2013

Notwithstanding Jordanians’ high propensity to migrate, especially skilled migrants, emigration flows and trends have varied and fluctuated over time. Jordanian migration to the Gulf for example, experienced a surge in the 1970s and 1980s, and political volatility in the context of the Second Gulf War (1990/1991) led to a drop in overall rates of migration. More recent events, such as the 2008 financial crisis alongside Saudi Arabia’s decision to ‘Saudise’ or nationalise its labour force, have led to a decrease in

13) Brand, 2007; Chatelard, 2004a; Di Bartolomeo, Perrin and Fakhoury, 2010; De Bel Air 2010; Fakhoury 2012 (available at: http://www.migrationpolicycentre.eu/docs/MPC%202012%2012.pdf)
17) See MPC, 2013, p. 10.
“net flows” to the Gulf. From another perspective, experts have at times reported shifts in emigration patterns and destinations. For instance, there has been research which shows that some Jordanians have relocated to the West Bank and Gaza. In the context of the post-Arab Spring turmoil, it is not clear how many Jordanians residing in Libya, Syria, Egypt, or Iraq have had to return.

Patterns and drivers underlying Jordanian emigration vary from one destination to the other. Emigration to the US tends to be rather permanent. In contrast, emigration to the Gulf is of a temporary nature given that such countries do not grant citizenship to foreigners and seek to maintain their grip over employment and residency procedures. While migration to the UK is generally associated with study purposes, humanitarian and asylum causes as well as family reunification have historically motivated emigration to Germany.

The issue of “brain drain” is significant for all MENA states, and within this climate, both policy and public spheres have acknowledged the necessity of addressing brain drain in Jordan. Between 1998 and 2004 the number of physicians emigrating from Jordan has risen by 0.2%, studies suggest that bordering countries have an 87% share in the country’s health service exports. It is estimated that since 2010, around 800 academics have left academia in Jordan to work overseas; recent media reports also indicate that approximately 200 doctors employed in the public health sector left Jordan during 2010 in pursuit of higher wages and better training opportunities elsewhere.

Notwithstanding the prevalence of brain drain in policy debates, there seems to be an uneasy relationship between the return of highly skilled migrants and Jordan’s capacity to absorb those potential return migrants. During the second Gulf War, the forcible return of migrants from the GCC states contributed to the exacerbation of economic problems including high unemployment and the severing of external revenues such as remittances. Indeed, Jordan’s economic development strategies remain heavily dependent on expatriates and associated transfers, resulting in a structural reliance on remittances and emigration to offset the country’s economic difficulties and high rates of unemployment. According to Wahba (2012), Jordanians abroad earn four times more than local Jordanians, and send substantial remittances, contributing to Jordan’s “Rentier State” phenomenon. Similarly, Chatelard (2004a) argues that remittances have provided substantial economic pillars for the development of Jordanian businesses and projects, contributing to Jordan’s dependency on emigration. Against this backdrop, scholars and practitioners have highlighted the importance of a governmental strategy that reinforces the migration-development nexus.

---

22) Driouchi, 2014.
23) Studies of returning emigrants have revealed that while the most frequent pattern of outbound migration remains that of temporary labour migration between MENA states, those Jordanians who migrate to North America and the EU are far more likely to remain on a permanent basis, often being accompanied by family or choosing to raise a family in this new location. See Wahba; 2012
24) Del Bel Air, 2016
27) Driouchi, 2014
28) Fargues and Venturini, 2015
30) Abdul Azeez and Mustiary, 2009
2.2 Overview of emigration activity and general characteristics of Jordan’s emigrant population

According to data produced by Jordan’s Ministry of Foreign Affairs (MOFAE) almost 80% of expats in 2015 were resident in the Gulf states; with just 11.4% residing in Western countries with the overwhelming majority of these residing in North America.\(^{32}\) According to the same source, 3.5% resided in the EU.

% of Jordanian Emigrants by Regional Destination as Reported by the Jordanian Ministry of Foreign Affairs for 2015

![Pie chart showing regional distribution of Jordanian emigrants]

According to HJK internal documentation, more than half of Jordanian emigrants are in Saudi Arabia (32%) and the UAE (24%); and approximately a quarter reside in Western Countries, with the US being the main destination (9%).\(^ {33}\) Within the EU, specifically Germany, the UK and Sweden I are popular destination for Jordanian emigrants.\(^ {34}\) Although sources of data on these migration flows are typically weak, anecdotal accounts suggests that many of those migrating from Jordan to regions outside the Middle East do so to pursue education and/or vocational training opportunities, or to take up higher-skilled jobs in Europe and North America.

---

\(^ {32}\) HKJ Ministry of Foreign Affairs and Expatriates (2015): Internal Data Collation

\(^ {33}\) HKJ Ministry of Foreign Affairs and Expatriates (2015): Internal Data Collation

\(^ {34}\) See Jordan, Global Migration Flows, https://www.iom.int/world-migration
Significant Outflows of Jordanian Immigrants by Region Based Upon Recent Statistics from Destination Countries

Source: Migration Policy Centre 2016 (UN DESA rev. 2015/ OECD DIOC Database/ http://gulfmigration.eu/)

The (small) majority of Jordanian migrants are male, with females accounting for approximately 47% of the total emigrant population. According to the Jordanian Department of Statistics (DoS) Population and Housing Census (2015), around 32% of those female emigrants do so to take up employment or education, and around 36% migrate to accompany another family member. In contrast, around 72% of male emigrants migrate to take up employment or education (see below).

Gender Distribution of Jordanian Emigrants by Reason for Residence Abroad in 2015

Source: Jordan DoS, Population and Housing Census 2015

Gender Distribution of Jordanian Emigrants by Reason for Residence Abroad in 2015 (percentage)

The table below shows the most significant reasons for residing abroad while taking into consideration gender and marital status of Jordanian emigrants. It is worth noting that the most recent figures collected by the Jordanian DoS, taking into consideration gender and marital status, are derived from the 1994 census data. The datasets for 2015 Census omit any information with respect to the category of marital status.

<table>
<thead>
<tr>
<th>Gender, Marital Status &amp; Reason for Residing Abroad of Jordanian Emigrants Aged 15+ in 1994</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image.png" alt="Chart" /></td>
</tr>
</tbody>
</table>

Source: DOS, Population and Housing Census 1994

With regards to their place of birth, the 2015 Census indicates that most Jordanian emigrants come from Amman followed by Irbid then Zarqa. It is worth noting that 60% of female emigrants originate from the urban area of Amman. This picture is consistent with Wahba’s findings (2012) which outlined that the overwhelming majority of Jordanian emigrants are predominately from urban areas.

<table>
<thead>
<tr>
<th>Distribution of Jordanian Emigrants by Gender and Place of Birth for 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image.png" alt="Chart" /></td>
</tr>
</tbody>
</table>

Source: Jordan DoS, Population and Housing Census 2015
Jordanian emigrants are generally highly educated, and “twice as educated as non-migrants” (Del Bel Air 2016). According to Wahba (2012), 62% have a university degree, emphasising the high-skilled nature of outward migration in Jordan. The graph below (OECD 2005/2006) shows that highly educated Jordanians of both genders have a higher emigration rate than the national average. It is also worth adding here that the Organisation for Economic Cooperation and Development (OECD) has historically provided an invaluable source of comprehensive demographic data in relation to the Jordanian emigrant population; however, the organisation’s DIOC-E statistics (i.e. extended data referring to countries other than OECD member states) have not been published beyond the 2005 period. For this reason, the datasets derived from this source are not available for subsequent periods.

Emigration Rates of Highly Educated Jordanians of Both Genders in 2005/06 Compared to the National Average

![Graph showing emigration rates of highly educated Jordanians of both genders compared to the national average.]

Source: OECD

Furthermore, a comparison of the educational levels of current migrants, return migrants and non-migrants suggests that current migrants are on average more highly educated than both returnees and non-migrants. However, return migrants are still more educated than non-migrants, highlighting the positive selection of Jordanian emigration (see graph below). To note, Jordan’s internal data relating to the education level of its emigrant population has been taken from the Labour Market Panel Survey which was last undertaken in 2010 (see figure below), as no equivalent study has been completed for subsequent periods, this report represents the most up to date account available.37

36) Wahba 2012
37) While the Jordanian Ministry of Higher Education has released data concerning Jordanian nationals engaged in higher education overseas up to 2013, these figures relate to only 8 countries, many of which are not significant destination counties for Jordanian migrants, and of which none are located in either the EU or North America. As such, these datasets are insufficient to provide either an adequate measure of the total overseas student population, or a useful representation of its general distribution.
By examining the jobs of employed Jordanian emigrants, 91.8% were found to be waged workers and 7.8% employers, with the overwhelming majority, 89%, employed in the private sector. Over half of these emigrants were engaged in skilled occupations. According to Wahba (2012), Jordanian emigrants tend to be engaged in construction, wholesale and retail trade, professional and technical, and accommodation and food sectors. The same source reports that Jordanians abroad were mostly employed (94%) before migrating and 79% were working in the private sector.

There is a dearth of literature documenting Jordanians’ propensity to form associations and organisations abroad, and little do we know about the sociological trends underlying such associational networks. As Jordan’s emigrant population is a relatively small one, there is a predominant assumption that expatriates are not necessarily inclined to form ‘diaspora organisations and councils’. Recently, however, there have been some efforts from Jordanian expatriates to organise such groups mostly in Europe and North America. The ‘Jordanian-European Council’ is such an example, which portrays itself as the “Union of the Jordanian Community in Europe and which seeks to consolidate professional and cultural links among Jordanians living in various European countries. Another eminent example is the professional association “Connect.jo”, a network of expatriate professionals working in the areas of healthcare, life sciences, information, and communications technology. Launched in the United States in 2014, the network aims to mobilise Jordanian professionals abroad with a view to contributing to Jordan’s local development.

38) Ministry of Foreign Affairs and Expatriates, Internal Data Collection on Jordanian expatriates, Jordan, 2015
39) See Wahba, 2012
40) See Wahba, 2012
41) See ‘Jordanians living in Europe found Jordanian Council in Europe’, Al-Rai, 23 March, 2016. See also their Facebook page https://www.facebook.com/Jordanian-European-Council-%D8%A7%D9%84%D9%85%D8%AC%D9%84%D8%B3-%D8%A7%D9%88%D8%A3%D8%B1%D8%AF%D9%88%D9%8A-%D8%A7%D9%84%D8%A3%D9%88%D8%B1%D9%88%D8%A8-%D9%84-45829051793028/
42) See https://www.connect.jo/vmo/and info@connect.jo
there are several networks of Jordanian professionals, such as the Association of Jordanian Engineers, the Association of Jordanian Lawyers, the Association of Jordanian Journalists and Media Workers. These networks serve to connect Jordanian professionals with each other and maintain professional links with Jordan.

Similarly, although the numbers of Jordanian students and alumni abroad are relatively small, there exist various student and alumni networks. These are not always easily identifiable. Still, a deeper engagement with broader Arab or MENA student and alumni groups could be a way of strengthening relations with Jordanians abroad. In recent years, several Jordanian expatriate groups were established on social media. A brief search via Facebook shows, for example, groups such as ‘Jordanians in the US and Canada’, ‘Jordanians in the United States’, ‘Jordanians in Germany’ and so forth. These Facebook sites are typically private and/or informal groups, and may be in Arabic or in languages of countries of residence, typically English. A Jordanian expat presence can also be found on Youtube and Twitter, where Jordanians post videos about their life abroad.

### Examples of informal networks: Expatriate and Alumni networks

<table>
<thead>
<tr>
<th>British Council Jordan Expatriates Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Council Jordan Expatriates Network and Jordanian Alumn</td>
</tr>
<tr>
<td>German Jordanian University and Jordanian Alumni</td>
</tr>
<tr>
<td>German Jordanian University</td>
</tr>
<tr>
<td>Austrian-Jordanian Friendship Society</td>
</tr>
<tr>
<td>German-Jordanian Friendship Society via Facebook</td>
</tr>
</tbody>
</table>

Source: ICMPD, Handbook, 2018

---

44) For a YouTube video of Jordanian students at Ningbo University, China celebrating Independence Day, see: https://www.youtube.com/watch?v=geJtd8AlIRw

45) Cf. inter alia, https://ar-ar.facebook.com/pages/%D8%A3%D8%B1%D8%AF%D9%86%D9%8A%D9%88%D9%86-%D9%81%D9%8A-%D8%A7%D9%85%D8%B1%D9%8A%D9%83%D8%A7-%D9%88-%D9%83%D9%86%D8%AF%D8%A7-Jordanians-in-America-Canada/21027949903750 ; https://www.facebook.com/JORDANIAN.SAUDI.Arabia ; and https://ar-ar.facebook.com/Jordanians.usa ; https://touch.facebook.com/JoSocUnj/?__tn__=%7E-R

46) Cf. inter alia, https://www.youtube.com/watch?v=IKXsy2biLw

47) British Council Jordan Expatriates Network Homepage: https://www.britishcouncil.jo/study-uk/why-the-uk/graduates-membership


49) German Jordanian University and Jordanian Alumni Homepage: http://www.gju.edu.jo/content/about-alumni-4481

50) German Jordanian University Homepage: http://www.gju.edu.jo/

51) Austrian-Jordanian Friendship Society Homepage: https://jofg.org/
2.3 Migration from Jordan to Europe: a general overview

Europe is the only region where Jordan’s internally produced data appears to underreport emigrant numbers across some countries such as the UK, Spain, Italy, Sweden, and Denmark when compared with data produced by the MPI, IOM or national censuses for the same period. This has potential policy implications for the HKJ and suggests that a focus on Jordanian expats alone risks ‘missing a trick’ in terms of mobilising resources and skills of the broader Jordanian community abroad for national development. Notable exceptions to this were for countries such as Germany, the Netherlands, and Greece where Jordan’s internal data exceeded that in the country of destination by 234%, 55%, and 39% respectively.

In the case of the remaining European countries where a comparison of data was possible, data released by Jordan’s MOFAE in 2015, appeared to under-represent their emigrant population by an average rate of 63%. Given the relative uniformity of the rates of variance being recorded, it is likely that this will be attributable to a specific technical inconsistency between Jordan’s data collection methodology and that employed by the countries in this region.
MOFAE data for the same year also suggests that **Germany remains the most popular country of destination for Jordanian Emigrants within the EU by an overwhelming margin**, with an incoming population nearly five times that of its nearest rival, the UK. According to the graph below, **Greece and Spain are also popular destinations**.
Regarding the reasons underlying emigration to Europe, census data collected by the Jordanian DoS has omitted any figures relating to country of destination for Jordanian emigrants since 1994; for this reason, it is not possible to provide a breakdown of the reasons for migration in relation to any specific region beyond this date. Still, data relating to the reasons Jordanians migrated to Europe in 1994 revealed that an overwhelming majority relocated for study purposes, a pattern consistent among the emigrant cohorts for both the North American and non-GCC MENA destination countries.\textsuperscript{52} While the graphs below are revealing of past migration drivers, updated data is required here to flesh out the reasons for migration among Jordanian emigrants in EU countries in recent years [see recommendations].

![Reasons for Migration Among Jordanian Emigrants in EU Countries in 1994](image)

Source: DoS, Population and Housing Census 1994

![Reasons for Migration Among Jordanian Emigrants to EU Countries in 1994](image)

Source: DoS, Population and Housing Census 1994

\textsuperscript{52} HKJ DoS, Population and Housing Census 1994
Among those countries where data relating to Jordanian migrants entering higher education in 2004/05 was available, Germany was by far the most popular across all types of qualification. This may signal that while Jordanians historically departed to Germany for humanitarian reasons, more and more have been doing so for education-related purposes.

During the same period, according to Jordan’s Ministry of Education, more than 80% of all Jordanians studying medicine overseas did so in Europe.¹⁵³

---

¹⁵³ Ministry of Education Statistical Report 2004/05
According to the OECD (2005/2006), most Jordanian emigrants residing within the EU worked in highly skilled professions (e.g. legislators and senior officials, life science and health professionals, technicians and associate professionals etc) while 11.7% had elementary occupations, 6.7% were clerks and about 5.4% were craft and trade workers. Female emigrants worked mostly in the service and marketing sector.

The chart on the distribution of occupations accumulates to 96.8% reflecting missing data.
While the graphs above are revelatory of key past trends in Jordanians’ levels of educational attainment and labour force participation in EU countries, updated data on Jordanian emigrants’ socio-economic profiles in the EU is necessary (see recommendations).

2.4 Migration from Jordan to North America: a general overview

As previously stated, data produced by the MOFAE for 2015 indicates that the US remains the most significant North American recipient of Jordanian immigrants, accounting for 99% of the total for the region, representing an increase of 9% since 2010.

The degree of data variance between these figures and those released by the MPI based on data collected within countries of destination, while different, are broadly consistent with the known migration patterns for Jordanians within the region.
Jordanian patterns and trends of emigration to North America are to be read against the backdrop of both political and economic factors. Thus, Jordan’s support for Iraq during the Second Gulf war led to the expulsion of much of the Jordanian workforce from the GCC states in the mid-90s, following which, large numbers of educated highly skilled workers began to engage with the labour markets of Europe and North America - a phenomenon which has been affected by the 9/11 watershed juncture. Today, according to the MPI, Jordanians constitute 7% of all MENA immigrants in the US.\textsuperscript{55}

\textsuperscript{55} See Cumoletti and Batalova 2018
As the map below shows, most Jordanian immigrants across the US live in California. The states of Texas and Illinois are additional popular destinations. As previously emphasised, Jordanian emigration to the US tends to be permanent. In 2016, of all the MENA groups naturalised in the US, Jordanians along other populations such as Egypt and Morocco had the second highest naturalisation rate (after the Lebanese).

Population Density of Jordanian Immigrants Across the USA from 2010–2014

As the graphs below demonstrate, the predominant reason for migration among Jordanian emigrants to North America in the 1990s hinged on education. Other popular reasons were work (13%), followed by family reunification and tourism (5%). It is worth adding here that an updated overview of Jordanian emigrants’ socio-economic profiles in North America is of crucial importance to document present trends (see recommendations).

Reasons for Migration Among Jordanian Emigrants to North America in 1994

Source: DoS, Population and Housing Census 1994

---

56) Del Bel Air 2016; Wahba 2012.
57) Cumoletti and Batalova 2018
Reasons for Migration Among Jordanian Emigrants in North America in 1994

Source: DoS, Population and Housing Census 1994

Gender Distribution of Jordanian Expatriates in USA for 2005

Source: 2005 US Census

According to the 2005 US census, about 58% of Jordanian migrants in the US were predominantly male, and the predominant age cohort for male migrants in the US was 45-49 and for females 40-44.
In general, and as most anecdotal and scholarly evidence shows, Jordanians in the US are highly skilled and highly educated.

<table>
<thead>
<tr>
<th>Level of Education</th>
<th>USA</th>
<th>Canada</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary or Below</td>
<td>7490</td>
<td>905</td>
<td>8385</td>
</tr>
<tr>
<td>Lower Secondary or Secondary</td>
<td>10830</td>
<td>1280</td>
<td>12110</td>
</tr>
<tr>
<td>Tertiary</td>
<td>20825</td>
<td>2070</td>
<td>22895</td>
</tr>
</tbody>
</table>

Data for Jordanian immigrants within the United States engaged in undergraduate studies indicates a total of 1303 for the 2004/2005 period. The data available relating to the subject areas being studied reveals the most popular discipline being studied by this cohort of migrant Jordanians to be Architecture & Town Planning— which comprises 7% of all courses being studied; Social & Behavioural Sciences, in addition to Business Administration courses, accounted for a further 5% each of all the courses being studied in the 2004/05 academic year. Of these 1303, a total of 967 of the Jordanian emigrants in North America were studying for a bachelor’s degree, compared to 955 who were working towards a master’s degree.

---

58) US Census Bureau, US Census 2010
59) Ibid.
While it is certainly useful to capture data relating to the number of emigrant students pursuing higher education in their respective destination countries, the amount of data missing from the specific breakdown of course topics represents over half of at the total number of students each year and undermines the reliability of the data which has been collected (i.e. there is no way to confirm which courses are most heavily subscribed, as the size of the cohort for which no data is available is large enough to conceal an inverse or opposing account of the same data.)

2.5 Migration from Jordan to GCC countries: a general overview

As previously emphasised, Jordan is a major exporter of labour to GCC countries, however, reliable data relating to this section of the emigrant population are extremely limited as very few updated population statistics are released by GCC countries.\textsuperscript{60}

Once again, data from MOFAE for the year 2015 indicates that Saudi Arabia remains the most popular country of destination among the GCC states, followed by the UAE and Kuwait. However, since 2009 the proportion of Jordanians relocating to Bahrain, which previously accounted for just 1% of total GCC emigration, has more than quadrupled.

\textsuperscript{60} See ICMPD 2018, forthcoming
The same data reported by the MOFAE for each Gulf state were typically higher than those produced by the MPI based on countries’ own data for the same period, particularly for Saudi Arabia where a disparity of 136% was recorded. The only exception was Oman where data collected from the destination state recorded a disparity of 6091 more emigrants or 35% higher than the MOFAE results.
Many Jordanians (primarily of Palestinian origin) began emigrating to the GCC countries in the 1950s and 60s with entire families settling in Kuwait, Dubai and Saudi Arabia.\textsuperscript{61} However, the most significant period of emigration to the oil-rich GCC region began in the 1970s as a result of a substantial rise in world oil prices at the beginning of the decade.\textsuperscript{62} Falling oil prices led to a period of austerity in which both public and private sectors of GCC states were required to cut costs, ultimately leading to the increased substitution of less skilled Asian migrants for the existing Arab workforce. The desirability of a primarily Asian workforce was further enhanced by their amenability to leaving their families in their countries of origin in contrast to Arab immigrants who usually brought their families to the Gulf with the hope of settling there permanently.

\textsuperscript{61} See Chatelard 2004a
\textsuperscript{62} Del Bel Air 2016.
Estimated Jordanian Emigrant Population Sizes in GCC States Based on Most Recent Data from Countries of Destination

As the graphs below reveal, the predominant reasons for migration among Jordanians in GCC countries during the 1990s related to work, followed by the reunification of accompanying persons as the gender distribution of Jordanian emigrants in the GCC furthermore indicates.

Reasons for Migration Among Jordanian Emigrants in GCC Countries in 1994


Source: DoS, Population and Housing Census 1994
A specific area where emigration of skilled workers from Jordan into the GCC states has significantly diminished the quality of the remaining workforce has been that of Jordanian trained nurses migrating to GCC states, a decades-old pattern which has accelerated substantially since the 1990s. It emerges from a survey’s findings that the overwhelming majority of these nurses (85%) identified that their primary reason for migration was the necessity of finding work, and that while 50% had also stated that a desire to travel had factored into their decision to relocate, it was clear that in many of these cases, nurses could have been retained in the country’s workforce had more satisfactory employment opportunities been made available. Even though better salary and benefits were a key incentive in 94% of cases, many indicated that a satisfactory salary was one sufficient to sustain a family.\textsuperscript{63} 

\textsuperscript{63} Al-Nawafleh; 2015.
Jordanian -Trained Nurses Working in GCC States in 2015

Source: Al Nawafleh, 2015

2.6 Migration from Jordan to countries of the Middle East & North Africa (MENA - excluding GCC states)

Our research shows that the non-GCC MENA region is one of the least researched regional clusters. There are also data inconsistencies regarding national and international data sources accounting for Jordanian migration flows within the MENA region.

Jordan’s data pertaining to non-Gulf Arab states identified Egypt as the destination country for the clear majority of Jordanian emigrants to this area (see graph below) whereas data from the MPI identified the Palestinian Territories, followed by Libya, as the key destination countries, and counted Jordanians residing in Egypt as amounting to only 5,846.

Number of Jordanian Emigrants to Non-Gulf Arab States as Recorded by the Jordanian Ministry of Foreign Affairs and Expatriates for 2015
### Jordanian Emigrants to Non-Gulf Arab States as Recorded by the Jordan’s Ministry of Foreign Affairs and Expatriates Compared to Migration Policy Institute Data for 2015

<table>
<thead>
<tr>
<th>Desitination Country</th>
<th>GCC States</th>
<th>Non-GCC Mena Countries</th>
<th>North America</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oman</td>
<td>Qatar</td>
<td>Saudi Arabia</td>
</tr>
<tr>
<td></td>
<td>17006</td>
<td>32217</td>
<td>182152</td>
</tr>
<tr>
<td></td>
<td></td>
<td>United Arab Emirates</td>
<td>United States of America</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kuwait</td>
<td>50399</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bahrain</td>
<td>54493</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Algeria</td>
<td>4063</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Palestine Territories</td>
<td>55769</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Libya</td>
<td>20408</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Iraq</td>
<td>10336</td>
</tr>
<tr>
<td></td>
<td></td>
<td>United States of America</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Canada</td>
<td>64868</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>11042</td>
</tr>
</tbody>
</table>

Source: De Bel-Air, 2016

As IOM data is not available for Palestinian Territories, IOM identified Libya to be the key destination country for Jordanians in the non-GCC MENA region.\(^{(44)}\) The disparity between the figures reported by Jordan’s MOFAE with respect to Egypt, is sufficiently striking that a more detailed review of the methodologies via which the respective data sets were derived is warranted to establish the extent to which these measures are suitable for comparison; a variance of almost 242% is likely to indicate an unacceptable degree of methodological incompatibility.

% Variance Between Numbers of Jordanian Emigrants to Non-Gulf Arab States Recorded by the Jordanian Ministry of Foreign Affairs and Expatriates Compared to Migration Policy Institute Data for 2015

\(^{(44)}\) See IOM 2018, https://www.iom.int/world-migration
A variety of political, sociological and economic factors have motivated Jordanians’ trends and patterns of emigration to neighbouring MENA countries. As indicated previously, some Jordanians, presumably of Palestinian origin, have relocated in previous years to the West Bank and Gaza. The World Bank identified the Jordan-West Bank and Gaza corridor as one of the top 10 migration corridors.

Economic opportunities in Lebanon, Libya and Egypt have moreover attracted a variety of Jordanian professionals. Emigration for educational purposes have also been high on the list. Thus, a total of 8,219 migrants to countries in the MENA region originating from Jordan were pursuing higher education courses in the 2004/05 financial year. Despite an absence of data indicating the subject being studied, for 29% of these students, this remains by far the most comprehensive version of this dataset submitted to date. As the graph from Jordan’s Ministry of Education Report for the years 2004/2005 shows, the most popular courses among those Jordanian migrants pursuing higher education in other MENA countries were Medicine & Dentistry which accounted for 15% of the total student cohort, followed by Architecture & Town Planning (11%), Humanities & Religion (11%), Social & Behavioural Sciences (7%), Business Admin (7%), and Law (4.5%).

Number of Jordanian Undergraduate Studying in MENA Countries by Subject Area for 2004/2005

Source: Ministry of Education Statistical Report 2004/05

Where recent data from the country of residence was available, it seems to indicate that the percentage of female Jordanian emigrants slightly outweighed the percentage of male emigrants, suggesting a **trend of feminisation of Jordanian migration to non-GCC MENA countries**, and warranting further inspection.

As the contradictory data findings reveal, the **changing landscape of Jordanian emigration patterns to non-GCC MENA countries** is the least studied, both demographically and sociologically. In the post-Arab Spring context, it is also not clear how many Jordanians returned or stayed in turbulent contexts such as Syria, Libya and Egypt. Against this backdrop, the **necessity of carrying out research on this region arises as crucial to rendering a more accurate image of Jordanian emigration patterns and trends.**
2.7 Inbound remittance flows

Remittances are a key source of income and foreign exchange for Jordan. In 2014, Jordan ranked 25th on the list of top remittance receiving countries worldwide.\(^{67}\) According to the most recent data from the World Bank [2018], migrant remittance inflows amounted to 4,418 US$ million in 2017.\(^{68}\) Indeed, as many studies show, Jordanian economy has one of the Arab world’s highest levels of remittances as a proportion of GDP with remittances constituting about 19.44% in 2007 and 17.7% in 2014.\(^{69}\) According to the 2016 World Bank factbook on Migration and Remittances, Jordan ranked 4th among the top 10 remittance recipient countries in the Arab world in 2015 and third according to the same source in 2014.\(^{70}\) Although total inflows have been quite significant over time (as the 2018 World Bank Data suggests), their proportion of GDP has reduced somewhat over recent years (19.44% in 2007 and 2017, 7% in 2014 and 11.061% in 2017)\(^{71}\) suggesting perhaps growth in other sectors of the Jordanian economy (see graph below based on data from the Central Bank of Jordan).

Remittances Sent by Jordanians Residing Abroad as a % of GDP

According to data from the World Bank in 2015, the four major source countries of remittance flows into Jordan were Saudi Arabia, followed by the UAE, the US, and the Palestinian territories.

---

\(^{67}\) The World Bank 2016; P. 13
\(^{69}\) See the World Bank, https://data.worldbank.org/indicator/BX.TRF.PWKR.DT.GD.ZS?locations=JO&year_high_desc=false
\(^{70}\) The World Bank 2016, P. 32
\(^{71}\) See the World Bank, https://data.worldbank.org/indicator/BX.TRF.PWKR.DT.GD.ZS?locations=JO&year_high_desc=false
Jordanian economy has been historically dependent on inward remittances. At the same time, inbound remittance flows have fluctuated in accordance with external economic and political factors and shocks. In addition, evidence shows that inward remittance flows are substantially destined to personal transfers and have not been so far channelled to serve a broader developmental strategy.  

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Inward remittance flows of which</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compensation of employees</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal transfers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outward remittance flows of which</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compensation of employees</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal transfers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Net FDI inflows US$ 1.75 billion, net ODA received US$1.41 billion in 2013*

Strong economic growth in the 1970s and 1980s was based almost entirely upon emigrants’ remittances. This external revenue amounted to 50% of GDP by 1980 but did little to benefit the domestic economy, particularly as many skilled workers had left the country. This had led scholars to portray Jordan as a “rentier state” or “rentier economy.”

Source: Jordan, World Bank 2016, P. 153

---

73) Gelos, 1995
Following the Gulf crisis, the massive influx of returning migrant workers resulted in a net drop of remittances and in an unemployment surge. Remittances from Saudi Arabia fell significantly in 1994 when the country expelled many Arab guest workers although the level of remittances has risen rapidly since then, overtaking the US by a large margin. To further illustrate Jordan’s vulnerability to external factors, the country experienced a period of economic recovery following the signing of the peace agreement between Jordan and Israel in 1994. In parallel, new emigration channels opened to the Gulf and to Western States, reviving the myth of emigration as a safety valve for unemployment.

In general perspective, and as mentioned above, many sources agree that expatriate remittances mostly feed into private consumption. A study by the European Investment Bank estimated the rates of migrant remittances sent to Jordan from Europe via unofficial channels to be quite substantial (based on limited survey data). According to data from IOM in 2012, the use of remittances is mostly for facing the daily cost of living (74%). According to a more recent study undertaken by DoS in Jordan, 88% of migrant households use remittances received for daily needs and only around 2% for investments, 27.5% for schooling or training, 18% to pay off debt, and 17% for savings.

---

75) Chatelard, 2004; Del Bel Air 2016.
76) Baldwin-Edwards; 2005
77) Chatelard 2004a.
78) De Bel Air 2016; IOM 2012
79) FEMIP, 2005.
80) IOM 2012.
3    Jordanian policy framework towards its expatriate community

Jordan has generally held an open-door policy towards emigration.\(^{82}\) The benefits of outward migration have manifested themselves in the substantial remittances that Jordan’s economy and Jordanian households have benefitted from and in the function of emigration as a safety valve in the context of unemployment problems.\(^{83}\) Still, the Jordanian government has increasingly expressed concern about brain drain and signaled its intent to turn brain drain into brain gain.\(^{84}\) Furthermore, as Jordan’s 2015 Expatriate Conference evidences, the government has emphasised the importance of harnessing the potential of expatriates in areas such as investment, trade and tourism. Within this climate, Jordan has recently sought to refine its engagement strategy with its expatriates through the creation of governmental units that specifically target expatriates and through the design of policies and campaigns that aim at involving expatriates in local development and entrepreneurship. The sub-sections below describe Jordanian institutions and policies targeting Jordanian abroad. It moreover analyses Jordan’s policy strategy towards its expatriates in the light of the 2015 Expatriate Conference.

3.1    Jordanian institutions and policies targeting Jordanians abroad

Various ministries and departments namely the Ministry of Labour, the Ministry of Higher Education, and the DoS have an obvious interest in compiling information on Jordanian emigrants and engaging with them. Still, the principal HKJ governmental institution that seeks to target Jordanian expats and Jordanians abroad is the MOFAE (‘wizārat al-khārijīyyah wa-shu‘ūn al-mughtarībīn’).

In recognition of the important contributions made by Jordanians abroad, the HKJ government has made expatriate engagement a strategic priority, setting up a Department for Expatriate Affairs as part of a joint Ministry for Foreign Affairs and Expatriates. MOFAE is thus the principal institutional focal point for coordination of stakeholders and outreach to Jordanian expatriates and communities of Jordanian origin. Against this backdrop, the Ministry has developed an ambitious five-year Strategy and Action Plan for Expatriates (2014-2019), incorporating four strategic aims:

1. Strategic Aim 1: Defend rights and interests of Jordanian expatriates;
2. Strategic Aim 2: Establish and deepen outreach and communications activity between Jordanian expats and the country;
3. Strategic Aim 3: Increase consular services offered by Jordanian missions; and
4. Strategic Aim 4: Encourage expat contributions and participation in overall development activity in the Kingdom.

\(^{82}\) Chatelard, 2004a; Del Bel Air, 2010; Fakhoury, 2012.
\(^{83}\) Brand, 2007; De Bel Air, 2016
Significant strands of activity within the Strategy and Action Plan include:

- **upskilling of MOFAE and consular staff** to better understand and engage Jordanian expats, especially through Jordanian missions overseas;
- **extension and intensification of communications** and engagement with Jordanians abroad;
- **development of electronic services and information** for Jordanian expats, in particular a government e-portal; development of a database of Jordanian expatriate skills and manpower;
- **support for mother-tongue (Arabic) classes** for expatriate and 2\textsuperscript{nd} and 3\textsuperscript{rd} generation Jordanians abroad (especially children and young people); and
- **creation of an expatriate investment fund** for national development.

The strategy and action plan specify what governmental and non-governmental stakeholders (ministries, departments and agencies) are responsible for the implementation of strategic plans. While MOFAE’s internal units such as the Directorate of Administrative Affairs and the Directorate of Expatriate Affairs arise as key institutional actors in charge of implementing strategic aims, a proliferation of governmental and non-governmental actors such as the Directorate of Legal Affairs, the Ministry of Communication, and Jordanian migrant associations and clubs, in addition to Jordanian entrepreneurs, are key partners in the enactment of various projects.

The MOFAE’s strategic vision intends to be comprehensive, creating cross-sectoral linkages among Jordan’s governmental institutions and reaching out to expatriate and domestic civic and entrepreneurial spheres. It thus aims at consolidating inter-governmental linkages while turning entities such as Jordanian associations and migrant clubs into key collaborators in the implementation of the MOFAE’s engagement strategy. At the same time, the MOFAE’s role in providing a focal point for HKJ’s expatriate engagement and outreach both in terms of setting the policy agenda and distribution of tasks suggests that the process is to be centralised (See appendix for a detailed summary of the MOFAE Strategy for Expatriates and Action Plan 2014-2019).

Obviously, a broader range of HKJ ministries and departments as well as other institutions based in the country have paved the way for this strategy through their engagement in expatriate affairs, though they were not involved in drafting the 2014-2019 MOFAE policy framework. These include (and are not limited to): Ministries of Labour and of the Interior; government departments such as Customs and Excise; Social Security (especially regarding pensions and other entitlements); Jordanian Chambers of Commerce and Industry, and Jordanian and international academic institutions (for example, the German Jordanian University or the British Council).

Governmental entities that have played a pivotal role in expatriate engagement are the Ministry of Higher Education, the Ministry of Labour and the Jordanian Investment Board. The Ministry of Higher Education has sought to support high-skilled emigrants, both through promoting vacancies (especially in the Gulf region) for suitably-qualified professionals, and (equally importantly) with bilateral agreements with other states in the region, such as Kuwait and Qatar. Furthermore, the Ministry of Labour has organised in previous decades annual conferences aimed at attracting high-skilled –
and higher earning - Jordanian expatriates, to invest in the country.

In a similar vein, the Jordanian Investment Board (JIB) launched an expatriate engagement programme, ‘Your Home is Your Castle’ to attract expatriate investment. Such initiatives prefigured and anticipated the Jordanian Expatriate Conference held in 2015 [see chapter 3.2 below].

3.2 Jordanian Expatriate Conference and the Jordanian government’s post-2015 strategic objectives

A flagship engagement and communications activity of the HJK Strategy is the decision to hold a Jordanian Expatriate Conferences (JEC), which was held over three days in the Dead Sea region of Jordan in July 2015. This conference brought together 650 Jordanian expats from 62 states and was an important opportunity to engage with and learn from Jordanians abroad and communicate HKJ priorities in terms of expatriate engagement.

Held under the slogan “#Jordan_brings_us_together”, the conference aimed to strengthen the ties between Jordanians abroad and Jordan, to discuss the challenges facing them, and develop sustainable mechanisms for partnership, promote economic participation and improve the services provided to them. During the conference, consultation meetings were organised with Jordanian expats and communities of Jordanian origin. The findings of these meetings have been fed into the current version of the MOFAE Strategy and Action Plan. The 2nd JEC was scheduled for 2017, however it might not be organised in the same format in the future, given the financial strains it imposes on Jordan. Alternative solutions are currently being considered.

The Jordanian Expatriates’ Conference Report accounts for the policy strategies that the government intends to draw on with a view to revamping its policy framework towards its expatriates. Overarching strategic objectives revolve around the following pillars

- Protect the rights and interests of Jordanians abroad;
- Consolidate the process of communication and institutionalise it;
- Improve consular services provided by Jordanian missions and ensure they establish contact points; and
- Tap into the potential of expatriates and encourage that they contribute to development, investment, tourism, and entrepreneurship.

Within this climate, the Jordanian government aims to consolidate the expatriates’ role as ambassadors for their country, agents in stabilisation, and agents in development. In the realm of politics, the Jordanian government foresees further strengthening their role as interlocutors in boosting Jordan’s role as a place for moderation and religious coexistence. This policy priority is to be read against the backdrop of the post-Arab Spring geopolitical landscape as Jordan acquired a reputation for being a stable anchor amid a turbulent region.

85) For a detailed account of these initiatives, see De Bel Air 2010
86) Findings of the conference [in Arabic] are available via http://www.jec.gov.jo/%d9%86%d8%aa%d8%a7%d8%a6%d8%ac-%d9%88%d8%aa%d9%88%d8%b5%d9%8a%d8%a7%d8%aa/
87) This part is based on the policy document entitled “Results and Recommendations of the Conference, the Jordanian Expatriates Conference 2015, Jordan Brings Us Together”.
As far as the policy pillar of economic development is concerned, the conference report outlined a myriad of objectives. Here are some examples:

• Producing a document called Jordan 2025 tracing a road for sustainable development;
• Legislating an environment for accelerating growth and attracting investment;
• Making Jordan a platform for innovation;
• Attracting investments and making Jordan visible to investors in the world;
• Inviting Jordanians to invest in their homeland and make them familiar with the investment opportunities available;
• Promoting a safe environment for investment;
• Familiarising expatriates with free trade policies and making them aware of privileges and incentives;
• Facilitating the registration procedures for new companies;
• Discussing how expatriates can promote Jordanian products abroad through Jordanian missions;
• Discussing how expatriates can develop Jordanian industry, increase exports and open markets for Jordanian products;
• Discussing how Jordanians abroad can promote the development of projects in Jordanian villages and contribute to local communities; and
• Inviting Jordanians abroad to participate in initiatives that can strengthen the role of the youth in the labour market (establishing enterprises, supporting dialogue and development of skills).

As far as the sector of tourism is concerned, the following broad policy priorities were articulated:

• Develop tourism projects;
• Facilitate Jordanian expatriates’ capacity to promote tourism abroad;
• Facilitate their capacity to republish abroad material provided by the Ministry of Tourism;
• Increase cooperation between the Aqaba Special Economic Zone and the Ministry of Foreign Affairs and Expatriates to promote Aqaba as a global tourist destination; and
• Consider extending Jordanian market’s outreach to China and to attract tourism from China.

At the core of the conference report lies the policy area of highlighting and empowering ‘women abroad’. Actions to be undertaken until 2019 relate to:

• Highlighting the success stories of Jordanian women abroad and their professional and educational achievements;
• Establishing a social network dedicated to women to promote their ability to improve Tourism to Jordan and support the embassies abroad in doing so; and
• Identifying how female entrepreneurs abroad can participate in their local communities and how Jordanian governments can shed light on their participation.

It remains to be seen whether and if so how the Jordanian government has acted on these priorities and what the policy outputs of the strategic plan are.
3.2 ‘Izwitna’ E-Portal and Campaign

At the heart of the MOFAE’s expatriate strategy is the recognition that outreach and communication are essential to initiating, consolidating and maintaining links with Jordan communities abroad. Thus, the MOFAE launched an expatriate e-portal (available at http://mfa.gov.jo/login.aspx) and social media campaign parallel to the JEC, entitled ‘Izwitna’ (‘ƹizwitnā’ or ‘our pride’, ‘our honour’, ‘our dignity’ in Arabic). This includes a professionally produced media campaign with high production values, in Arabic with English subtitles, which plays on Jordanians’ patriotism for their country and King, and encourages them to maintain and intensify their connection to Jordan both for national development and also to take advantage of opportunities there. ‘Izwitna’ aims to enable Jordanian expats to keep in contact with HKJ, to facilitate assistance to expats in cases of emergency, provide information of relevance to expats, for example on Jordanian missions abroad; and register their professional skills and interests.

Example of outreach: creation of hotlines so that Jordanians get in touch more easily with missions abroad

Source: MOFAE twitter feed, accessed 30 July 2018 For #Izwitna - Jordanian Travelers & Expatriates - a list of #FMJo’s 24/7 hotlines for all our missions abroad #Jordan

Interest in the tool has been strong, with at least 6000 expats signing up since its launch. The database includes associated social media campaigns via Facebook or Twitter. As of August 2016, the HKJ MOFAE Twitter feed has had over 90,000 followers. As with all social media feeds, some caution must be taken as it is difficult to gauge the impact and actual engagement of such campaigns accurately, especially in the absence of independently verifiable analytic data.

88) HKJ 2016, informal communication
However, the primary aim of Izwitna was to collect registration data, contact details, as well as information on users’ skills and interests for an expatriate database, and to target communications to users more effectively to their interests. The MOFAE has also drawn on the database to disseminate a survey that ICMPD has designed to compile and collect information on Jordanians abroad which was used for chapters 3 and 4 of this study. While the data is of great relevance to the MOFAE and the HKJ more broadly, there arguably needs to be stronger incentives for users to register, especially those who may be concerned about how their contact details are used. Against this background and in the framework of the EU-funded JEMPAS project, under the name Izwitna, an online gateway and a mobile application is foreseen to be available by the end of 2018 via which more services will be provided to those expatriates who register. The online gateway will be available in English initially. One the one hand, it is the more workable solution to ensure maintaining the services and information provided updated. On the other it seems to reflect HKJ institutional priorities to lay emphasis on first generation Jordanian expatriates. In part, this reflects the realities of Jordanian migration patterns as well as the tendency of first generation migrants to contribute more, proportionally, than subsequent generations and to return more frequently. However, so as to engage the broader community of Jordanians abroad, especially those based outside the MENA region, making an English version available is recommended. As underscored, according to the World Bank, 51,000 second generation Jordanians live in Western countries such as Australia, Europe and the US.

3.4 External actors: the HJK- EU partnership

While Jordanian institutions are leading the strategy of Jordan’s engagement with its expatriates, it is important to account for Jordan’s transregional partnerships in the dialogue on emigrant engagement. Some external actors, namely the EU, have partnered with HJK in this process. Indeed, the HKJ government is a key partner with the EU on mobility and migration. The Association Agreement between the EU and the HKJ came into force in May 2002 and forms the legal basis of the relations between both partners. It aims at fostering political dialogue, progressive liberalisation of trade and promotion of co-operation in a wide spectrum of sectors.

Adopted in June 2005, the first EU-Jordan Action Plan consolidated bilateral relations between the two stakeholders in various domains relating to trade, economy and migration. In October 2010, the EU-Jordan Association Council agreed on an “advanced status” partnership. A new EU-Jordan Action Plan was adopted in October 2012.

In the context of continued migration challenges and displacement flows from Syria to Jordan, the EU and Jordan have scaled up their relationship on migration and mobility. In October 2014, Jordan and the EU signed a Mobility Partnership. Next to legal migration, irregular migration and international protection, one of the four key areas of engagement is migration and development. In line with the needs voiced by the HKJ, strengthening the capacities of Jordan to more effectively reach out to and engage with Jordanian expatriate communities abroad for the development of Jordan became one of the areas of concern for the JEMPAS project, in the framework of which this report was drafted. It is worth adding that the EU and Jordan further deepended their relationship in 2016 upon signing the Migration Compact which targets, among
other policy objectives related to the governance of refugee movements in Jordan, the consolidation of Jordan’s political partnership on migration with the EU.
4 Expatriate needs and policy challenges: results of surveys and semi-structured interviews

While Jordan’s engagement strategy with its expatriates has witnessed a policy revival in recent years, there is little research available on the policy outputs of such a strategy, and whether it has reached its aims or what the prevalent policy challenges are. Indeed, little is known about Jordanian expatriates’ evolving needs, concerns, preferences, and trends of engaging with their origin settings. In addition, there is a need for gathering more information about the policy challenges and concerns that Jordanian governmental stakeholders navigate whilst engaging with the expatriate communities. Against this backdrop, in 2017 ICMPD conducted an online survey specifically targeting officials working in Jordanian embassies, in coordination with the MOFAE. In 2018, two additional online surveys were conducted by ICMPD in coordination with the MOFAE, the first of which targeted Jordanian expatriates, and the second addressed to public officials working primarily in Jordanian domestic institutions dealing with the phenomenon of emigration. In addition, ICMPD conducted eight semi-structured interviews with Jordanian expatriates and eleven semi-structured interviews with government officials.

The three surveys and semi-structured interviews aimed at:

- Identifying the concerns and preferences of Jordanians abroad;
- Improving our understanding of the needs of Jordanian expatriates and of their trends of engagement with Jordan;
- Assessing and analysing the nature and level of services provided for Jordanian expatriates through government channels such as the MOFAE and its various embassies and consulates abroad;
- Ensuring that services offered to expatriates by Jordan’s institutions meet their evolving needs;
- Understanding the policy challenges that governmental stakeholders navigate in addressing the expatriate community; and
- Identifying whether discrepancies exist between expatriates’ expectations and government stakeholders’ perceptions of expatriate service provision.

4.1 Online surveys: Methodology and limitations

As referenced above, the first online survey conducted in 2017 for representatives of Jordanian missions abroad, aimed to establish a base survey to periodically disseminate and assess embassy staff outreach and service provision to expatriates (see analysis of results below, section 4.2). To date, the survey has only been disseminated once. The survey was sent to a total of 94 embassies from around the globe (12 in English and 82 in AR), and garnered a rather high response rates. It is worth mentioning that the survey methodology resulted from a two-day consultative workshop in which Jordanian officials and experts agreed to design the survey questions around the following research objectives: (1) to assess the process of service delivery that Jordanian diplomatic representations abroad have formulated to address expatriates’ needs and preferences, and (2) to account for the challenges and best practices characterising
the process. In this vein, the workshop participants suggested that the survey findings
shine a light on the following questions: What is the awareness level of staff regarding
consular guidelines? What do expatriates complain about to staff at representations
abroad? And do staff members have the ability to provide all of the services requested?

The two online surveys conducted in 2018, targeting Jordanian expatriates and
government officials located in Jordan and working with expatriates, utilised two
different questionnaires: one for the expatriates’ sample and the other for the staff
sample. The survey was featured in Arabic and English. NAMA’s team translated all
answers into English. With regards to the analysis methodology, NAMA reported the
expatriates’ results in the form of percentages, while it reported the staff results in
the form of “number of respondents”. This is because the completion rate for the
expatriates’ survey was far greater than the staff sample, making it meaningful to
report the staff sample responses in frequency form rather than percentages. Indeed,
the online survey was sent to a large group of expatriates via the Izwitna database and
other contact lists, with 101 expatriate respondents. Still, the online survey with the
public staff faced some limitations. Though the survey links were sent more than once,
only 21 HKJ staff members took the survey and some questions were answered by only
half of them.

These considerations notwithstanding, survey samples cannot be considered as
statistically representative, and thus cannot be used to generalise on the national
level. From this perspective, it is important to approach survey findings as entry points
to understanding expatriates’ general concerns and trends of involvement, and to
capturing the general policy challenges that JHK staff and embassies abroad grapple
with when engaging with expatriates. The most significant findings of the online
surveys with embassy staff, expatriates and public staff primarily located in Jordan
can be found in section 4.2 below. (For a detailed analysis of survey results conducted
with embassy staff, expatriates, and local public staff, please refer to the appendix,
sections 7.7, 7.8, 7.9 and 7.10)

4.2 Key findings of the online survey with embassy staff

The findings of the online survey with embassy staff evidence the following general
trends that can feed into HJK’s assessment and improvement of its expat service
provision. The survey sampled a total of 94 embassy staff, the majority of whom were
located in the Gulf states (35.1%), followed by 26.59% in Europe, 24.46% in Asia (Non-
Gulf states), 10.6% in Africa, and 3.19% in South America. Embassy staff from North
America, one of the most popular destinations of Jordanian expatriates, was not
represented in this sample.

High levels of confidence and satisfaction in service provision

- Most surveyed respondents stated that they felt very confident when it comes to
  providing various consular services and forms of support requested by Jordanian
  expatriates in their host country.

- The bulk of the respondents gave a positive assessment of their mission’s
  performance in terms of providing information, outreach, and consular services.
• The bulk of the respondents stated that they mostly felt satisfied with their ability to provide the information, advice and services requested by Jordanian expatriates.

• Survey respondents generally perceived expatriates to be satisfied with the services that their missions provided.

**Nature of services provided beyond basic consular services**

• It emerges from the survey findings that information and support in an emergency or crisis is the most important service that Jordanian missions provide beyond basic consular services.

• Additional high-ranking policy sectors that missions provide guidance on are (by order of importance): providing information on tourism in Jordan, providing guidance on return to Jordan; assisting Jordanian expatriates with labor issues and workers’ rights; facilitating communication and networking among expatriates; and providing information on investing and doing business in Jordan.

**Widespread online dissemination of consular services**

• Almost all surveyed respondents stated that their mission publicly posted the list of consular services that can be provided to expatriates.

**Frequency and types of interactions with expatriates**

• Surveyed respondents indicated that they have frequent interactions with expatriates.

• ‘Face to face’ encounters and the telephone are the most widespread methods of communication.

• The social media and web-based platforms that survey respondents most often use in their outreach to Jordanian expatriates are WhatsApp, followed by Facebook then YouTube.

**Need for more grassroots connections with expatriates**

• It emerges from the survey findings that more incentives should be offered to the staff working in missions abroad so that they more frequently attend Jordanian social, cultural, professional, or academic events in the host country. The aim is to consolidate grassroots connections with expatriates.

**Need for strengthening Inter-institutional linkages in service provision**

• The survey findings show that more than half of surveyed respondents tend to frequently refer expatriates to complementary institutional resources, yet such inter-institutional and inter-organisational linkages in expat service provision should be improved and strengthened as nearly 40% of the respondents said that they sometimes or only rarely do.

**Need for strengthening coordination with the MOFAE online services**

• When asked how often they refer expatriates to the website of the MOFAE for e-services and/or registration, less than 15% stated that they always do and only 20.73% stated that they frequently do.
Need for strengthening interactions between embassy staff and expatriates on business and development opportunities

- It emerges from the survey that exchange on investment and development opportunities is not at the core of the embassy officials’ interactions with expatriates. Thus, less than 15% reported that they very frequently discussed investment and development opportunities in Jordan with expatriates, and less than 30% stated that they frequently do.

Need for strengthening mission staff expertise on business and investment in Jordan

- The survey findings reveal that less than 20% feel very confident to discuss information on business, investment or other development opportunities in Jordan with expatriates.

- When asked about how often they receive relevant information on business opportunities and investment in Jordan that they can transmit to expatriates, less than 5% said that they very frequently receive such information and less than 20% said that they frequently do.

- When asked about how often they seek out information to update their knowledge of policies and procedures with regard to investing, doing business or pursuing other development opportunities in Jordan, less than half of the respondents said that they frequently do, evidencing the potential for improvement in that regard.

Policy and decision making challenges

- The greatest challenges embassy staff seem to face when working with or reaching out to expatriates are the lack of authority to do what is needed, followed by the unreasonable requests by expatriates. Other notable challenges are lack of opportunities for expatriate community outreach, balancing between working with expatriates and additional responsibilities, and the insufficiency of staff available to meet the needs of expatriates.

High receptiveness to training and needs assessment

- The survey reveals that most respondents would welcome training on how to more actively and effectively reach out to and communicate with expatriates (beyond providing consular services).

Need for organising training sessions that allow embassy staff to be updated on emergent policies and trends in consular services and outreach methods

- The overwhelming majority of the respondents said that they have not received any training in providing consular services or other forms of support or outreach to Jordanian expatriates within the last two years.

Mission staff perceptions of challenges faced by expatriates

- In surveying the issues or challenges that Jordanian expatriates experience or struggle with in Jordan or in the host country and that expatriates tend to communicate to the embassy staff, survey respondents deemed the following issues as noteworthy (ranked by order of importance):
Areas that missions should be more resourceful in to respond to expatriates’ needs

• When asked about the services or information that expatriates request, but which the missions are not able to provide, more than half of the respondents stated that their mission is unable to provide guidance in employment support in the host country and when it comes to pursuing legal action against an employer or other party in the host country. About 40% percent of the respondents stated that their mission is unable to provide help to access banking or other financial services in Jordan, and about 34% claimed that their mission cannot provide the necessary guidance on investing or doing business in Jordan.

Need for strengthening expatriates’ opportunities for establishing associational initiatives

• When asked whether they are aware of a Jordanian expatriate association currently active in the host country of their mission, the majority of the respondents said that they are not aware of such associations.

4.3 Most significant findings of the online survey with expatriates

The findings of the online survey with expatriates evidence the following general trends that can feed into HJK’s expat policy engagement.

Ways of keeping in touch with Jordan: frequent visits to Jordan and to Jordanian missions abroad and frequent usage of online platforms

• Surveyed respondents maintain regular and intense connections with Jordan.
• The survey reveals that most respondents undertake physical visits to Jordan to meet with friends and family.
• A substantial part of the respondents uses social media and internet to keep in touch with their country of origin.

High Interest in participating in Jordan’s economic and sociocultural development

• When asked about whether they are interested in investing or setting up a business in Jordan, the bulk of the respondents argued that they would be interested in doing so.
• Popular fields or subjects they would wish to provide their expertise or invest in were community development projects and educational projects, fields that HJK has so
far not yet consolidated in terms of its engagement with expatriate communities.

**Scarce affiliations to community groups abroad**

- When asked about their affiliations abroad (whether they were part of a Jordanian or Middle Eastern group, community, or association), an overwhelming majority (74%) stated that they were not part of such groups.
- More than half of the respondents stated that there were no expatriate community groups or associations that they were aware of in their neighbourhood.

**Frequent levels interaction with Jordanian missions and institutions**

- An overwhelming majority of surveyed respondents stated that they have indeed visited a Jordanian embassy or a Jordanian institution over the past year, indicating a keen interest in interaction with Jordanian institutions.

**Areas of interest and concern: immigration matters, legal protection and better MOFAE representation**

- The predominant area of concern for surveyed respondents hinges on immigration and legal protection.
- A substantial part of the respondents argued that they wished to see further embassy support, and they wished MOFAE would expand its representation abroad.
- Among the respondents who visited a Jordanian institution, a substantial part of the respondents did so to seek information or support regarding passports and citizenship issues.
- It arises from the survey that approaching Jordanian institutions to seek information and support on cultural and other events only garners minimal interest (14%) though 40% indicated that they stay in touch with their ‘homeland’ through cultural events abroad (see Figure 7.14) and though respondents who were part of community groups ranked cultural events as the first topic (28.6%) they would like governmental support on. Further research is warranted here to identify the socio-economic profiles and preferences of Jordanian expatriates who would like to see more governmental support in cultural events.

**Assessment of services offered by Jordanian missions or institutions: contested resourcefulness**

- When asked to rate the extent to which the information that surveyed respondents received from Jordanian missions and institutions was helpful or resourceful, a substantial 37.8% stated that it was not very useful and 15.8% argued that it did not help them at all.
- Using consular services and online services arise as the most popular services that surveyed respondents draw on. Still less than 35 % of the respondents have used these services.

**Low levels of awareness of the services and support available to expatriate abroad**

- When asked about their awareness of services and support available to expatriates
abroad, most of the respondents (80%) were divided between not very aware (36%) and not aware at all (45%). Further research is warranted to probe into this finding.

**Expatriates’ preferences: more outreach, more awareness about legal issues, and more involvement in Jordan’s socio-economic affairs**

- When asked to indicate what kind of advice, information, or support they would like with a view to maintaining and consolidating their family’s ties with Jordan, more than half of the respondents argued that they would like to receive information and advice on passports and citizenships.

- A substantial part of the respondents indicated furthermore that they would like to receive information on the following topics (by order of preference):
  1. Buying Jordanian goods and products;
  2. Participating in Jordanian community events; and
  3. Participating in cultural events.

- With regards to the areas the expatriates would need advice, information, or support with regards to business and investment, a clear majority stated that understanding legal issues is a priority. Other issues that were of high relevance are (by order of preference):
  1. Advice on sectors to invest in;
  2. Finance and banking;
  3. Advice on regions in Jordan in which it is appropriate to invest;
  4. Ways to set up a business in Jordan; and
  5. Dealing with bureaucracy and forms.

- Probing into ways and incentives that Jordanian institutions can provide better services to Jordanian expatriates, the survey revealed that an overwhelming majority of the respondents perceived media and advertising about HKJ services to its expatriates as the most appropriate way. Other relevant ways are (by order of preference):
  1. Economic incentives for returning to Jordan;
  2. The promotion of the Izwitna e-portal;
  3. Using social media websites;
  4. Receiving more information in missions and embassies would be useful;
  5. Receiving information in HJK government departments and other institutions in Jordan; and
  6. Multiplying outreach efforts by mission staff to other Arabic cultural associations;

- When asked about their preferred means of receiving information, support, or
advice, most respondents (91.1%) stated that they would like to receive information, advice or support through emails. Other popular means of communication were the telephone, the website, and social media. The Izwitna portal, though popular, garners less support.

- Respondents who were actively engaged in an expatriate community groups stated their interest in receiving more information and support on the following topics (ranked by order of preference):

1. Cultural events;
2. Business and investment events;
3. Community and networking events;
4. Accessing authorities and services; and
5. Sport and leisure.

4.4 Key findings of the online-survey with governmental staff

Trends of engagement with expatriates

- Most respondents thought that they had the adequate level of skills and enough time to interact with expatriates.

- Surveyed governmental staff interacted with expatriates mostly through telephone or email. Nevertheless, face-to-face encounters and interactions with expatriates in HKJ local and foreign institutions and missions at expatriate events such as the Jordan Expatriate Conference were still noted.

- It emerges from the survey that the staff are aware of and in contact with various policy, economic and civic ‘stakeholders’ who engage with expatriates. The most popular stakeholders are the pilgrimage Fund in Jordan, the Jordanian Central Bank, the King Hussein Cancer Foundation, and the Social Security Corporation.

Preferences on training and learning from other countries

- The surveyed sample would mostly appreciate support or training in the general field of ‘Expatriate Skills/knowledge transfer’.

- Other popular training topics revolved around strategies to strengthen expatriates’ cultural connection with the homeland and ways to engage with expatriates through community events and fora.

- The most popular topic of training which garnered interest amongst respondents was migration and circular migration within the global context.

- Most respondents expressed interest in learning from other countries with regards to expatriate engagement. Lebanon, North America and the UK were high on the list.
**Governmental officials’ assessment of expatriates’ awareness of service provision, concerns and preferences**

- When asked to gauge the level of awareness that expatriates have with regards to the services and support that MOFAE offers to them, most of the respondents stated that the expatriates were not aware at all.

- Most respondents stated that expatriates preferred communication through telephone. A substantial number of respondents referred to online communication as appropriate too. Only 7 of the respondents stated that the website was the preferred method of communication and none of the respondents deemed the Izwitna portal to be the preferred method.

- Governmental staff perceived the Izwitna portal to be unpopular among expatriates. This finding warrants further inspection as the online survey with expatriates reveals that there is general interest in the e-portal.

- It emerges from the findings that education was the most prevalent issue that staff discussed with expatriates. Other prevalent issues were (by order of importance):
  1. Financial problems;
  2. The issue of business and investments; and
  3. Property and land issues gained.

- When asked about specific areas in business or investing that expatriates frequently inquired about, the largest cohort of responses emphasized that expatriates required assistance in understanding legal issues, advice on sectors to invest in and assistance in dealing with bureaucracy.

- When asked about the types of business or investment advice that expatriates seek advice on, the largest cohort of responses stressed the following types: setting up an SME, property & land, and import & export.

- When asked about the advice that Jordanians studying abroad seek when they interacted with HJK staff, the largest cohort of responses emphasised that expatriates needed help with registering as a foreign student. Other popular answers related to dealing with the university administration abroad, connecting with Jordanians abroad and seeking advice on living abroad.

- When it comes to the kind of support that expatriates seek in order to maintain and deepen their connections with their country of origin, a substantial number of respondents stated that expatriates sought advice on passports and citizenship for their children.

- Other prevalent topics of concern that respondents referred to are studying in Jordan, participating in Jordanian community events, and participating in Jordanian cultural events and tourism.

**Policy challenges**

Policy advice that governmental staff find most challenging to provide relate to the
following areas: Advising expatriates on investment purposes; advising expatriates on employment abroad; advising expatriates on life strategies abroad; and advising expatriates on ways to engage with Jordanian expatriates. You will find below a summary of responses gathered from the staff:

**Challenging policy advice noted in the following fields**

Advising expatriates on returning to Jordan for investment purposes
Advising expatriates on studying abroad and ways to focus on their studies;
Advising expatriates on ways to stay in touch with Jordanian expats and help them face emerging challenges;
Active reach-out approaches;
Advising expatriates on strategies to continue working abroad for lack of employment opportunities at home;
Providing general advice on investing in Jordan to stimulate the economy; and
Advising expatriates on what country to reside in (unclear whether this means a foreign country vs. Jordan – or choosing between two foreign countries to reside in).

**Recommendations to the government on expatriate engagement**

- When asked to provide recommendations as to how Jordan can strengthen engagement its expatriate communities, a substantial number of respondents highlighted the importance of providing additional information in missions and embassies and consolidating engagement through social media and websites. Other worth noting recommendations revolved around:
  - Devising economic and other incentives for returning expatriates;
  - Providing information in local HKJ government departments and other institutions;
  - Providing Information on studying in Jordan;
  - Organising tourism campaigns; and
  - Consolidating outreach efforts by mission staff.

**4.5 Results of the semi-structured interviews**

In addition to the two online surveys, ICMPD conducted in coordination with NAMA Strategic Intelligence Solutions semi-structured interviews with eight Jordanian expatriates and eleven Jordanian public officials who work closely with Jordanian expatriates. While the findings are not representative, they provide an insight into expatriates’ subjective narratives and trends of engagement with their country of origin. They also provide a picture of how some public officials perceive the quality of service provision to expatriates and evaluate expatriate engagement in Jordanian’s affairs.
4.5.1 Semi-structured interviews with expatriates (key findings)

The eight expatriates were asked about their background, their experience abroad, and the ways through which they maintain links with the homeland. They were moreover asked to identify their needs in the policy area of expatriate engagement and to express their views on the nature and types of services and opportunities they would like the Jordanian government to facilitate (See appendix 7.4 for the list of questions addressed to the 8 expatriates).

The interviewees were aged 18 to 65. The sample encompassed both students and professionals. When it comes to their immigration status, some respondents were international students, some were Jordanians born abroad with a dual citizenship, and others were ‘return migrants’ (i.e. Jordanians who lived abroad and returned to Jordan). Those who lived abroad predominantly resided in Western countries with focus on Europe and the USA.

The following section reports on the significant narratives and most common responses as highlighted by expatriates.

Challenges and in their countries of destination

While respondents made sure to highlight the various positive cultural and learning experiences they have accumulated throughout the years, some reported that they have encountered linguistic and bureaucratic challenges and/or cultural barriers. Only one respondent evoked the challenge of racism and xenophobia in Europe. Another alluded to the lack of work or study opportunities abroad, and to the difficulty in maintaining links with the origin settings.

Maintaining links with Jordan

Interviewees indicated that they maintained their connections with Jordan through a variety of means such as speaking to friends and family, social media and internet, participating in Jordanian cultural events, returning to Jordan for family visits, tourism, and through participation in community events.

Maintaining links with Jordanians abroad

Most reported that they have frequent contact with Jordanian expats where they are based. When asked about whether they engage regularly with the Jordanian community and/or with other Middle Eastern groups and whether they belong or use services of Jordanian or other Middle Eastern groups, most interviewees declared that they were engaged with expatriate associations, and that their interests in such associations revolved around culture and networking. Examples given were the King’s Academy Alumni, informal associations which featured guest speakers in the USA, groups online for GJU students in Germany, the Jordanian Association in Houston (no longer functional). Some maintained that they were part of broader networks of Jordanian and other Middle Eastern professional networks. These findings are in contradiction with the survey findings which reveal low expatriate engagement with communities abroad. This however can be easily attributed to the fact that expatriates who agreed to carry out the semi-structured interviews are generally more engaged in expatriate affairs than the average Jordanian living abroad.
Levels of interaction with Jordanian missions and embassies

When reporting on their levels of interaction with Jordanian missions and embassies, most respondents underlined that they have been in touch with local embassies and missions abroad and that they found the staff generally useful and resourceful. Two interviewees related however unpleasant interactions with HJK embassies and missions. One elaborated on a negative experience that involved frustrating and tedious bureaucracy. Depending on their background and professional affiliation, interviewees underlined that they sought advice throughout their visits on issues relating to consular services, land property, universities, cultural and community events.

When asked to evaluate the services Jordan provides to its expatriates, interviewees found them generally useful. Still they seemed not to be aware of the variety of consular and e-services that Jordan offers to its expatriate communities, especially Jordanian students living abroad. Most of the interviewees have not for instance heard of the Izwitna portal. This finding is in line with the online survey with Jordanian public staff who indicated that the e-portal was not well known among expatriates.

Views on types of engagement that they would like the Jordanian government to provide

When asked about the issues they would like advice on, interviewees had a variety of opinions. Prevalent areas of concern were immigration and legal protection issues, labour issues and workers' rights, health issues, business and investment opportunities in Jordan and education issues, applying to immigration visas to other countries, and information about job opportunities.

When asked about sectors for business or investment they would potentially like advice or support with, interviewees underlined the following areas: setting up a SME, engaging in the food industry and automated business. Some argued that the government should facilitate investment schemes and prepare more marketing campaigns on investment opportunities.

With regards to the areas they would like advice on to consolidate their cultural connections to Jordan, interviewees gave a myriad of answers. Jordanian students emphasised the areas of volunteering and internship opportunities, participating in Jordanian cultural events, tourism, issues relating to growing up between two cultures. One Jordanian expatriate (married with children) stressed the importance of establishing Arabic schools, and ensuring equivalency in university degrees. One Jordanian student living in Ukraine who had a dual citizenship emphasised the importance of advice on dual citizenship and heritage.

Specific recommendations

Explicit recommendations that interviewees wished to communicate to the Jordanian government revolved around the necessity to increase engagement and outreach, and to improve the quality of services that the Jordanian government provides to its expatriates. The table below provides a summary of provided recommendations:
Summary of provided recommendations

Organising more outreach events;

Ensuring that MOFAE and embassies more actively engage with students abroad, and enhance the role played by cultural attaches and consular advisers when it comes to connecting students with their embassy and informing them of academic requirements and challenges;

Building a reliable expatriate database;

Improving the quality of websites;

Specifying the address in the Jordanian ID; and

Lowering passport fees.

4.5.2 Semi-Structured Interviews with government officials (key findings)

Eleven staff working in expatriate affairs were asked to describe their level of engagement with expatriates and to elaborate on the nature of services they provide to Jordanians abroad. They were furthermore invited to reflect on their interactions with expatriates, to gauge how expatriates perceived the services HJK provided in the policy sector of expatriate engagement, and to offer some recommendations as to how the Jordanian government could improve its strategic involvement in expatriate affairs and wellbeing. (See appendix 7.5 for the interview questionnaire). Respondents aged 18 to 55 worked in missions abroad or in a variety of local governmental institutions dealing with expatriates such as the various departments of MOFAE, and the Social Security Corporation. Moreover, they engaged in a variety of expatriate engagement sectors encompassing consular and immigration services, financial and investment opportunities, cultural connections, communication and outreach. Some had leading positions in crafting Jordan’s policy formulation strategies towards its expatriates.

You will find below a summary of the most important narratives that arise from the evaluation of the interview transcripts.

Types of activities public staff engage in

According to the respondents, predominant topics and policy sectors that expatriates raise or request advice on principally hinge on consular, family, economic, educational and cultural affairs. Recurrent topics that respondents alluded to are shown in the table below:

<table>
<thead>
<tr>
<th>Issues that expatriates raise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consular services;</td>
</tr>
<tr>
<td>Immigration and legal protection issues;</td>
</tr>
<tr>
<td>Social security policies;</td>
</tr>
<tr>
<td>Advice on family and health issues;</td>
</tr>
<tr>
<td>Acquisition of property;</td>
</tr>
</tbody>
</table>
Providing advice on loans and grants, business and investment opportunities;
Advising expatriates on the nature of the degree equivalency process and related paperwork;
Advising expatriates on ways to connect with students and alumni networks abroad; and
Advising expatriates on scholarships.

It arises from the evaluation of the interview transcripts that respondents hardly dealt with matters regarding inbound remittances. Some interviewees related however frequent interactions with expatriates on their finances especially when it comes to applying for loans and grants or identifying investment opportunities.

**Interactions with expatriates**

Almost all interviewees reported that their engagement with expatriates was satisfying and rewarding. When it comes to means of interaction, almost all regularly and frequently draw on email and social media to communicate with Jordanians abroad. Of the 11 interviewees, almost half [especially those who worked in missions abroad] related that they have frequent face-to-face interactions and encounters with expatriates.

**Policy challenges and opportunities**

- Some interviewees related that expatriates at times have “unreasonable” or misguided expectations of what the Jordanian government and its institutions can accomplish. One respondent argued that unreasonable expectations arise when an expatriate has not visited Jordan for a long time, thus losing touch with bureaucratic and socio-economic realities. There was however consensus that such difficulties could be mitigated if awareness raising campaigns on the scope of work of Jordan’s different institutions could be regularly disseminated to Jordanians abroad.

- Most respondents drew attention to the necessity of empowering Jordanian institutions and staff dealing with expatriates with more resources whether in terms of human capital, training activities or in terms of incorporating technology at work. Some respondents highlighted the importance of **organising more capacity building and training activities adapted to evolving challenges and tailored to strengthen the staff’s specific skills** in areas such as family issues, workers’ rights in the host country, and emergency financial aid.

- One interviewee who dealt with expatriates in various world regions underlined the difficulty of **identifying expatriates and reaching out to them in different locations**.

- Another interviewee working in a mission abroad highlighted that **Jordanian investors abroad reported having experienced major difficulties that delayed their investment plans**.

- Few respondents highlighted significant success stories. Those who did referred to the Jordanian Expatriate conference in 2015 and to the online campaigns and outreach activities that MOFAE has recently embarked on.
Improving HJK engagement with its expatriates

When asked to highlight the areas that expatriates wished more advice on, respondents referred to manifold issues relating to legal, cultural, investment and educational fields: passports and citizenship, investment opportunities, boosting Jordanian community events, connecting with other Jordanians (professional associations and student networks), volunteering and internship opportunities, and/or building Arabic schools abroad.

Recommendations

The interviewees provided a list of suggestions and recommendations that the Jordanian government could draw on to refine its engagement strategies in various sectors. Many of these recommendations hinged on creating tangible incentives and policies for facilitating Jordanian expatriates’ engagement in the sectors of outreach, communication, culture, education, development, investment and politics. These recommendations are outlined as follows:

- Enhance expatriates’ awareness of the services that various institutions provide;
- Devise major awareness campaigns to inform Jordanians about MOFAE’s scope of work and jurisdiction;
- Improve and refine outreach and communication methods with expatriates while experimenting with innovative methods e.g. deliberative and consultative processes;
- Organise awareness raising campaigns that inform expatriates of their rights;
- Build a detailed and reliable expatriate database;
- Consolidate the nexus between Jordan’s local institutions and embassies abroad especially with regards to identifying investment opportunities;
- Improve the efficiency in communicative interactions between the embassy and domestic stakeholders;
- Engage more proactively with Jordanians expatriates through visits and advertisement campaigns. One respondent argued that Jordan’s institutions such as the Investment Commission, the Tourism Commission, and various ministries should multiply their outreach efforts to expatriates through regular advertisement campaigns;
- Encourage expatriates to invest in Jordan through negotiating projects with them, and easing local bureaucracy procedures;
- In the domain of expatriate finances, update the department of Land and Survey’s website;
- In the domain of investment opportunities, ensure that the Jordanian Investment Commission clarify its scope and reach more proactively to expatriates;
- Foster political participation e.g. in elections;
• Build Jordanian schools abroad;
• Facilitate acceptance in Jordanian universities;
• Boost information on expatriate associations;
• Organise more cultural events in coordination with Jordan’s various clubs and community centers;
• Devise orientation programmes and policies for community outreach;
• Improve the degree of inclusiveness of the JEC or ensure that the conference invite all relevant stakeholders;
• Implement more sophisticated capacity building activities and services capable of empowering expatriates with coping strategies in the face of financial difficulties (as highlighted by one respondent who worked in a mission abroad);
• Devise capacity building activities for staff working outside in non-traditional areas such as training consuls on family counselling to ensure they are prepared and equipped to deal with family issues in addition to workers’ issues in host countries; and
• Set up a communal trust fund, such as the one in India, mainly for emergency purposes.
5 Conclusion: Challenges and opportunities

This expatriate profile has mapped general characteristics underlying outward migration from Jordan, and has explored the policy strategy that Jordan has developed towards its expatriate population. Through drawing on survey findings and semi-structured interviews with both expatriates and policy stakeholders, it has sought to illuminate an understanding of the preferences and concerns of Jordan’s expatriate groups, and of the policy challenges that Jordan’s governmental officials navigate. The findings of conducted surveys and semi-structured interviews have furthermore provided a road map for devising capacity building and training activities that the Jordanian government could promptly act on to refine its services towards Jordanian expatriate groups and to facilitate engagement with them.

Against this general backdrop, this report has sought to contribute to the broader scholarly and policy effort aimed at elucidating Jordan’s dilemmas in the policy field of expatriate engagement. At the core of Jordan’s policy challenges lies the topic of stemming the outflow of skilled and highly educated workers from the internal labour stock. Indeed, in 2005, Jordan was one of only five countries in the world that reported its wish to reduce the inflow of skilled foreign workers to improve the employment prospects of their educated nationals.90 Still, there is so far no consolidated governmental strategy that has resolved Jordan’s dilemmas towards skilled and highly skilled emigration. A combination of internal factors (demographic pressure at working ages, unemployment and low return to skills, and search for more political stability in the wake of the Arab Spring) and external factors (call for migrant workers), makes a continuation of migratory pressures a likely scenario in the coming years. However, it is not clear the extent to which pressure will transform into actual migration, since the destination countries of Arab migrants, whether within, or outside the Arab region, are all facing tightening of barriers to migration. Indeed, the tightening of migration policies in the West, and the decline in demand for Arab labour migrants in the Gulf have important implications for Jordan given that Jordan’s economy is highly dependent on inbound remittances and that emigration has heretofore provided an exit strategy in the face of unemployment.91 Against this backdrop, Jordan is inevitably bound to restructure its labour market92 while placing greater focus on migration policy approaches that can support national social and economic development.

Drawing on desk research, practitioners’ and researchers’ recommendations in addition to the findings of the online surveys and semi-structured interviews conducted in the framework of this project, the authors formulated the following recommendations that triangulate policy formulation, data collection, better outreach, and research that translates into-evidence-based policy making. These recommendations, if implemented, would lay the groundwork for a solid engagement strategy with Jordan’s expatriates.

90) Baldwin-Edwards; 2005
5.1 Recommendations

5.1.1 General guidelines for Jordan’s migration Policy/Strategy

- Link state emigration policies with a migration and development domestic perspective through accounting carefully for the costs and benefits of skilled emigration and broadening the perspective of expatriate engagement beyond investment and alleviation of unemployment;

- Explore ways to harness the power of remittances beyond consumption to financing development;

- Shy away from a migration strategy that lumps all Jordanian communities abroad together as these communities face different economic, employment or social challenges (whether in the GCC or in Europe) and have different concerns; (see chapter 2 on history and trends of Jordan’s emigration activity in this manual). For instance, the general pattern of short-term migration of Jordanian migrants within the MENA region creates specific challenges related to precariousness of employment and/or legal status, and access to rights and benefits. Jordanian expats and people of Jordanian origin outside the MENA region, generally in Europe and North America, and typically longer-term migrants (whether for work or academic/vocational study), arguably face different sets of challenges, for example recognition of Jordanian qualifications in some EU states, or dual citizenship;

- Devise tailored strategies that address various types of Jordanian expatriates: students, professionals, accompanying persons. The results of the in-depth interviews with expatriates show that Jordanian students abroad would wish for more HJK engagement and guidance;

- Further develop policies and strategies to promote ‘brain circulation’ by Jordanian expatriates for national development (Draw on programmes such as the UNDP-led Program TOKTEN); and

- Ensure a better match between education and job opportunities in the country to counter the departure of Jordanian professionals in the university and health sectors.

5.1.2 Sector of Expatriate Engagement: strategies of engagement, service provision to expatriates and capacity building in expatriate strategies

- Strengthen coordination between government agencies and departments, with the MOFAE as a focal point;

- Strengthen inter-institutional and cross-sectoral synergies in expat service provision;

- Enhance the role of the Jordanian missions abroad to contribute to data collection and better engagement with Jordanian expatriates. In the online survey, an overwhelming majority (62.3%) stated that they have visited a Jordanian embassy or a Jordanian institution over the past year, indicating that organising outreach missions and interactive meetings in such avenues are pertinent strategies to
engage Jordanians abroad;

- **Enhance the role of the Jordanian missions abroad to disseminate more actively information to expatriate communities (as per the surveys’ findings);**

- **Inquire whether and under which circumstances the MOFAE and missions abroad can support the inception and consolidation of expatriate networks abroad (as per the survey’s findings, mission staff are mostly unaware of expatriate associations);**

- **Engage the broader community of Jordanians abroad, rather than only first-generation expatriates;**

- **Design and disseminate awareness raising campaigns on legal issues related to the Jordanian citizenship and the Jordanian passport (as per the survey’s findings that show low levels of expatriate awareness of the variety of services that HJK offers);**

- **Design and disseminate awareness raising campaigns on investment opportunities in Jordan, the kinds of businesses and the locations that expatriates can invest in (as per the findings of the 2017 online survey of embassy staff);**

- **Strengthen coordination between government agencies on the one hand and public and associational spheres in Jordan on the other to develop multi-sectoral projects that reach out to Jordanian communities abroad in the following sectors: education, entrepreneurship, community engagement projects, investment, tourism, IT services;**

- **Develop projects in various urban and rural localities in Jordan that seek to engage Jordanian associations abroad and which offer economic and social incentives for Jordanians to spend periods in Jordan, working on community and socio-economic projects;**

- **Provide opportunities and schemes to encourage Jordanian expat participation in national development, for example offering expatriate ID cards to foreign nationals of Jordanian origin (up to one grandparent on either side of the family) that provide some benefits;**

- **Work with community groups and networks serving broader Middle Eastern or Arab communities and associations abroad to disseminate information to Jordanians abroad;**

- **Broaden existing interfaces with Jordanians abroad and expatriates by providing the ‘Izwitna’ e-portal and other sources of information in English and languages other than Arabic;**

- **Increase coverage and promotion of the Izwitna e-portal. This could be done through targeted social media campaigns (with parameters set to pinpoint Jordanian expatriates). Furthermore, providing incentives to use the portal (discounts, expedited service processing, etc.) would certainly allow for a larger inflow of new users. Another useful technique would be the inception of a new mobile app that allows easier access to the portal. Not only would this facilitate access to the portal, but it would ensure that any urgent information is communicated very quickly to expatriates. It is worth reiterating here that 11 of the responding staff suggested the promotion of the Izwitna e-portal to strengthen engagement with Jordanian**
expatriates;

- **Add to the branding of Izwitna and disseminate its usefulness.** As underscored, the surveys and semi-structured interviews reveal controversial findings on the use and popularity of the Izwitna’ e-portal (see chapter 4);

- **Strengthen, consolidate and diversify social media campaigns** to engage with Jordanian expatriate networks abroad;

- **Organise capacity building activities for staff dealing with expatriates in the following sectors:**
  
  o Understanding circular migration
  
  o Coordinating expatriate cultural events
  
  o Facilitating applications to foreign universities
  
  o Facilitating expatriate studies in Jordan
  
  o Signposting to business opportunities and investment procedures.

- **Organise capacity building activities for staff dealing with expatriates by convening modules and workshops** illustrating how countries such as Lebanon, the UK, Canada and the US deal with their expatriates (as the survey with governmental staff shows); and

- **Address the issue of emigrants’ desire for continued or increased involvement in the Jordanian landscape,** possibly in the domain of general parliamentary and municipal elections.

**5.1.3 Specific recommendations to strengthen expat service provision in Jordanian missions abroad (as per the findings of the 2017 online survey of embassy staff)**

- **Ensure that mission staff are always resourceful in providing the following advice to expatriates:** in addition to consular services; changing or gaining new employment in the host country; employment support in the host country; pursuing legal action against an employer or other party in the host country; banking or other financial services in Jordan; and investing or doing business in Jordan.

- **Organise more training sessions targeting embassy officials’ capacity to discuss information on business and investment in Jordan with expatriates;**

- **Organise training sessions specifically targeting how embassy staff can effectively reach out and communicate with expatriates** more frequently. All respondents stated that they have not received within the last two years any training;

- **Incentivise embassy staff to update their knowledge of procedures and policies on investment** in Jordan;

- **Incentivise embassy staff to initiate online and offline discussions on investment and development opportunities** in Jordan with expatriates;

- **Inquire into why mission staff (as per the survey’s findings) rated the lack of authority to do what is needed as the greatest challenge** and why they perceive the unreasonable requests by expatriates as the next big challenge;
• Develop a strategy that seeks to map and identify challenges faced by both expatriates and embassy officials in accordance with their location (e.g. do mission staff in Europe face different challenges in expat service provision than those located in the Gulf? The survey’s findings suggest the need for a more contextualised analysis);

• Ensure that embassy staff frequently refer expatriates to the MOFAE’s website;

• Ensure that embassy staff draw more frequently on social media platforms such as Facebook and Twitter to reach out to their expatriates and disseminate important outreach information; and

• Incentivise embassy staff to attend Jordanian cultural events abroad more frequently with a view to consolidating grassroots connections between expatriate institutions and Jordanians abroad.

5.1.4 Compiling data on Jordanians abroad and data quality

• Prioritise improving the quality, frequency and reliability of internally produced data - then seek to establish data sharing agreement with the most significant countries of origin countries of destination associated with your country’s migration traffic (See ICMPD Handbook 2018, forthcoming);

• Address the gap between national and international data sources on stocks and flows (see chapter 2);

• Address the absence of reliable, up-to-date information relating to Jordanians abroad by producing a detailed study into the group’s activities and characteristics, preferably conducted by Jordanian academic institutions, with the support of Jordanian consulates and missions worldwide, as well as Jordanian migrant and expatriate organisations (See ICMPD Handbook 2018, forthcoming); and

• Harmonise datasets on compiling and collecting information on Jordanians abroad. As mentioned before, inconsistencies in the types of data being gathered in relation to Jordanian migrants over time currently renders any meaningful longitudinal analysis impossible. It is crucial that an essential core dataset be defined to form the basis of ongoing data collection. At a minimum, this data set should seek to comprise the following data fields for everyone: gender, age, country of destination, reason for migration, level of education, and occupation.

5.1.5 Evidence-based research feeding into policy

Jordan features among the top source country of immigration for Algeria, Bahrain, Oman, Egypt, and Indonesia yet little is known about the profile of Jordanians in those different national settings. As shown in chapter 2, sources are not up to date especially when it comes to reasons for migration, levels of educational attainment and employment abroad in various national contexts and regional clusters. Against this backdrop, a major recommendation arising from this expatriate profile

is that HJK boosts evidence-based research that could feed into policy. The following research suggestions, formulated after a meticulous review of existing literature on Jordanians abroad, are of pivotal importance to crafting an evidence-based policy frame. To that end, a five-year research-based map encompassing both the production of scholarly work and the institutionalisation of research strategies is proposed below:

### Suggested research map

- **Carry out in-depth research on the following topics:**
  - Emigrant flow and stock in Europe, North America, the GCC and the non-GCC MENA region; and
  - How the post-Arab Spring tumult impacted Jordan’s emigration patterns in the GCC and MENA regions.
- **Provide a comparative and historical assessment of Jordan’s emigration patterns before and after critical junctures such as 9/11, the 2008 financial crisis, the tightening of migration policies in the context of Syria’s displacement and the so-called 2015 Refugee crisis in Europe;**
- **Provide an updated assessment of Jordanians’ propensity to migrate;**
- **Provide an updated assessment of Jordanians’ reasons for migrating to various world regions;**
- **Provide an updated assessment of Jordanians’ educational attainment and labour participation force in various regional clusters;**
- **Carry out a mapping of Jordanian associations abroad and inquire their drivers, and in their agendas in economic, political, and societal spheres;**
- **Analyse how Jordanians’ diaspora formations participate in local development;**
- **Conduct regular online surveys in coordination with the MOFAE and missions abroad on expatriates’ concerns, preferences and challenges. Surveys are essential to ensuring that Jordan’s expatriate policies are evidence-based and reflective of expatriates’ needs and orientations (see appendix for ICMPD online survey questionnaires); incentivise expatriates to participate in such surveys to make sure that findings are representative and capable of informing Jordan’s policy;**
- **Encourage undergraduate and graduate studies in Jordan’s multiple universities on Jordan’s expatriate communities;**
- **Set up a policy orientated institute at a Jordanian university specifically dedicated to studying and researching the phenomenon of Jordanian emigration, remittances and expatriate engagement strategies; and**
- **Team up with international migration institutes abroad to initiate joint research projects on Jordanian communities (see ICMPD handbook, 2018).**

### 5.1.6 Practical suggestions arising from recommendations in surveys and semi-structured interviews

- **Send more frequently teams and delegations** to meet with Jordanian expatriate
• Draw systematically and frequently on technological means of communication (e.g. emails, mobile phones, building a smart application for expatriates);

• Draw on missions and embassies abroad as exchange platforms to interact and consult with expatriates (the online survey with expatriates shows that an overwhelming majority have recently visited a Jordanian embassy or mission).

• Motivate expatriates to invest in Jordan, through providing assurances and leeway. For instance, the Jordan Investment Commission and MOFAE can provide a clear investment guide, which illustrates the various steps needed for someone to start a business in Jordan;

• Lengthen the period of the entry visa provided at the airport for expatriates to ensure continuity and sustainability in engagement;

• Raise awareness through the MOFAE and missions abroad on the possibility of subscribing to the Social Security Corporation, even when working abroad;

• Connect with Jordanian students abroad and design awareness raising campaigns that target their concerns and their challenges. A suggestion arising from the interviews is that MOFAE and the Ministry of Education appoint a cultural attaché to reach out to students, follow up on their studies, connect with their academic advisors, and raise awareness regarding opportunities in Jordan;

• Ease expatriates’ acceptance into Jordanian universities. In this context, the MoE and MoHE should disseminate information on the school and university degree equivalency procedures;

• Create a center at the MoFAE or MoL that connects Jordanian expatriates with companies in their fields, especially in the countries which do not have an active labour adviser;

• Improve the efficiency of different paperwork at public institutions in Jordan, and in Jordanian embassies abroad, particularly those pertaining to passports, ID cards, and family books. Make procedures transparent and speedy;

• Utilise electronic communications as a means of promoting MOFAE services given the prevalence of these methods in communicating with a larger audience. Most expatriates who participated in the semi-structured interviews were not aware of the Izwitna portal, and if the interviewed staff, 11 stated that the expatriates are not very aware of the services available to them;

• Ensure that the MOFAE liaise with all relevant stakeholders, particularly its delegated missions abroad to build a sustainable and very well detailed expatriate database, which includes all important information such as: name, age, gender, contact information, work status, family members, and interests; and

• Hold workshops for expatriates interested in investing in Jordan—or, if resources allow, convene consortia that have representatives from Jordanian companies and entities that would interact with potential expatriate investors.
6 References and Bibliography


CARIM Analytic and Synthetic Notes; 2012/03; “Mediterranean and Sub-Saharan Migration: Recent Developments Series; Demographic and Economic Module”.


De Bel-Air, F. (2010) Highly-skilled migration from Jordan: a response to socio-political challenges, CARIM Analytic and Synthetic Notes 2010/12 Highly-Skilled Migration Series Socio-Political Module


Di Bartolomeo, T. Fakhoury, and D. Perrin. [2010]. “CARIM Migration Profile: Jordan”.

European University Institute, Robert Schuman for Advanced Studies.


Fargues and Venturini, eds. [2015] “Migration from North Africa and the Middle East: Skilled Migrants, Development, and Globalisation”; IB Taurus


Gubert, F. and Nordman, C. [2006] “Migration from MENA to OCED Countries: Trends, Determinants, and Prospects”; OECD.org
HKJ Ministry of Education “Statistical Report 2004/05”.


HKJ Ministry of Foreign Affairs and Expatriates (2015): “Internal Data Collation”.


Migration Policy Institute. Tabulation of data from the U.S. Census Bureau’s pooled 2010-2014 American Community Surveys.


United Nations, Department of Economic and Social Affairs, “Population Division (2016)”.


Websites


British Council Jordan Expatriates Network: https://www.britishcouncil.jo/study-uk/why-the-uk/graduates-membership

German Jordanian University website: http://www.gju.edu.jo/

Gulf Labour Markets and Migration website: http://gulfmigration.eu/


‘Izwitna’ campaign video: https://www.youtube.com/watch?v=Up8IIEeiSEI


Jordanian Expatriates Conference website: www.jec.gov.jo

Jordanian Expatriates Conference 2015 Results: http://www.jec.gov.jo/

Jordanians in America and Canada Facebook group (Arabic) https://ar-ar.facebook.com/pages/%D8%A3%D8%B1%D8%AF%D9%86%D9%8A%D9%88%D9%86-%D9%81%D9%8A-%D8%A7%D9%85%D8%B1%D9%8A%D9%83%D8%A7-%D9%88-%D9%83%D9%86%D8%AF%D8%A7-Jordanians-in-America-Canada/210279499003750

Jordanians in Saudi Arabia Facebook group: https://www.facebook.com/JORDANIAN.SAUDI.Arabia


Youtube video of Jordanian students at Ningbo University, China celebrating Independence Day (Arabic): https://www.youtube.com/watch?v=geJTD8Ai1Rw

Youtube video of Jordanians in America (Arabic): n: https://www.youtube.com/watch?v=IKXsyp2bILw
7 Appendix

7.1 Appendix 1: Methodology for Calculating Rates of Migration Potential and Fitted

$M_{hf}$ = emigration rate from country $h$ to country $f$. It is measured by the gross flow of migrants into country $f$ from country $h$ as a proportion of country $h$’s population. Source: OECD (2005), complemented by national sources.

$Y_{ft}/Y_{ht}$ = GDP per capita ratio in $US$, PPA adjusted. Source: CEPII (2005)

$Y_{h}/Y_{f}$ = income inequality ratio, measured by the Gini coefficients of households income or consumption. Source: United Nations (2005).

$T_{f}/T_{h}$ = welfare transfers ratio, measured by public education and health spending, as a proportion of GDP. Source: World Health Organization (2005) and UNESCO (2005).

$SKILL_{h}/SKILL_{f}$ = net secondary enrollment ratio. Source: UNESCO (2005).


$D_{hf}$ = weighted geographic distance between country $h$ and country $f$ (in kilometers). It is measured by the inter-city weighted distance index developed by CEPII (2004):

$$D_{hf} = \left[ \sum_{k \in h} \frac{POP_{k}}{POP_{h}} \sum_{k' \in f} \frac{POP_{k'}}{POP_{f}} d_{kk}' \right]^{1/2}$$

$POP_{k}$ and $POP_{k'}$ denote the population in the various cities $k$ in country $h$ and $k'$ in country $f$ measures the sensitivity of migration flows.

$d_{kk'}$ Standard bilateral distance. For simplicity and as in trade models, • is chosen to equal unity. This index is more precise than the standard (unweighted) geographical distance usually used in the literature, because it accounts for the spatial distribution of the population within each country.
$B_{hf} =$ border effects between country $h$ and $f$. It is measured by a dummy: $B_{hf} = 0$ for internal migrations ($f=h$) and $B_{hf} = 1$ for international migrations ($f \neq h$). Data for internal migrations stems from Eurostat (2005) and OECD (2000).

$L_{hf} =$ dummy which accounts for differences in languages: $L_{hf} = 0$ if countries $h$ and $f$ speak the same language and otherwise.

$H_f/H_h =$ cost of living in the foreign country as a proportion of that in the source country. It takes into account housing prices, urban transport, food, clothing and entertainment in the biggest cities in each country. Source: Mercer (2005).


$N^B_{hf} =$ business ties measured by the sum of bilateral imports and exports between any pair of countries. Source: Source OECD (2005).

$N^P_{hf} =$ private networks, proxies by the lagged migration stock into country $f$ from country $h$ (Source: OECD, [2005]).

$P_{ht} =$ home country’s migration policy. It is measured by an unweighted average of the index of civil and political deprivation of rights. This index varies between 1 (maximum freedom) and 7 (minimum freedom). Source: Freedom House (2005).

$P_{ft} =$ destination country’s migration policy, measured by the total number of visas delivered by each country $f$, as a percentage of the world population. Source: OECD (2005) complemented by national sources.

\[
M_{htf} = \alpha_0 + \alpha_1 \frac{Y_f}{Y_{ht}} + \alpha_2 \frac{\sigma Y_f}{\sigma Y_{ht}} + \alpha_3 \left[ \frac{\sigma Y_f}{\sigma Y_{ht}} \right]^2 + \alpha_4 \frac{T_f}{T_{ht}} + \alpha_5 \frac{SKILL_f}{SKILL_{ht}} + \alpha_6 AGE_{ht} \\
+ \beta_1 D_{hf} + \beta_2 B_{hf} + \beta_3 L_{hf} \\
+ \beta_4 \frac{H_f}{H_{ht}} + \beta_5 \frac{U_f}{U_{ht}} + \beta_6 N_f^{B} \\
+ \beta_7 N_f^{P} + \beta_8 P_f + \beta_9 P_{ht} \\
+ \delta_f + \gamma_f + \lambda_f + \epsilon_{htf}
\]
The emigration rate \( M_{htf} \) from the home country \( h \) to the foreign country \( f \) at year \( t \) is measured by the gross flows of emigrants into country \( f \) from country \( h \) as a proportion of country \( h \)’s population in the source country \( \text{AGE}_{h} \)/ population \( \bullet 6 \rightarrow 0 \)

**Migration costs are denoted by:**

The geographical distance between the home and the foreign country \( D_{hf} \)

Border effects \( B_{hf} \)

Differences in languages \( L_{hf} \)

The cost of living ratio \( H_{f}/H_{h} \)

The unemployment rate ratio \( U_{f}/U_{h} \)

Business and human networks \( N^B_{htf}, N^P_{htf} \)

Migration policies in the home \( P_{ht} \) and the foreign country \( P_{ft} \)

#### Strategic Aim 1: Defend rights and interests of Jordanian expats

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Create a separate directorate for expatriate affairs in MOFAE</td>
<td>Directorate of Administrative Affairs</td>
<td>Directorate of Legal Affairs</td>
<td>2014</td>
</tr>
<tr>
<td>B. Create expat affairs departments in Jordanian missions</td>
<td>Jordanian missions</td>
<td>Directorate of Expatriate Affairs</td>
<td>2014</td>
</tr>
<tr>
<td>C. Establish an observatory of expat capabilities and experience</td>
<td>Directorate of Expatriate Affairs</td>
<td>Jordanian missions; migrant groups and clubs</td>
<td>2014-19</td>
</tr>
<tr>
<td>D. Guide for expats living abroad</td>
<td>Directorate of Expatriate Affairs</td>
<td>Directorate of Consular Affairs; Directorate of Media and Communications</td>
<td>2014-2016</td>
</tr>
<tr>
<td>E. Build capacity of missions to defend rights of Jordanians arrested or held abroad</td>
<td>Directorate of Expatriate Affairs</td>
<td>Ministry Partners; Directorate of Consular Affairs; Directorate of Legal Affairs</td>
<td>2014-16</td>
</tr>
</tbody>
</table>

#### Programme 2: E-services

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish electronic database on expats</td>
<td>Directorate of Expatriate Affairs</td>
<td>Ministry of Communications and Data Technology; Communications and Computing Unit</td>
<td>2014-2016</td>
</tr>
<tr>
<td>Project</td>
<td>Responsible for implementation:</td>
<td>Partner(s) in implementation:</td>
<td>Timeline</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Update interactive portal of official MOFAE website</td>
<td>Directorate of Expatriate Affairs</td>
<td>Communications and Computing Unit</td>
<td>2014-2016</td>
</tr>
<tr>
<td>Consolidate internet sites of Jordanian missions into official MOFAE website</td>
<td>Directorate of Expatriate Affairs</td>
<td>Communications and Computing Unit</td>
<td>2014-2017</td>
</tr>
</tbody>
</table>

**Programme 3: Human resources**

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop capacities and skills of MOFAE staff and Jordanian missions</td>
<td>Directorate of Expatriate Affairs</td>
<td>Jordanian missions; Administrative Development Unit</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Increase the functional staff capacity in Jordanian missions according to need</td>
<td>Directorate of Administrative Affairs</td>
<td>Directorate of Expatriate Affairs; Directorate of Financial Affairs</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>

**Strategic Aim 2: Establish and deepen outreach and communications activity between Jordanian expats and the country**

**Programme 1: Jordanian Expat Conference**

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold regular (biannual) conferences in Jordan for Jordanian expats</td>
<td>Directorate of Expatriate Affairs</td>
<td>The Royal Court; Prime Minister’s Office; Ministries and official institutions; economic institutions; Jordanian missions</td>
<td>2015; 2017</td>
</tr>
<tr>
<td>Encourage expat excellence and innovation</td>
<td>Directorate of Expatriate Affairs</td>
<td>Jordanian Missions</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>
### Support proposals from expats to establish an investment fund for expats

Directorate of Expatriate Affairs  
Investment Promotion Association; Social Security; Jordanian Chambers of Commerce and Industry; Jordanian Entrepreneurs’ Association; banking sector  
2014-2015

### Update specific pages within the official MOFAE website about the expat conference

Directorate of Expatriate Affairs  
Communications and Computing Unit  
2014-2015

---

#### Programme 2: Extend outreach with expat young people

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support establishment of Jordanian schools in countries of residence</td>
<td>Directorate of Expatriate Affairs</td>
<td>Ministry of Education and Teaching; Jordanian missions</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Preserve their mother tongue</td>
<td>Directorate of Expatriate Affairs</td>
<td>Ministry of Education and Teaching; Jordanian missions</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Connect with Your Country programme (summer schools, internships etc.)</td>
<td>Directorate of Expatriate Affairs</td>
<td>Ministry of Education and Teaching; Jordanian missions</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>
Programme 3: Media Connection/Outreach/Continuity

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish e-journal for expats as part of official MOFAE website</td>
<td>Directorate of Expatriate Affairs</td>
<td>Communications and Computing Unit; Directorate of Media and Communications; Jordanian Missions</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Encourage commissioning of more broadcasts and TV programmes targeting expats</td>
<td>Directorate of Media and Communications</td>
<td>Broadcasting and Television Corporation; Jordanian Satellites; Broadcasting Stations</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>

Programme 4: Capacity-building for female expats

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support female expat’s participation in activities of Jordanian clubs and societies</td>
<td>Directorate of Expatriate Affairs</td>
<td>Jordanian Missions; migrant women’s groups and association</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Support setting up of specialised groups for expat businesswomen in the development field</td>
<td>Directorate of Expatriate Affairs</td>
<td>Jordanian Missions; migrant women’s groups and association</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>

Strategic Aim 3: Increase consular services offered by Jordanian missions

Programme 1: Electronic and logistical services

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete and update consular services offered to expats</td>
<td>Communications and Computing Unit</td>
<td>Directorate of Consular Affairs; Directorate of Expatriate Affairs</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Review and update consular information with partners</td>
<td>Directorate of Expatriate Affairs</td>
<td>Partner ministries; Directorate of Consular Affairs</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>
### Programme 1: Partnership for development and investment

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make Jordanian expats aware of available investment opportunities</td>
<td>Directorate of Expatriate Affairs</td>
<td>Economic Ministries and Institutions; Investment Promotion Association; Chambers of Commerce and Industry</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>

### Programme 2: Increase diplomatic and consular representation

<table>
<thead>
<tr>
<th>Project</th>
<th>Responsible for implementation:</th>
<th>Partner(s) in implementation:</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open more embassies and official and honorary consulates in countries of expat residence</td>
<td>Directorate of Expatriate Affairs</td>
<td>Directorate of Administrative Affairs; Directorate of Financial Affairs; Honorary Consul Unit</td>
<td>2014-2019</td>
</tr>
<tr>
<td>Study cooperation with friendly countries to open offices looking out for Jordan’s interests</td>
<td>Directorate of Expatriate Affairs</td>
<td>Directorate of Legal Affairs</td>
<td>2014-2019</td>
</tr>
</tbody>
</table>

### Strategic Aim 4: Encourage expat contributions and participation in overall development activity in the Kingdom
<table>
<thead>
<tr>
<th>Support proposal</th>
<th>Directorate of Expatriate Affairs</th>
<th>Ministry of Tourism and Antiquities; Tourism Promotion Organisation</th>
<th>2014-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>to establish business organization or association for Jordanian expats</td>
<td>Directorate of Expatriate Affairs</td>
<td>Economic Ministries and Institutions; Investment Promotion Association; Chambers of Commerce and Industry; Jordanian entrepreneurs</td>
<td>2014-2016</td>
</tr>
<tr>
<td>to found a Jordanian joint stock company aiming to set up housing projects for expats in the Kingdom</td>
<td>Directorate of Expatriate Affairs</td>
<td>Economic Ministries and Institutions; Investment Promotion Association; Chambers of Commerce and Industry; Jordanian entrepreneurs</td>
<td>2014-2016</td>
</tr>
</tbody>
</table>
7.3 Annex 3: JEMPAS Research Survey on Jordanian Expatriates: Online Expatriate Survey

The International Centre for Migration Policy Development (ICMPD) is conducting research on Jordanian expatriates for the Hashemite Kingdom of Jordan’s Ministry of Foreign Affairs and Expatriates as part of the project ‘Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan (JEMPAS), funded by the European Union. The aim of this research is to improve our understanding of the needs of Jordanian expatriates, and to ensure the services offered.

In the framework of this research, we will be surveying Jordanian expatriates and those who have lived as expatriates, working or studying abroad. We would be grateful if you could take the time to complete this short online survey. Completing it should take approximately 15 minutes, and your answers will help improve our understanding of the experiences and needs of expatriates, as well as the services available to them.

Your answers will be anonymous and all data collected will be treated in the strictest confidence, in line with EU, ICMPD and Hashemite Kingdom of Jordan (HKJ) data protection policies and procedures. All data collected as part of this research survey will be destroyed at the end of this research project.

If you would like to find out more information about this research, or the JEMPAS project more broadly, please visit [https://www.icmpd.org/home/](https://www.icmpd.org/home/), check our Facebook page [https://www.facebook.com/ICMPDinJordan/](https://www.facebook.com/ICMPDinJordan/), or contact the JEMPAS team at Jempas-team@icmpd.org.

Section A): About you:

1) Are you?

- Male
- Female

2) Age:

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 65+

3) Where are you based?

- GCC countries
- Other Middle East
- Europe
- N. America
- Other (please specify)
4) Were you born in Jordan?
   - Yes
   - No

5) Are you a Jordanian citizen?
   - Yes
   - No

5.1) If no, is one or more of your parents or grandparents Jordanian citizens?
   - Parents
   - Grandparents

6) Do you have dual nationality?
   - Yes
   - No

7) Are you?
   - Working
   - Studying
   - Caring for family
   - Unemployed
   - Retired

8) If you are employed abroad, what sector/industry do you work in?
   - Manual work
   - IT, science, & technology
   - Finance/investment
   - Agriculture
   - Medicine/health
   - Engineering
   - Law
   - Education
   - Business
   - Other (please specify):

9) If you are studying, are you?
   - Pursuing undergraduate studies
   - Pursuing professional training
   - Pursuing postgraduate studies
   - Pursuing vocational training
   - Other (please specify):
10) As a Jordanian expatriate, what are the most common issues you face that you would like advice, information, or advice about?

Please rank all those that apply in order of importance to you (from 1= most important to 10=least important)

<table>
<thead>
<tr>
<th>Immigration and legal protection issues</th>
<th>Labour issues and workers’ rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family issues (e.g. divorce, child custody)</td>
<td>Business and investment opportunities in Jordan</td>
</tr>
<tr>
<td>Criminal justice issues</td>
<td>Health issues</td>
</tr>
<tr>
<td>Property/land issues</td>
<td>Financial issues/problems</td>
</tr>
<tr>
<td>Education issues</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>

11) How often do you travel back to Jordan? (Please tick one)

- o Several times a year
- o Once a year
- o Once every 2-5 years
- o Less than every 5 years
- o Never

12) What are your reasons for travelling back to Jordan? (Please tick as many as apply to you)

- o See family and friends
- o Medical Treatment
- o Work
- o Business and investment
- o Education/training
- o Tourism & Leisure
- o Religious reasons
- o Other (please specify): |

Section B) Accessing support and advice as an expatriate

1) Have you visited a Jordanian embassy or mission, or other Jordanian institution, in the last year?

- o Yes
- o No

1.1) If yes, did you seek advice, information, or support about any of the following issues? (Please tick all that apply to you)

- o Passports and citizenship issues
- o Work permits and visas
- o Finding work opportunities abroad
- o Studying abroad
- o Sending money home
- o Legal issues
| o Advice on living abroad                | o Family issues (e.g. custody of children) |
| o Disputes with employers               | o Dealing with local authorities          |
| o Registering as a foreign student      | o Dealing with university administration  |
| o Dealing with the police               | o Jordanian cultural events              |
| o Connecting with other Jordanian workers or professionals abroad | o Opportunities to use their skills and experience in Jordan (working or volunteering) |
| o Setting up a business in Jordan       | o Racism/ xenophobia                     |
| o Other (please specify):               | o Finding work opportunities in Jordan   |

2) How useful did you find the advice, information, or support you received?

- o Very useful
- o Quite useful
- o Useful
- o Not very useful
- o Didn’t help me at all

3) How aware are you of the services and support available to expatriates from Jordanian institutions, mission, and embassies?

- o Very aware
- o Quite aware
- o Not very aware
- o Not aware at all

4) Have you used or participated in any of the following services before?

- o Information on investment and other opportunities
- o Information on cultural and other events for expatriates
- o Jordanian Expatriate Conference (JEC)
- o Consular services
- o Izwitna e-portal
- o Other (please specify):

5) How would you like to access information, advice, or support for expatriates? (Please tick all that apply)

- o Email
- o Telephone
- o Meeting by appointment
- o Website
- o Izwitna e-portal
- o Social Media (Facebook, Twitter, Instagram)
- o Drop-in sessions/ meetings without appointment
### Section C | Maintaining and building links with the homeland

1) As a Jordanian, or someone of Jordanian origin, how do you stay in touch with the homeland? (Please tick all that apply)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Speaking to friends/family</td>
<td>o Returning back to Jordan for family visits</td>
</tr>
<tr>
<td>o Social media/ internet/online communities</td>
<td>o Participating in Jordanian cultural events abroad</td>
</tr>
<tr>
<td>o Groups or networks for Jordanian or other Middle Eastern professionals</td>
<td>o Participating in community events abroad</td>
</tr>
<tr>
<td>o Using consular services</td>
<td>o Tourism</td>
</tr>
<tr>
<td>o Student and alumni groups</td>
<td></td>
</tr>
</tbody>
</table>

2) Do you belong to, or engage with, Jordanian or other Middle Eastern community groups/associations abroad?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Yes</td>
<td>o No</td>
</tr>
</tbody>
</table>

2.1) If yes, what sort of topics would your community group like to exchange about or support from Jordanian institutions?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Mother tongue classes</td>
<td>o Cultural Events</td>
</tr>
<tr>
<td>o Community Networking events</td>
<td>o Business and investment events and info</td>
</tr>
<tr>
<td>o Sport and leisure</td>
<td>o Help with accessing authorities and services where you live</td>
</tr>
<tr>
<td>o Other (please specify: _________________________)</td>
<td></td>
</tr>
</tbody>
</table>

3) Which other community groups for Jordanians abroad are you aware of?

Please specify (name):

4) Which of the following areas would you like advice, information, or support with to help maintain or build your and your family’s connection to the homeland? (Please tick all that apply)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Passports and citizenship for expat</td>
<td>o Tourism</td>
</tr>
<tr>
<td>o Arabic language teaching for children of expats</td>
<td>o Participating in Jordanian community events</td>
</tr>
<tr>
<td>o Dual citizenship</td>
<td>o Buying Jordanian goods and products</td>
</tr>
<tr>
<td>o Arabic schools</td>
<td>o Studying in Jordan</td>
</tr>
</tbody>
</table>
5) In your opinion, how can the Hashemite Kingdom of Jordan’s government and other Jordanian institutions provide better services to Jordanian expatriates? (Please tick all that apply)

| o Media/advertising about HKJ services to expatriates |
| o Promotion of Izwitna e-portal |
| o Other social media (e.g. Facebook, Twitter, Instagram) |
| o Outreach by mission staff to other Arabic/ Middle Eastern cultural events / Middle Eastern community groups |
| o Information in missions and embassies |
| o Information in HKJ government departments and other Jordanian institutions |
| o Economic and other incentives for returning expatriates |
| o Tourism campaigns and offers |
| o Information on volunteering and internship opportunities |
| o Information on studying in Jordan |
| o Other (please specify) |

Section D) Opportunities for expatriate investment and business

1) Are you interested in investing or setting up a business in Jordan?

| o Yes | o No |

1.1) If yes, what are the areas that you need advice, information, or support with, in relation to business and investment? (Please tick all that apply form the following list):

| o Dealing with bureaucracy and forms | o Understanding legal issues |
| o Finance and banking | o Running/setting up a business in Jordan |
| o Advice on sectors to invest in | o Advice on regions in Jordan to invest in |
| o Signposting and referral to other agencies or business support services |
1) As an expatriate investor or someone involved in business, what sectors for business or investment would you like advice or support with?

<table>
<thead>
<tr>
<th>Option</th>
<th>Option</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting up a SME</td>
<td>Property/ land</td>
<td>Import/Export</td>
</tr>
<tr>
<td>IT/ Technology</td>
<td>Tourism</td>
<td>Traditional products, arts, and crafts</td>
</tr>
<tr>
<td>Agriculture</td>
<td>Renewable energy</td>
<td>Other (please specify):</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2) Is there a specific subject for which you would like to provide your expertise/ in which you would like to invest in?

<table>
<thead>
<tr>
<th>Option</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community/local development projects</td>
<td>Education</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Environment/ Water</td>
</tr>
<tr>
<td>Others (please specify):</td>
<td></td>
</tr>
</tbody>
</table>

You have completed the online survey – thank you so much for your time!

Your answers will help improve HKJ’s understanding of the needs of staff working with expatriates, and also help improve the services offered to Jordanians abroad.
The International Centre for Migration Policy Development (ICMPD) is conducting research on Jordanian expatriates for the Hashemite Kingdom of Jordan’s Ministry of Foreign Affairs and Expatriates as part of the project ‘Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan (JEMPAS), funded by the European Union. In the framework of this research, we will be surveying staff of the Hashemite Kingdom of Jordan (HKJ) and other Jordanian institutions working with Jordanian expatriates in any capacity.

We would be grateful if you could take the time to complete this short online questionnaire and send it back to [......] by [......]. Completing it should take approximately 15 minutes. Your answers will help improve our understanding of the experiences and needs of HKJ staff who work with expatriates.

Your answers will be anonymous and all data collected will be treated in the strictest confidence, in line with EU, ICMPD and HKJ data protection policies and procedures. All data collected as part of this research survey will be destroyed at the end of this research project.

If you would like to find out more information about this research, or the JEMPAS project more broadly, please visit https://www.icmpd.org/home/, check our Facebook page https://www.facebook.com/ICMPDinJordan/, or contact the JEMPAS team at Jempas-team@icmpd.org.

Section A): About you:

13) Are you?

- [ ] Male
- [ ] Female

14) Age:

- [ ] 18-25
- [ ] 26-35
- [ ] 36-45
- [ ] 46-55
- [ ] 56-65
- [ ] 65+

15) Which HKJ Ministry / Department / Institution do you work for?

- [ ] MOFAE
- [ ] Mission Staff
3.1) Other Ministry or institution/department (please choose from the following list):

- Ministry of Education
- Ministry of Health
- Ministry of Interior
- Ministry of Justice
- Jordanian Tourism Board
- Jordanian Investment Commission
- Jordanian Chambers of Commerce/ Industry
- Central Bank of Jordan
- Other HKJ Institution (please state): _______________

16) Where are you based?

- Amman
- Jordan Other
- Mission/ Embassy (please choose region: GCC / Other Arab country / Europe/ North America)

Section B): Working with Jordanian expatriates

1) Does your work currently involve Jordanian expatriates?

- Yes
- No

1.1) If no, are you aware of the following areas of support and services provided to expatriates? Please tick all that apply:

- Consular services
- Information on investment and other opportunities
- Jordanian Expatriate Conference (JEC)
- Information on cultural and other events for expatriates
- Enabling communication with expatriates (Izwitna, mission website pages, use of social media channels)

2) How much of your current work entails working with expatriates?

- ⩽10%
- ⩽25%
- 25%-50%
- ⩾50%-75%
- ⩾75%
3) Do you work directly with expatriates?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4) Do you feel you have the skills and knowledge you need to deal effectively with expatriate needs/ issues?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>o</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5) If no or not sure, what areas of expatriate engagement would you like support or training with? (Please tick all that apply)

- o Common expatriate consular issues (e.g. legal or family issues)
- o Channels of communication with expatriates (e.g. training in community outreach social media training, Izwitna)
- o Political issues (e.g. dual citizenship, right of expatriates to participate in political life of HKJ)
- o Expatriate financial contributions (e.g. ways of remitting/ investing; identifying groups of investors; info on investment opportunities targeting expatriates)
- o Expatriate skills/ knowledge transfer
- o Engaging with expatriates through community events and fora
- o Strengthening expatriates’ cultural connection with the homeland (e.g. info on mother-tongue classes, Arabic schools, Jordanian community events)
- o Other (please specify): ____________________________________________

C) Common issues encountered with Jordanian expatriates

1) In your experience, what are the most common issues raised when you meet expatriates? Please rank all those that apply in order of importance (from 1= most important to 10=least important)

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- o Immigration and legal protection issues
- o Labour issues and workers’ rights
- o Family issues (e.g. divorce, child custody)
- o Health issues
- o Criminal justice issues
- o Financial issues/ problems
- o Property /land issues
- o Business and investments
- o Education issues
- o Other (please specify): __________________________
2) Do you feel you have enough time to deal effectively with common issues facing expatriates?

- Always
- Mostly, yes
- Mostly, no
- Rarely
- Never

D) Communicating with, and reaching out to, Jordanian expatriates

1) Where do you most commonly encounter expatriates in your work? (Please tick all that apply)

- Expatriate visits to Jordanian missions/embassies
- Expatriate visits to HKJ ministries and departments or other institutions in Jordan for specific requests/services
- Email or telephone communication
- Question or comments to HKJ government websites/Izwitna e-portal
- Community events organised by expatriates
- Events targeting expatriates, such as the Jordanian Expatriate Conference
- Other (please specify): ____________________________________________

2) In your experience, how do expatriates prefer to contact your department/office for information or advice? (Please tick all that apply)

- Email
- Telephone
- Meeting by appointment
- Drop-in sessions/meetings without appointment
- Website
- Izwitna e-portal

E) Encouraging expatriate investment and business

1) Do you encounter expatriates who are interested in investing or setting up a business in Jordan?

- Yes
- No

1.1) If yes, what are the areas that expatriates need advice, information, or support with, in relation to business and investment? (Please tick all that apply from the following list):

- Dealing with bureaucracy and forms
- Signposting and referral to other agencies or business support services
<table>
<thead>
<tr>
<th>Finance and banking</th>
<th>Advice on sectors to invest in</th>
<th>Understanding legal issues</th>
<th>Running/setting up a business in Jordan</th>
<th>Advice on regions in Jordan to invest in</th>
</tr>
</thead>
</table>

2) In your experience, what types of business or investment do expatriates want advice or support with?

<table>
<thead>
<tr>
<th>Setting up an SME</th>
<th>Property/ land</th>
<th>Import/Export</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT/ Technology</td>
<td>Tourism</td>
<td>Traditional products, arts, and crafts</td>
</tr>
<tr>
<td>Agriculture</td>
<td>Renewable energy</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>

F) Expatriate work, education, and skills

1) Do you deal with Jordanian expatriate working abroad?

1.1) If yes, what sectors do they work in? (Please tick all that apply)

<table>
<thead>
<tr>
<th>Manual work</th>
<th>Engineering</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT, science, &amp; technology</td>
<td>Law</td>
</tr>
<tr>
<td>Finance/investment</td>
<td>Education</td>
</tr>
<tr>
<td>Agriculture</td>
<td>Business</td>
</tr>
<tr>
<td>Medicine/ health</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>

1.2) Where are they working?

<table>
<thead>
<tr>
<th>GCC countries</th>
<th>Other Middle East</th>
<th>Europe</th>
<th>N. America</th>
<th>Other</th>
</tr>
</thead>
</table>

2) In your experience, what advice, information, or support do expatriates working abroad typically ask for? (Please tick all that apply)

| Work permits and visas | Finding work opportunities in Jordan |
3) Do you deal with Jordanian expatriates who are studying abroad?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

3.1) If yes, what advice, information, or support are they looking for? (Please tick all that apply):

<table>
<thead>
<tr>
<th>Dealing with university administration</th>
<th>Registering as a foreign student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with the local authorities</td>
<td>Advice on living abroad</td>
</tr>
<tr>
<td>Connecting with other Jordanians abroad</td>
<td>Jordanian cultural events</td>
</tr>
<tr>
<td>Legal issues</td>
<td>Racism/ Xenophobia</td>
</tr>
<tr>
<td>Police issues</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>

4) Where are they studying?

<table>
<thead>
<tr>
<th>GCC countries</th>
<th>Other Middle East</th>
<th>Europe</th>
<th>N. America</th>
<th>Other</th>
</tr>
</thead>
</table>
5) Do you deal with Jordanian expatriates who are interested in studying in Jordan?

- Yes, for their children
- Yes, for themselves
- No

5.1) If yes, what information are they interested in? (Please tick all that apply)

- Studying in Jordanian, schools and universities
- Fees and financial support for studies
- Transferability of qualifications and certificates
- Other (please specify)

6) Building stronger expatriate connections with the homeland

1) In your experience, what do Jordanian expatriates seek advice, support, or information about in order to maintain or build their and their families connection with the homeland?

- Passports and citizenship for expat children
- Information about Jordanian or other Middle Eastern community groups/associations
- Participating in Jordanian community events
- Jordanian student and alumni networks
- Participating in Jordanian cultural events
- Buying Jordanian goods and products
- Arabic language teaching for children of expats
- Arabic schools
- Studying in Jordan
- Volunteering and internship opportunities
- Tourism
- Other (please specify): ________________

2) How aware do you think Jordanian expatriates are of the differences services and support available to them?

- Very aware
- Quite aware
- Not very aware
- Not aware at all

3) In your opinion, how can the Hashemite Kingdom of Jordan’s government and other Jordanian institutions strengthen its engagement with Jordanian expatriates?

- Media/advertising about HKJ services to expatriates
- Promotion of Izwitna e-portal
- Other social media (e.g. FaceBook, Twitter, Instagram)
- Outreach by mission staff to Jordanian community events
- Outreach by mission staff to other Arabic/ Middle Eastern cultural events / Middle Eastern community groups
- Information in missions and embassies
- Information in HKJ government departments and other Jordanian institutions
- Economic and other incentives for returning expatriates
- Tourism campaigns and offers
- Information on volunteering and internship opportunities
- Information on studying in Jordan
- Other (please specify): _____________________

You have completed the online survey – thank you so much for your time!

Your answers will help improve HKJ’s understanding of the needs of staff working with expatriates, and also help improve the services offered to them.
ANNEX 5: JEMPAS Research Survey on Jordanian Expatriates:  
Semi-Structured Interviews with Jordanian Expatriates

The International Centre for Migration Policy Development (ICMPD) is conducting research on Jordanian expatriates for the Hashemite Kingdom of Jordan’s Ministry of Foreign Affairs and Expatriates as part of the project ‘Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan (JEMPAS), funded by the European Union. The aim of this research is to improve our understanding of the needs of Jordanian expatriates, and to ensure the services offered meet these better.

In the framework of this research, we will be looking to interview Jordanian expatriates, or those who have lived as expatriates, working or studying abroad. We would be grateful if you could agree to participate in a semi-structured interview with our researchers. Interviews will be carried out by phone, in Arabic or English.

These interviews will take approximately 20-30 minutes of your time and will be held by phone or via ‘Go To Meeting’, which operates like Skype. Your answers will help improve our understanding of the experiences and needs of expatriates, as well as the services available to them.

Your answers will be recorded and will then be transcribed, anonymized, and translated. All data collected will be treated in the strictest confidence, in accordance with EU, ICMPD and Hashemite Kingdom of Jordan (HKJ) data protection standards, policies and procedures. All data collected as part of this research survey will be destroyed at the end of this research project, or by December 2017 at the latest.

If you would like to find out more information about this research, or the JEMPAS project more broadly, please visit [https://www.icmpd.org/home/](https://www.icmpd.org/home/), check our Facebook page [https://www.facebook.com/ICMPDinJordan/](https://www.facebook.com/ICMPDinJordan/), or contact the JEMPAS team at [Jempas-team@icmpd.org](mailto:Jempas-team@icmpd.org).

Consent Statement

[This should be read out to the respondent as well as provided in writing via email. Responses via email may be considered the same as giving their signature.]

I confirm that I am 18 years of age or above and I have freely given my consent to be interviewed as part of this research into Jordanian expatriates.

The aims of this study have been explained to me.

I understand that any answers I give will be treated in the strictest confidence, and that any comments or statements I make will be anonymized, and the audio recording of this interview and any subsequent transcriptions or translations will be destroyed at the end of the project.

Signed:         Date:
A) About you

**Basic demographic data:**

1) Are you?

| o Male | o Female |

2) Age:

| o 18-25 | o 26-35 | o 36-45 | o 46-55 | o 56-65 | o 65+ |

3) Where are you based?

4) Tell me a little about yourself? Where are you currently based and how long have you lived there?

Prompts:

- Are you a Jordanian citizen?
- Do you have dual nationality?
- Are you working, studying, retired?
- If you are second or third generation of Jordanian origin, what is your connection with Jordan?
- Are you married?
- To a Jordanian or other national?
- Do you have any children?

5) How do you find living there? Could you please tell me about some of the challenges and opportunities you face/have faced as a Jordanian living abroad?

Prompts - The aim of this question is to find out expats’ experience of living as a Jordanian abroad, both positive and negative.

| o How long have you lived there? |
| o What is it like to work/study there? |
| o Was it difficult settling there? |
| o How do you find the local bureaucracy? |
| o Were there any language or cultural barriers you have had to adapt to? |
| o Did you experience any xenophobia or racism there as a Jordanian, or as an Arab? |
| o Where is home for you now? |
Are you in touch with other Jordanian expats where you are based?

If you have children who are growing up abroad, or 2nd or 3rd generation Jordanian abroad, how do they/you feel their/your connection to Jordan, and to the country where you currently live?

6) Where are you originally from in Jordan? How often do you return to Jordan? What are your reasons for travelling back?

Prompts - The aim of this question is to find out about expats connection to Jordan, where they travel back to, and their reasons for doing so.

<table>
<thead>
<tr>
<th>What region are you from?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do you miss about it?</td>
</tr>
<tr>
<td>What do you not miss about it?</td>
</tr>
<tr>
<td>When you go back to Jordan, what are you reasons for doing so?</td>
</tr>
<tr>
<td>Family?</td>
</tr>
<tr>
<td>Business?</td>
</tr>
<tr>
<td>Tourism?</td>
</tr>
<tr>
<td>Religious pilgrimage or other religious reason?</td>
</tr>
</tbody>
</table>

**B) Expat needs and HKJ Support**

1) What are the issues you face as a Jordanian abroad that you would like advice, information, or support on from the Jordanian government or other institutions?

Prompts:

<table>
<thead>
<tr>
<th>Immigration and legal protection issues, e.g work visas, visa difficulties?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour issues and workers’ rights?</td>
</tr>
<tr>
<td>Family issues (e.g. divorce, child custody)?</td>
</tr>
<tr>
<td>Health issues?</td>
</tr>
<tr>
<td>Criminal justice issues?</td>
</tr>
<tr>
<td>Financial issues/ problems?</td>
</tr>
<tr>
<td>Property /land issues?</td>
</tr>
<tr>
<td>Business and investment opportunities in Jordan?</td>
</tr>
<tr>
<td>Education issues?</td>
</tr>
<tr>
<td>Other issues?</td>
</tr>
</tbody>
</table>
2) What are the biggest challenges you face/ have faced as a Jordanian abroad?

Prompts:

<table>
<thead>
<tr>
<th>Language/ cultural barriers?</th>
<th>Xenophobia/ racism?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of work or study opportunities?</td>
<td>Difficulty in maintaining links with home?</td>
</tr>
</tbody>
</table>

3) As a Jordanian living abroad, have you ever tried to get information, advice, or support from Jordanian missions and embassies?

Prompts:

<table>
<thead>
<tr>
<th>Have you ever been to the nearest HKJ embassy/mission?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the purpose of your visit, consular services?</td>
</tr>
<tr>
<td>When was the last time you went there?</td>
</tr>
<tr>
<td>How was the service, did you find it useful?</td>
</tr>
<tr>
<td>Were the staff helpful?</td>
</tr>
<tr>
<td>Did they understand your issues?</td>
</tr>
</tbody>
</table>

If not a mission...

4) Have you ever been to a Jordanian government department or other Jordanian institution in Jordan for information, advice, or support with the issues you face as an expat? If so, how was your experience?

Prompts:

<table>
<thead>
<tr>
<th>land/property</th>
<th>banks</th>
<th>universities</th>
</tr>
</thead>
<tbody>
<tr>
<td>passport and citizenship issues for family members</td>
<td>marriages</td>
<td>setting up or running a business in Jordan</td>
</tr>
</tbody>
</table>

5) The Jordanian government and other institutions in Jordan provide some information, advice, and support services to its expatriates. What do you know about these, if anything? If you have ever used these types of services, how useful were they?

Prompts:

<table>
<thead>
<tr>
<th>consular services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Izwitna ́ e-portal</td>
</tr>
<tr>
<td>Jordan Expatriates Conference (JEC)</td>
</tr>
<tr>
<td>cultural and community events</td>
</tr>
<tr>
<td>If they have used consular services or Izwitna, what was their experience?</td>
</tr>
</tbody>
</table>
C) Expatriate Finance

1) Do you send money back home to your family? If so, how much do you send and how often? And how do you prefer to send money home?

Prompts - e.g. The aim of this question is to find out how, why, and when Jordanians abroad send money.

<table>
<thead>
<tr>
<th>How do you send money home?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Western Union?</td>
</tr>
</tbody>
</table>

What transfer fee do you have to pay (whether paying via bank transfer, money transfer organisation, etc)?

2) Do you or your family have any land, property, business or other investments in Jordan? How could the Jordanian government help you get more for your money? Prompts:

<table>
<thead>
<tr>
<th>How easy is it to do business/ deal with land or property issues?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is bureaucracy (either in Jordan, or in country of residence) an issue or barrier for you?</td>
</tr>
<tr>
<td>If so, why/ what was your experience?</td>
</tr>
<tr>
<td>What advice and information would you like to receive from Jordanian institutions that would make it easier to deal with land, property, or business issues?</td>
</tr>
</tbody>
</table>

3) If you are an expatriate investor or someone involved in business, what sectors for business or investment would you like advice or support with?

Prompts:

<table>
<thead>
<tr>
<th>Setting up a SME?</th>
<th>Property/ land?</th>
<th>Import/Export?</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT/ Technology?</td>
<td>Tourism?</td>
<td>Traditional products, arts, and crafts?</td>
</tr>
<tr>
<td>Agriculture?</td>
<td>Renewable energy?</td>
<td>Other (please specify)?</td>
</tr>
</tbody>
</table>

What is your interest in this sector/ these sectors?
D) Maintaining links with the homeland

1) What makes you feel Jordanian? As a Jordanian, or someone of Jordanian origin, how do you stay in touch with the homeland?

Prompts:

<table>
<thead>
<tr>
<th>Speaking to friends/family</th>
<th>Returning to Jordan for family visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social media/ internet</td>
<td>Tourism</td>
</tr>
<tr>
<td>Participating in Jordanian cultural events</td>
<td>Participating in community events</td>
</tr>
<tr>
<td>Sport</td>
<td></td>
</tr>
</tbody>
</table>

2) What are the areas you would like advice, information, or support with to help maintain or build your and your family’s connection to the homeland?

Prompts:

<table>
<thead>
<tr>
<th>Passports and citizenship for expat children?</th>
<th>Tourism?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dual citizenship/heritage?</td>
<td>Participating in Jordanian community events?</td>
</tr>
<tr>
<td>Participating in Jordanian cultural events?</td>
<td>Buying Jordanian goods and products?</td>
</tr>
<tr>
<td>Arabic language teaching for children of expats?</td>
<td>Arabic schools?</td>
</tr>
<tr>
<td>Studying in Jordan?</td>
<td>Volunteering and internship opportunities?</td>
</tr>
<tr>
<td>Issues relating to growing up between two cultures?</td>
<td></td>
</tr>
</tbody>
</table>

3) Do you engage regularly with the Jordanian community? And other Middle Eastern groups? Do you belong to, or use services of, Jordanian or other Middle Eastern / Arabic community groups?

Prompts:

If not, why not? If yes, what topics or areas would be of interest for you to engage with or get support from Jordanian institutions?

- Mother tongue classes
- Help with accessing authorities and services where you live

- Cultural Events
- Business and Investment events and info

- Community Networking events
- Sport and leisure

Other (please specify):
<table>
<thead>
<tr>
<th>How about online communities / networks?</th>
<th>Student and alumni groups?</th>
<th>Networks of Jordanian or other Middle Eastern professionals?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could you name the one(s) you are part of or ones you are familiar with/ have heard of?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We’ve reached the end of our questions now, was there anything else you wanted to add or ask before we finish?

Thank you so much for your time!
The International Centre for Migration Policy Development (ICMPD) is conducting research on Jordanian expatriates for the Hashemite Kingdom of Jordan’s Ministry of Foreign Affairs and Expatriates in the framework of the project ‘Support to the Mobility Partnership between the European Union and the Hashemite Kingdom of Jordan (JEMPAS), funded by the European Union. The aim of this research is to improve our understanding of the needs of Jordanian expatriates, and to ensure the services offered meet these better.

As part of this research, we will be looking to interview staff in Jordanian government and other institutions whose work involves Jordanian expatriates in some way. We would be grateful if you would agree to take part in a short semi-structured interview with our researchers. Interviews will be carried out by phone, in Arabic (or English, if preferred).

These interviews will take approximately 20-30 minutes of your time and will be held by phone or via ‘Go To Meeting’, which operates like Skype. Your answers will help improve our understanding of the experiences and needs of staff dealing with expatriate issues.

Your answers will be recorded and will then be transcribed, anonymized, and translated. All data collected will be treated in the strictest confidence, in accordance with EU, Hashemite Kingdom of Jordan (HKJ), and ICMPD data protection standards, policies and procedures. All data collected as part of this research survey will be destroyed at the end of this research project, or by December 2017 at the latest.

If you would like to find out more information about this research, or the JEMPAS project more broadly, please visit https://www.icmpd.org/home/, check our Facebook page https://www.facebook.com/ICMPDinJordan/, or contact the JEMPAS team at Jempas-team@icmpd.org.

Consent Statement

[This should be read out to the respondent as well as provided in writing via email.] Responses via email may be considered the same as giving their signature.

I confirm that I am 18 years of age or above and I have freely given my consent to be interviewed as part of this research into Jordanian expatriates.

The aims of this study have been explained to me.

I understand that any answers I give will be treated in the strictest confidence, and that any comments or statements I make will be anonymized, and the audio recording of this interview and any subsequent transcriptions or translations will be destroyed at the end of the project.

Signed:         Date:
A) About you

Basic demographic data:

7) Are you?

- Male
- Female

8) Age:

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 65+

9) Tell me a little about yourself? Where are you currently working?

Prompts:

Where are you based?
What is your role there?
How long have you worked in this role?
If mission staff, is this the first posting?
Are you based there with your family?

One aim of this question is to relax participants because you are asking to talk about their own experiences

10) What has your experience been of working with Jordan expatriates? What issues do they raise?

Prompts:

Do you work directly/face-to-face with expats, or in a more back room or policy-focused role?
What issues do they raise - Immigration and legal protection issues?
Consular services?
Labour issues and workers’ rights?
Family issues (e.g. divorce, child custody)?
Health issues?
Criminal justice issues?
Property/land issues
Business and investment opportunities in Jordan - Education issues?
Connecting with networks of Jordanian professionals
Connecting with student/alumni networks
Other issues?
Financial issues/ problems

11) How do you find working with expatriates? Do you feel you are able to help them?
   Prompts:
   How much of your time does this take?
   Do they work in a face-to-face or customer service role, e.g. via email?
   Do they appreciate the information, advice, or support you give to them?
   Do they have unreasonable expectations?
   Do you find it frustrating or satisfying?
   What are your reasons for saying this/ can you give examples?

12) In your experience, what are the biggest challenges you face when working with expatriates? And what are the successes and opportunities?
   Prompts - If client-facing role:
   Difficult clients
   Lack of training or knowledge
   Not enough staff working on expatriate issues
   Having to juggle other priorities
   Opportunities (or lack of opportunities) for community outreach?
   Ignorance or struggles with bureaucracy abroad, or in Jordan?
   Were there any language or cultural barriers they struggle to adapt to?
   Experiences of xenophobia or racism there as a Jordanian, or as an Arab?
   Successes – JEC, Izwitna?

B) Providing services to expatriates
   1) What would help you in your work in terms of dealing with expatriates?
      Prompts – If client-facing role:
      Better info and training on expats issues?
      More staff?
      More resources?
Prompts – If non-client facing role:

Do you feel you could benefit from additional training or knowledge on the situation of Jordanians abroad, and the policy and/or legal frameworks at the national, bilateral, or international levels?

2) The Jordanian government and other institutions in Jordan provide some information, advice, and support services to its expatriates. Are you aware of these? What do expatriates know about these in your experience, if anything? Based on your experience, how do you think HKJ could reach out more to Jordanians abroad?

Prompts - This question applies equally to staff in missions abroad and HKJ staff in Jordan.

<table>
<thead>
<tr>
<th>Community outreach?</th>
<th>Media, Social media, and advertising?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organising events targeting expatriates, such as JEC or smaller events?</td>
<td>Better info or data on the situation of Jordanian expats?</td>
</tr>
</tbody>
</table>

C) Expatriate Finances

1) What financial issues or problems, if any, do expatriates raise with you?

Prompts:

| In your experience, is bureaucracy in relation to property, land, business, or investments (either in Jordan, or in country of residence) ever an issue or barrier for you, or for expats themselves? | If so, why/ what has been your experience? |
| What advice and information do you consider expats would you like to receive from Jordanian institutions that would make it easier to deal with land, property, or business issues? |

2) Do expatriates ask you or your service for information advice, or support on business or other investments in Jordan? If so, what?

Prompts: Setting up a SME

<table>
<thead>
<tr>
<th>Property/ land</th>
<th>Tourism</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT/ Technology</td>
<td>Renewable energy</td>
</tr>
<tr>
<td>Agriculture</td>
<td>Traditional products, arts, and crafts</td>
</tr>
<tr>
<td>Import/Export</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>
2.1) If yes, how often do they ask for support, information, or advice? How do you think such advice could best be provided (e.g. face to face, leaflets, website pages, etc.? What support or training do you think would help you provide such services?)

D) Maintaining links with the homeland

1) What makes expatriates feel Jordanian and/or connect with Jordan?

<table>
<thead>
<tr>
<th>Prompts:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking to friends/family</td>
<td>Returning to Jordan for family visits</td>
</tr>
<tr>
<td>Social media/internet</td>
<td>Tourism</td>
</tr>
<tr>
<td>Culture, music, arts</td>
<td>Participating in Jordanian cultural events</td>
</tr>
<tr>
<td>Jordanian celebrities, role models, or pioneers?</td>
<td>Participating in community events?</td>
</tr>
<tr>
<td>Sport?</td>
<td>Food?</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
</tr>
</tbody>
</table>

2) What areas would you think expatriates need more advice, information, or support with to help maintain or build their and their family’s connection to the homeland?

<table>
<thead>
<tr>
<th>Prompts:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passports and citizenship for expat children?</td>
<td></td>
</tr>
<tr>
<td>Tourism?</td>
<td></td>
</tr>
<tr>
<td>Dual citizenship/heritage?</td>
<td></td>
</tr>
<tr>
<td>Participating in Jordanian community events?</td>
<td></td>
</tr>
<tr>
<td>Participating in Jordanian cultural events?</td>
<td></td>
</tr>
<tr>
<td>Buying Jordanian goods and products?</td>
<td></td>
</tr>
<tr>
<td>Arabic language teaching for children of expats?</td>
<td></td>
</tr>
<tr>
<td>Arabic schools?</td>
<td></td>
</tr>
<tr>
<td>Connecting with other Jordanians, e.g professional or student networks</td>
<td></td>
</tr>
<tr>
<td>Studying in Jordan?</td>
<td></td>
</tr>
<tr>
<td>Volunteering and internship opportunities?</td>
<td></td>
</tr>
<tr>
<td>Issues relating to growing up between two cultures?</td>
<td></td>
</tr>
</tbody>
</table>

3) If based abroad, do you engage regularly with the Jordanian community? And other Middle Eastern groups? Do you yourself belong to, or use services of, Jordanian or other Middle Eastern / Arabic community groups?

<table>
<thead>
<tr>
<th>Prompts:</th>
<th></th>
</tr>
</thead>
</table>
If not, why not?

If yes, what topics or areas would be of interest for them to engage with or get support from Jordanian institutions?

- Mother tongue classes
- Cultural Events
- Community Networking events
- Help with accessing authorities and services where you live
- Business and Investment events and info
- Sport and leisure
- Other (please specify)

4) How do you think Jordanian institutions could engage more effectively with Jordanians abroad?
Prompts:

<table>
<thead>
<tr>
<th>More outreach?</th>
<th>More social media?</th>
</tr>
</thead>
<tbody>
<tr>
<td>More communication/publicity?</td>
<td>Other?</td>
</tr>
</tbody>
</table>

We’ve reached the end of our questions now, was there anything else you wanted to add or ask before we finish?

Thank you for your time!
7.7 Results of Online survey with embassy staff [survey responses in english]

The following analysis (section 7.7 and 7.8 of the appendices) have been analysed based on the language used by the respondent. Although there were a limited amount of embassy staff who responded in English, this analysis still aims to provide some context to the different regions of the respondents, as most respondents in English were based in Europe, and most respondents in Arabic were based in the Gulf states.

Respondents’ profile

• When it comes to the twelve embassy staff who answered in English, 41.67% were located in Europe, 25% in Asia (Non-Gulf states), 16.7% in Africa, 8.33% in South America, and 8.33% in the Gulf. Embassy staff from North America, one of the most popular destinations of Jordanian expatriates, was not represented in this sample.

• About 55% of the respondents have worked at their current mission for more than 2 years.

• While 27.27% of the respondents stated that they communicated with 51 to 100 expats per week, the majority (54.55%) stated that they communicated with 1 to 10 expatriates per week. In contrast, 9.8% communicate with 11 to 20 expatriates per week and the same percentage of respondents communicates with 21 to 50 expatriates per week.

• When asked about how knowledgeable they are about the various types of consular services and forms of support their mission can provide to Jordan expatriates, the majority (54.55%) stated that they are very knowledgeable, and only 18.18% admitted that they were not very knowledgeable.

Perceptions of the nature, quality and types of expat service provision

• Regarding their level of confidence in providing all the various consular services and forms of support requested by Jordanian expatriates in their host country, only 18.18% posited that they were not very confident. In contrast, a substantial number of respondents stated that they were very confident (45.4%), and 36.36% percent stated that they were confident.

• Probing into the services that various Jordanian missions provide to Jordanian expatriates beyond basic consular services, almost all respondents (90%) stated that their missions provided information and support in an emergency or crisis. An overwhelming majority (63.64%) stated that their missions additionally provided information on tourism in Jordan, information on ways to reach out to Jordanian students in the host country, and guidance on returning to Jordan. Other areas that garnered substantial responses are as follows: facilitating communication and networking among expatriates (54.55%), providing information on investing and doing business in Jordan (45.45%), and providing legal assistance (36.36%). Only 27.27% posited that their mission assisted expatriates in accessing social welfare in the host country, and 9.09% declared that their missions assist Jordanian expatriates with labor issues and workers’ rights.

• Probing into whether their mission publicly posted a list of the consular services
that can be provided to expatriates, 80% answered yes, suggesting that embassies abroad have set up online dissemination strategies on consular services.

- Most of the respondents (90.91%) gave a positive assessment of their mission’s performance (in terms of information, outreach and consular services).

Interactions with expatriates

- When asked about the frequency of their interactions with expatriates beyond the provision of consular services, the majority (54.55%) answered that they frequently reach out to expatriates while 18.18% posited that they sometimes communicate with expatriates and 9.09% said that they rarely do. Only 9.09% stated that they very frequently communicate with expatriates.

- The respondents were moreover asked to rank from 1 to 5 the communication methods they most often use in their work and outreach to Jordanian expatriates. It emerges from the findings that the telephone (with a score of 3.88) was the most prevalent method of communication followed by email (with a score of 3.57), in-person (with a score of 3.38), SMS, WhatsApp and or text messaging (with a score of 2.57), and last Facebook, Twitter and other social media platforms (1.88). This finding suggests that embassy staff can more frequently draw on social media platforms such as facebook and twitter to reach out to their expatriates and disseminate important outreach information.

- The respondents were prompted to rank from 1 to 8 the social media and web-based platforms that they use most often in their outreach to Jordanian expatriates. The results show that Whatsapp was the most used platform (with a score of 6.20), followed by Facebook (5.25) and Youtube (4.00).

- When asked how often they attend Jordanian social, cultural, professional or academic events in the host country, only 10% stated that they attend an event one time per month and another 10% mentioned that they attend events two or more times per month. Thirty percent mentioned that they attend an event once every few months, and 40% stated that they attend events once or twice per year. 10% mentioned that they never attend such events. This finding suggests that outreach to expatriates can be consolidated through incentivising embassy officials’ attendance in expatriate events.

Inter-institutional linkages in service provision

- Probing into how often embassy staff directs expatriates to other Jordanian organisations and government agencies or resources that can assist them, the survey shows that an overwhelming majority (60%) frequently do. 20% reported that they sometimes do so while another 20% rarely redirect them to other institutions and/or resources. This finding warrants further research regarding the motives as to why 20% rarely refer expatriates to other government agencies.

- When asked how often they refer expatriates to the website of the MOFAE for e-services and/or registration, 30% stated that they frequently do. Another 30% stated that they sometimes do while 20% posited that they rarely do and 20% stated that they never refer expatriates to the website. This finding warrants further research regarding the motives as to why some embassy staff never or rarely refers expatriates to the MOFAE website.
• When asked how often they refer expatriates to their mission’s website, 30% stated that they always do, 10% stated they frequently do while 20% said that they sometimes do. Another 20% stated that they rarely do, and another 20% said that they never do. Again, this finding warrants further research regarding the motives as to why some embassy staff rarely or never refers expatriates to their mission’s website.

Interactions with expatriates on business and development opportunities

• When asked about the frequency of their interactions with expatriates about business investment or other development opportunities in Jordan, 40% stated that they never have such interactions. Additional responses were as follows: 10% very frequently discuss investment and development opportunities in Jordan with expatriates, another 10% frequently do so, 20% sometimes discuss such opportunities and 20% never do so. This finding suggests that embassy staff can initiate more pro-active discussions on investment and development opportunities in Jordan.

Perceptions of their own ability to provide expat services and information

• Asked about how often they feel satisfied with their ability to provide the information, advice and services requested by Jordanian expatriates, 60% stated that they frequently feel satisfied in their ability to provide services to expatriates. Other responses were divided between 10% who stated that they always feel satisfied, 20% who sometimes feel satisfied, and 10% who rarely feel satisfied.

Policy and decision-making challenges

• When asked to rank the greatest challenges (from 1 to 6) embassy staff faces when working with or reaching out to expatriates, respondents rated the insufficiency of staff available to meet the needs of expatriates as the greatest challenge (score of 4.33). The survey findings show moreover lack of authority to do what is needed as the next big challenge (score of 3.86), followed by lack of opportunities for expatriate community outreach, then balancing between working with expatriates and responsibilities (3.63), unreasonable requests by expatriates (3.25), and lack of training or knowledge on key expatriate issues (2.71). This finding suggests that more embassy staff should be recruited to deal with expatriates, and warrants further research into why they perceive the lack of authority to do what is needed as the next big challenge.

• When asked about whether they are generally able to make the necessary decisions or take the actions needed to provide appropriate support to expatriates, only 10% stated they are rarely able to do. 30% stated that they can always make the necessary decisions or take the appropriate actions. Another 30% stated that they can frequently take the necessary steps while another 30% posited that they sometimes can take appropriate actions. While this finding suggests that embassy staff perceive themselves as generally well equipped with knowledge and decision-making capacity to provide appropriate service delivery, it contradicts with the previous finding regarding their perception of ‘the lack of authority to do what is needed’ as a significant challenge.

• When asked about how confident they feel discussing information on business,
investment or other development opportunities in Jordan with expatriates, a significant number of respondents (40%) signaled that they did not feel very confident. 30% stated that they felt very confident and another 30% stated that they felt confident. This finding suggests that more training sessions targeting embassy officials’ capacity to discuss information on business and investment in Jordan should be organised.

- When asked about how often they receive relevant information on business opportunities and investment in Jordan that they can transmit to expatriates, an overwhelming majority (70%) signaled that they rarely receive any information, and 30% percent said that they sometimes do so. This finding indicates that communication between governmental institutions and private agencies dealing with business opportunities and investment in Jordan and Jordanian missions abroad should be strengthened.

- When asked about how often they seek out information to update their knowledge of policies and procedures about investing, doing business or pursuing other development opportunities in Jordan, only 22.22% said that they very frequently do so. Other responses were divided between 44.44% who said that they sometimes seek out information to update their knowledge, and 33.33% who said that they rarely do so. This finding warrants further research into the reasons why embassy staff does not feel incentivised to or cannot seek further information when it comes to updating their knowledge of policies regarding investment and development opportunities in Jordan.

**Exposure to training and needs assessment in training**

- Probing into whether it is helpful to have more training on how to more actively and effectively reach out to and communicate with expatriates (beyond providing consular services), survey findings reveal that most respondents (80%) would welcome such training. This finding reveals that the MOFAE should in the next years organise training sessions more frequently, specifically targeting how embassy staff can effectively reach out and communicate with expatriates.

- All respondents stated that they have not received within the last two years any training in providing consular services or other forms of support or outreach to Jordanian expatriates. This finding again corroborates the urgency of organising training sessions that allow embassy staff to improve their service provision in consular services and outreach methods.

**Perceptions of expatriates’ satisfaction with service provision and assessment of challenges that expatriates encounter**

- The overwhelming majority (70%) stated that they perceived expatriates to be mostly or usually satisfied with the information, advice and services provided to them by respective missions.

- Inquiring into the issues or challenges that Jordanian expatriates experience or struggle with in Jordan or in the host country and that expatriates tend to
communicate to the embassy staff; the survey reveals that consular services are the most predominant issue of concern communicated to the staff (33.33%). Other responses vary from investment in Jordan (22.22%), return to Jordan (22.22%), schooling, language education or recreation for Jordanian youth (11.11%), or other issues that are not detailed (11.11%). Issues such as banking or other financial services in Jordan, higher education or research opportunities in Jordan, social welfare or pensions in Jordan, maintaining, changing or gaining new employment in the host country, and workers’ rights in the host country are not perceived by the embassy staff sample as common issues that expatriates report to them. This finding warrants further research as to whether expatriates do not communicate on the latter issues with embassy staff because they deem other stakeholders, whether in Jordan or in the host country, to be more resourceful in addressing them.

• Probing into the services or information that expatriates request, but which the respondents’ missions are not able to provide, the survey reveals a variety of answers ranging from help accessing banking or other financial services in Jordan (11.11%), help accessing social welfare or pensions in Jordan (11.11), assistance with returning to Jordan (22.22%), help connecting with other Jordanians in the host country (22.22%), employment support in the host country (22.22%) in addition to other issues that are not elaborated upon (22.22%). Policy items relating to guidance on higher education or conducting research in Jordan, information on investing or doing business in Jordan, guidance on schooling, language education, or recreation for Jordanian youth or pursuing legal action against an employer or other party in the host country are not considered as information that expatriates request but that their missions are not able to provide. This finding informs the MOFAE and related missions of the services and information that expat institutions need to be more resourceful in. It also begs the question as to why respondents in this sample do NOT consider issues such as investing on doing business in Jordan as services that their mission is not able to provide, given that an overwhelming majority of the respondents (70%) reported in this survey that they rarely receive any information to update their knowledge of business opportunities and investment in Jordan and that they can transmit to expatriates.

• An overwhelming majority (60%) said that they are not aware of any Jordanian expatriate association currently active in the host country of their mission in comparison to 20% who said yes and 10% who do not know. This finding corroborates the research showing that formal Jordanian expatriate associations abroad tend to be rare. An arising question is whether MOFAE ought to be more active in encouraging the establishment of expatriate associations.
7.8 Results of Online survey with embassy staff (survey responses in Arabic)

Respondents’ profile

- When it comes to the 82 embassy staff who answered in Arabic, **39.02% were located in the Gulf States**, 24.39% in Europe, 24.39% in Asia (Non-Gulf states), 9.76% in Africa, and 2.44% in South America. Embassy staff from North America, one of the most popular destinations of Jordanian expatriates, was not represented in this sample either.

- About 65% of the respondents have worked at their current mission for more than 2 years.

- Regarding the frequency of their weekly interactions with expatriates, 30.86% stated that they communicated with 1 to 10 expatriates per week while only 17.28% communicated with more than 100 expatriates per week and 18.52% interacted with 51 with 100 expats on a weekly basis. Another 13.58% communicated with 11 to 20 expatriates per week and 19.75% of the respondents communicated with 21 to 50 expatriates per week.

- Almost all respondents (91.46%) stated that they are very knowledgeable of the various types of consular services and forms of support their mission can provide to Jordan expatriates. Only 7.32% stated that they have little knowledge, and 1.22% admitted that they were not very knowledgeable.

Perceptions of the nature, quality and types of expat service provision

- Regarding their level of confidence in providing all the various consular services and forms of support requested by Jordanian expatriates in their host country, only 8.64% posited that they were not very confident. In contrast, the overwhelming majority stated that they were very confident (62.96%), and 28.40% percent stated that they were confident.

- Asked about the services that various Jordanian missions provide to Jordanian expatriates beyond basic consular services, 87.65% stated that their missions provided information and support in an emergency or crisis. An overwhelming majority stated that their missions additionally provide information on tourism in Jordan (75.31%) and guidance on return to Jordan (66.67%). The majority of respondents declared that their missions assist Jordanian expatriates with labor issues and workers’ rights (54.32%) and facilitate communication and networking among expatriates, and provide information on investing and doing business in Jordan (55.56%). Other areas that garnered substantial responses are as follows: providing legal assistance (45.68%), and facilitating access to social welfare in the host country (34.57%). Only 9.88% posited that their mission assisted expatriates in accessing social welfare in the host country.

- Almost all embassy staff (95.12%) answered that their mission publicly posted a list of the consular services that can be provided to expatriates, suggesting that embassies abroad have set up online dissemination strategies on consular services. This finding is in line with the information provided by respondents who took the survey in English.
• Most of the respondents (89.02%) gave a positive assessment of their mission’s performance, suggesting a general sense of satisfaction with the services they are providing to expatriates. This finding is in line with the information provided by respondents who took the survey in English.

Interactions with expatriates

• When asked about the frequency of their interactions with expatriates beyond the provision of consular services, respondents gave divided answers: 35.37% answered that they very frequently reach out to expatriates and 37.80% reported that they frequently communicate with expatriates while 24.39% posited that they sometimes communicate with expatriates and only 2.44% said that they rarely do.

• The respondents were moreover asked to rank from 1 to 5 the communication methods they most often use in their work and outreach to Jordanian expatriates. It emerges from the findings that ‘face to face’ encounter (with a score of 3.93) was the most prevalent method of communication followed by the telephone (with a score of 3.90), email (with a score of 2.44), SMS, WhatsApp and or text messaging (with a score of 2.91) and last Facebook, Twitter and other social media platforms (with a score of 1.95). This finding highlights the importance of face-to-face communication. At the same time, it shows that embassy staff can more frequently draw on social media platforms such as Facebook and Twitter to reach out to their expatriates and disseminate important outreach information.

• The respondents were prompted to rank from 1 to 8 the social media and web-based platforms that they use most often in their outreach to Jordanian expatriates. The results show that WhatsApp was the most used platform (with a mean score of 7.17), followed by Facebook (with a mean score of 6.57) and Youtube (with a mean score of 4.33). This finding is in line with the information provided by respondents who took the survey in English.

• When asked how often they attend Jordanian social, cultural, professional or academic events in the host country, respondents gave various answers: 23.46% mentioned that they attend an event once every few months, and 35.80% stated they attend events once or twice per year. Only 17.28% stated that they attended an event one time per month and 14.81% mentioned that they attended events twice or more per month. About 9% mentioned that they never attend such events. This finding, which echoes the information provided by the survey respondents who took the survey in English, suggests that outreach to expatriates can be improved and strengthened through incentivising embassy officials’ attendance in expatriate events.

Inter-institutional linkages in service provision

• Probing into how often embassy staff directs expatriates to other Jordanian organizations and government agencies or resources that can assist them, the survey findings show that 30% frequently do while only 16.25% very frequently refer expatriates to other agencies or institutions. 35% reported that they sometimes do and another 15% reported that they rarely redirect them to other institutions and/or resources. Only 3.75% reported that they never do. This finding suggests that while embassy staff draws generally on alternative institutional resources to help expatriates, inter-institutional and cross-sectoral linkages and synergies in
expat service provision can be improved and strengthened.

• When asked how often they refer expatriates to the website of the MOFAE for e-services and/or registration, only 12.20% stated that they always do and 20.73% stated that they frequently do. 37.80% stated that they sometimes do while 20.73% posited that they rarely do and 8.54% stated that they never refer expatriates to the website of MOFAE. This finding warrants further research as to whether MOFAE and missions abroad should develop stronger linkages and coordination strategies to improve expat service provision.

• When asked how often they refer expatriates to their mission’s website, 25% stated that they always do, and another 25% said that they never do. The remainder of the responses was divided between those who stated that they frequently do (23.75%), those who reported that they sometimes do (18.75%), and 7.50% who rarely do. This finding warrants further research regarding the motives as to why some embassy staff never refers expatriates to their mission’s website.

Interactions with expatriates on business and development opportunities

• Asked about the frequency of their interactions with expatriates about business investment or other development opportunities in Jordan, only 12.20% reported that they very frequently discuss investment and development opportunities in Jordan with expatriates, and 26.83% stated that they frequently do. The remainder of responses was divided between those who reported that they sometimes do (35.37%), rarely do (18.29%), or never engage into such discussions (7.32%). This finding in line with the information provided by respondents who took the survey in English suggests that interactions on investment and development opportunities are not central to the embassy officials’ interactions with expatriates, and that embassy staff can initiate more pro-active discussions on investment and development opportunities in Jordan.

Perceptions of their own ability to provide expat services and information

• Asked about how often they feel satisfied with their ability to provide the information, advice and services requested by Jordanian expatriates, 70% stated that they always felt satisfied. About 21% stated that they frequently felt satisfied, and only 6.17% reported that they rarely felt satisfied and 2.47% noted that they never feel satisfied. This finding (in line with the information provided by respondents who took the survey in English) suggests that embassy staff have high levels of perceived confidence and satisfaction in the tasks that they perform.

Policy and decision-making challenges

• When asked to rank the greatest challenges (from 1 to 6) embassy staff faces when working with or reaching out to expatriates, respondents rated the lack of authority to do what is needed as the greatest challenge (score of 4.30) and the unreasonable requests by expatriates as the next big challenge (score of 4.14). The remainder of challenges is ranked as follows: lack of opportunities for expatriate community outreach (score of 3.84), balancing between working with expatriates and responsibilities (score of 3.61), the insufficiency of staff available to meet the needs of expatriates (score of 3.24), and lastly the lack of training or knowledge on key expatriate issues (score of 2.67).
• When asked about whether they are generally able to make the necessary decisions or take the actions needed to provide appropriate support to expatriates, only 6.10% stated they are rarely able to make the necessary decisions and only 1.22% reported that they can never do so. In contrast, 43.90% stated that they can always make the necessary decisions or take the appropriate actions. Another 25.61% stated that they can frequently take the necessary steps, and another 23.17% posited that they sometimes do. This finding suggests that embassy staff feels generally empowered to take appropriate measures to provide appropriate support to expatriates, yet it clearly contradicts with the previous finding according to which respondents identified the lack of authority to do what is needed as the greatest challenge.

• When asked about how confident they feel discussing information on business, investment or other development opportunities in Jordan with expatriates, only 17.28% stated that they felt very confident. The remainder of the responses was divided between those who stated that they felt confident 43.21% and those who reported that they did not feel very confident (35.80%). This finding, in line with the information provided by respondents who answered the survey in English, suggests that HJK should organise more training sessions targeting embassy officials’ capacity to discuss information on business and investment in Jordan.

• When asked about how often they receive relevant information on business opportunities and investment in Jordan that they can transmit to expatriates, only 4.94% said that they very frequently receive such information and 18.52% said that they frequently do. The remainder was divided between those reported that they rarely receive such information (25.93%) and those who posited that they sometimes received such information (38.27%). This finding suggests that embassy staff ought to receive more information from governmental institutions and private agencies dealing with business opportunities and investment in Jordan so that they can relay this information to expatriates and initiate pro-active discussions on the matter.

• When asked about how often they seek out information to update their knowledge of policies and procedures about investing, doing business or pursuing other development opportunities in Jordan, the embassy staff sample gave divided responses: 39.02% said that they frequently seek out information and only 14.63% said that they very frequently seek out such information. Other responses were divided between those who said that they sometimes seek out information to update their knowledge (28.05%), those who said that they rarely do so (13.41%), and those who said that they never do so (4.88%). This finding suggests that some embassy officials undoubtedly take initiative when it comes to updating their knowledge of policies related to investment. At the same time, it begs the question as to whether HJK governmental institutions should offer more incentives to officials working in Jordanian missions abroad so that they feel motivated to update their knowledge of procedures regarding investment and development opportunities in Jordan.
Exposure to training and needs assessment in training

• Probing into whether it is helpful to have more training on how to more actively and effectively reach out to and communicate with expatriates (beyond providing consular services), the survey reveals that the overwhelming majority of respondents (81.48%) would welcome such training. This finding (in line with the information generated by the survey in English) reveals that the MOFAE should seek to organise in regular fashion training sessions addressing how embassy staff can effectively reach out and communicate with expatriates.

• When asked whether they have received within the last two years any training in providing consular services or other forms of support or outreach to Jordanian expatriates, the overwhelming majority (60.98%) said that they have not. This finding is aligned with the information disclosed by the staff who took the survey in English, and evidences the urgency of organising training sessions that allow embassy staff to improve their service provision in consular services and outreach methods.

Perceptions of expatriates’ satisfaction with service provision and assessment of challenges that expatriates encounter

• When asked about whether embassy staff believed expatriates to be generally satisfied with the information, advice and services provided to them by respective missions, the overwhelming majority stated that they perceived expatriates to be mostly or usually satisfied (74, 39%) while only 12.20 % said that expatriates are often not satisfied and 13.41 % stated that they do not know if expatriates are satisfied. This finding shows that survey respondents generally perceive expatriates to be satisfied with service provision.

• Inquiring into the issues or challenges that Jordanian expatriates experience or struggle with in Jordan or in the host country and that expatriates tend to communicate to the embassy staff, the survey reveals that changing or gaining new employment in the host country arises as the most predominant issue of concern communicated to the staff (25.32%) followed by consular services (22.78%). The issues of maintaining workers’ rights in the host country (12.66 %), investing in or doing business in Jordan (11.39%), schooling, language education or recreation for Jordanian youth (8.86%), higher education or research opportunities in Jordan (3.80%), banking or other financial services in Jordan (2.53%), Social welfare or pensions in Jordan (7.59%) and returning to Jordan (2.53%) garner less interest. This finding shows that expatriates are mainly concerned with issues that impact their life and employment opportunities in the host country and that HJK institutions should ensure that mission staff are resourceful and competent in addressing such issues.

• When asked about the services or information that expatriates request, but which the respondents’ missions are not able to provide, more than half of the respondents stated that their mission is unable to provide guidance in employment support in the host country (59.74%), and when it comes to pursuing legal action against an employer or other party in the host country (50.65%). Forty percent of the respondents posit that their mission is unable to provide help to access banking
or other financial services in Jordan, and 33.77% claim that their mission cannot provide the necessary guidance on investing or doing business in Jordan. The remainder of the responses is divided between those who claim that their mission is unable to provide information on accessing social welfare or pensions in Jordan (29.87%), guidance on higher education or conducting research in Jordan (25.97%) and guidance on helping expatriates to connect with other Jordanians in the host country (25.97%). This finding informs the MOFAE and related missions abroad of the services and information that expat institutions need to be more resourceful in. It also informs the MOFAE of expatriates’ primary concerns and interests. It emerges from this survey’s findings that expatriates express primarily interest in inquiring about issues that hinge on their employment opportunities and rights in the host country.

• When asked whether they are aware of a Jordanian expatriate association currently active in the host country of their mission, 52.44% said that they are not aware. The remainder of the responses is as follows: 13.41% said that they are aware of an expatriate association, and another 14.63% made sure to mention the association they are aware of. The rest of the respondents (19.51%) said that they do not know if there are expatriate associations active in the country their mission is located in. This finding invites further reflection as to whether and under which circumstances MOFAE can be more active in encouraging the inception and consolidation of such associations.
7.9 Results of Online survey with expatriates

7.9.1 Background and profile of respondents

Most expatriates who took this survey were males (91.1%) compared to 8.9% females. About 40% of the survey respondents belonged to the 'age group category of 26-35, followed by 31.7% who were between 36 and 45 years of age, suggesting that these age groups showed more proneness to respond to the online survey. Those who belong to the age group category of 18-25 made around 14% of the total sample.

![Age Distribution Chart]

**Figure 7.1**

When asked to indicate their current country of residence, the clear majority of the expatriates' sample (63.4%) stated that they were based in one of the Gulf countries, followed by approximately 15% who stated that they were based in a European country. Around 10% resided in North America and 5.9% in a non-Gulf MENA country. Another 5.9% indicated other places, such as Malaysia. About two thirds (62.4%) stated that they were born in Jordan, while 37.6% were born outside the country.

![Residence Distribution Chart]

**Figure 7.2**

All respondents stated that they are Jordanian citizens. When asked whether their parents or grandparents were Jordanian citizens, most respondents (91.1%) indicated...
that they were first generation immigrants and that their parents were Jordanian citizens, compared to almost 9% who indicated that their grandparents were Jordanian citizens. Most respondents do not hold a second citizenship, compared to 11.9% who stated that they held a dual citizenship.

Figure 7.3

When asked about their employment status, about three quarters of the sample (74.3%) stated that they were employed. Around 20% stated that they were studying. Four percent stated that they were currently unemployed and 2% stated that they were housewives.

Figure 7.4

Among those who were employed, 23.3% worked in the business sector, 22.2% worked in the technology sector, 19% worked in the field of engineering, 12.2% in the medicine/health sector, 10% in the finance and investment sector, and 6.7% in the education sector. As for the 19.8% who indicated that they were studying abroad, about 35.2% were pursuing undergraduate studies, 22.2% indicated that they have just graduated and finished their studies, and 20.3% were pursuing postgraduate studies. Only 1.8% were pursuing vocational training and another 1.8% were pursuing professional training.
When asked about the frequency of their visits to Jordan, half of the sample stated that they visited several times a year, and an additional 38% stated that they visited once a year. Only 8% claimed that they visited once every 2-5 years and 4% indicated that they visited Jordan once every 5 years or so. With regards to the reasons that motivated their travel to Jordan, the bulk of respondents stated that visiting family and friends was the key motivating factor. About 23.7% argued that tourism and leisure is a predominant reason. Approximately 10% referred to work and another 10% underlined medical treatment. Almost 8% stated that they were interested in exploring business and investment opportunities, as the figure below illustrates.
7.9.2 Expatriates’ interests, issues of concern, trends and levels of engagement

The respondents were prompted to rank the **most common issues** they would like advice or information on (from 1= most important to 9=least important). The results show that the predominant area of concern is the one relating to immigration and legal protection followed by criminal justice issues, financial issues, health issues, property/land issues, and labor issues and workers’ rights. Family issues and education issues came last.

![Figure 7.7](image)

When the respondents were asked to provide more in-depth information on the most common issues which they would like information or advice about, 32% argued that they wished to see further embassy support, and they wished MOFAE would expand its representation abroad as the nearest embassy was either far away or in a neighboring country. 18% claimed that they would like more information on **labor related issues**; 14% on **education**. 10% stated that they would like more advice on **investment and job opportunities** in Jordan; and 10% indicated their desire to know more about the **Jordanian passport**.
When asked about the extent to which they visited Jordanian embassies or institutions and whether they have visited such institutions over the past year, an overwhelming majority (62.3%) stated that they have indeed visited a Jordanian embassy or a Jordanian institution over the past year, compared to 37.7% who stated that they have not.

Among the respondents who visited a Jordanian embassy or institution, 63.8% did so to seek information or support regarding passports and citizenship issues. Then, 21.7% indicated that they wanted legal advice, followed by 17.4% who wanted to attend Jordanian cultural events, and another 17.4% who sought help regarding visas and work permits as the figure below illustrates:

When asked to rate the extent to which the information they received was helpful, only 17% indicated that it was either very useful (7.3%) or quite useful (9.7%), while 29.2% argued that it was useful. On the other hand, 37.8% stated that it was not very useful and 15.8% argued that it did not help them at all. In that regard, further research (e.g. a follow up questionnaire) is warranted to inquire into the reasons of dissatisfaction.
When asked about their level of awareness of the services and support available to expatriates abroad, most of the respondents (80%) were divided between not very aware (36%) and not aware at all (45%). In contrast, 14% indicated to be very aware and 5% quite aware (see figure below).

When asked whether they have used or participated in any of the services provided to expatriates provided by MoFAE and its diplomatic representation and shown in the graph below, respondents gave a myriad of answers. About 33% stated that they have used consular services before, while 27.6% indicated that they have previously used the Izwitna e-portal. Only 13.1% indicated that they have sought information on cultural and other events, and only 4% indicated that they participated in the Jordanian Expatriate Conference (JEC). It is worth mentioning that 5.7% stated that they had never received information regarding any services or events before.
When asked about their preferred means of receiving information, support, or advice, most respondents (91.1%) stated that they would like to receive information, advice or support through emails. Other means of communication which were thought to be effective by about half of the respondents were the telephone (50.4%), the website (49.5%), and social media (48.5%). 33.7% stated that the Izwitna e-portal was their preferred means of receiving information, and 20.8% indicated that drop-in sessions or meetings without appointment were appropriate ways to receive information as the figure below shows:

Probing into the ways respondents remain in touch with Jordan, the survey reveals that most respondents (90.1%) undertake physical visits to Jordan to meet with friends and family. A substantial part of the respondents (77.2%) stated that using social media and internet is another way they keep in touch. Other popular ways which respondents alluded to are: participating in Jordanian cultural events (43.5%); using consular services, (41.6%); participating in community events (35.6%); and establishing ties with groups or networks or other Middle Eastern Professionals (33.6%).
Figure 7.14

When asked about their affiliations abroad (whether they were part of a Jordanian or Middle Eastern group, community, or association), only one quarter of the sample (26%) indicated they were part of such groups in contrast to an overwhelming majority (74%) who indicated that they were not.

Figure 7.15

Probing into the sort of topics respondents who were part of community groups would like governmental support on, the survey reveals a myriad of opinions and topics. Cultural events ranked first (28.6%), followed by business and investment events (14.3%) community and networking events (14.2%), help with accessing authorities and services (12.2%), sport and leisure (8.1%). It is relevant to note that almost a quarter of respondents who were part of community groups (22.4%) said that they did not require any governmental support.
When asked to state which community groups and associations expatriates were aware of but not necessarily part of, 53% stated that there were no groups or associations nearby, while 19.1% referred to a Jordanian expatriates’ community in the neighbourhood. 6.4% mentioned university groups, and another 6.4% referred to online groups of some sort, and 4.1% indicated engineers’ association.

When asked to indicate what kind of advice, information, or support they would like with a view to maintaining and consolidating their family’s ties with Jordan, a substantial part of the respondents (58%) argued that they would like to receive information and advice on passports and citizenships. A substantial part of the respondents indicated that they would like to receive information on buying Jordanian goods and products (46%), participating in Jordanian community events (46%), and participating in cultural events (45%).
Probing into how Jordanian institutions can provide better services to Jordanian expatriates, the survey revealed that an overwhelming majority of the respondents (87%) perceived media and advertising about HKJ services to its expatriates as the most appropriate way. About 74% of respondents argued that economic incentives for returning to Jordan would be beneficial. Another 68% referred to the promotion of the Izwitna e-portals, and 65% thought that using social media websites would make a difference, while 64% stated that receiving more information in missions and embassies would be useful. More than half other respondents thought that receiving information in HJK government departments and other institutions in Jordan in addition to outreach efforts by mission staff to other Arabic cultural associations would be beneficial.

When asked about whether they are interested in investing or setting up a business in Jordan, about 78% argued that they would be interested in doing so, while 20% stated
Against this backdrop, the survey probed into which areas the expatriates would need advice, information, or support with regards to business and investment. A clear majority (71.1%) thought that understanding legal issues is a priority, followed by advice on sectors to invest in (66.2%) in addition to finance and banking (66.2%). Then 63.8% stated that they would like to receive advice on regions in Jordan in which it is appropriate to invest. A substantial part of the respondents (57.8%) indicated that they would like to receive information on ways to set up a business in Jordan, and 53.8% wanted to learn more about dealing with bureaucracy and forms. 42% wanted to receive advice on signposting and referral to other agencies or business support services.

When asked about the fields or subjects they would wish to provide their expertise or invest in, about 26% referred to community development projects, and about 25% stated that they would like to invest in education in contrast to 16% who stated their interest in providing their expertise in business-related sectors, and 15% in infrastructure. Only 7.4% indicated their interest in environment/ water and 6.2% in e-government and technology related fields.
7.10 Results of the online Survey with government officials

7.10.1 Surveyed sample and its limitations

As already stated, the survey with the public staff dealing with Jordanian expatriates encountered a low response rate. Therefore, NAMA reported the results in terms of numbers and not percentages. As indicated earlier, only 21 HKJ staff members took the survey. However, only half of the surveyed sample answered some of the questions.

It is worth noting that the surveyed sample is predominantly male.

While the age of surveyed staff ranged from 26 to 65 years, the largest age cohorts were 26-35 and 36-45.
When asked about the institutions they worked for, 6 of the respondents (the largest of the response cohorts) stated that they worked for the MOFAE. Four respondents were Mission Staff. Three worked at the Ministry of Education, two worked at the the Ministry of Higher Education and two at the Social Security Corporation. The majority of responding staff (18) stated that they were based in Amman.

7.10.2 Governmental staff’s interaction and engagement with expatriates: trends, concerns and challenges

Most respondents, at 16, stated that they directly interact with expatriates. The remaining 5 stated that while they did not directly interact with Jordanians abroad, they were indirectly involved in providing services for expats or aware of various tasks related to expatriate engagement such as consular services, technical aspects of the Izwitna Portal, and providing information on investments and other opportunities. Probing into the amount of time they dedicate to working with expatriates, the survey reveals that the largest cohort (≤25%) stood at 6 responses while the next largest (25%-50%) stood at 5. Only 4 respondents stated that their work entails working with expatriates at ≥75%. The number of respondents in the ≤10% cohort (total of 4) closely matches the number of respondents who stated that their work doesn’t involve expatriates (total of 5) as the graph below illustrates:
When asked about whether they think they have the adequate level of skills to interact with expatriates, the majority (at 11) stated affirmatively, while 2 responded negatively. It is notable to mention that 8 of the respondents expressed being unsure.

![Pie Chart]

**Figure 7.26**

When asked about the areas the government staff would need support or training in, the survey revealed that the largest cohort of responses revolved around ‘Expatriate Skills/knowledge transfer’. The next largest sets of response (at six responses each) revolved around training on ways to strengthen expatriates’ cultural connection with the homeland and on ways to engage with expatriates through community events and fora. Channels of communication with expatriates and common expatriate consular issues stood at 5 responses.
When asked about the training topics they would like to see covered, the most popular topic which garnered interest (at 16 responses) was migration and circular migration within the global context. The next popular topic revolved around communication and communication strategies with expatriates (3 responses). It is worth noting that none of the respondents expressed interest in training topics such as drawing examples from other countries or supporting the setting up of a Jordanian expatriate association as the figure below shows.

Respondents were asked furthermore to rank from most to least important the most common issues that expatriates raised with them. It emerges from the findings that education (with a score of 1.41) was the most prevalent issue of discussion. The next issue of importance hinged on financial problems (at a score of 1.27). This can be explained by the fact that Jordanians abroad grapple with various legal and regulatory concerns related to the transfer of monetary articles. The category of family issues scored 1.22 given its relevance amongst expatriates, who hold the Jordanian citizenship. The issue of business and investments gained a score of 1.17 while property and land issues gained 1.05 as the figure below demonstrates.
Figure 7.29
When asked about whether they had enough time to deal effectively with expatriate issues, the majority (at 15 responses) stated that they mostly have enough time.

Figure 7.30
It emerges from the survey that most governmental staff communicate with expatriates mostly through telephone or email (at 14 responses). Other popular ways of interaction with expatriates (mostly face-to-face encounters) happen in HKJ ministries, departments and institutions, missions, embassies or at expatriate events such as the JEC. Five of the staff stated that they interact mostly with expatriates at community events organised by Jordanians abroad. Lastly, 2 of the respondents stated that they interact with the expatriates through HKJ government websites or the Izwitna portal.
Figure 7.31

When asked to assess the means through which expatriates prefer to communicate with local institutions, 14 of the responding staff stated that expatriates prefer communication through telephone while 10 respondents indicated that email was the most favorable means of interaction. Only 7 of the respondents stated that the website was the preferred method of communication and none of the respondents deemed the Izwitna portal to be the preferred method. It is worth mentioning that 5 of the respondents deemed meetings by appointment to be the expatriates’ preferred method of interaction/communication.

Figure 7.32

When asked whether they knew of any other stakeholders that engage with Jordanian expatriates, around 12 of the respondents stated that they do while only 6 responded otherwise. It emerges from the survey that there are various stakeholders that staff respondents referred to as ‘pertinent interlocutors’ with whom expatriates interact. The largest set of responses pointed to the pilgrimage fund in Jordan, which is a saving fund that allows beneficiaries to fulfill their religious duties using these savings. The Jordanian Central Bank, the King Hussein Cancer Foundation, the Social
Security Corporation, and MOFAE gained 2 responses each. As for Takkyat Um Ali, JOSAT initiative, National Call Center, and the Jordan Investment Commission gained one response each.

Figure 7.33

Most of the responding staff (14 in total) stated that they do coordinate with the aforementioned stakeholders, reflecting the HJK’s governmental strategy to devolve communication among both policy and associational spheres when it comes to engagement with expatriates.

Figure 7.34

When explicitly asked about whether they would be interested in learning from other countries when it comes to their engagement with expatriates, most respondents (17 of the total interviewed staff) expressed interest in doing so.
Probing into the countries the governmental staff would like to extrapolate lessons on diaspora engagement, the survey reveals that Lebanon was the top country with 3 total responses while the UK, and North America curated 2 responses. As for South America, Azerbaijan, Armenia, and Gulf countries, they all gained one response each. It is worth mentioning that 2 respondents stated that they want to learn from all countries when it comes to the topic of expatriate engagement while one employee stated their interest in learning from experiences of countries that have labor migrants. Much like previous questions, some of the respondents stated more than one country, so each mention was counted independently to provide a more accurate image of the sample’s sentiment as the chart below shows.

To explore how the staff perceived expatriate engagement in business-related opportunities in Jordan, the staff were asked if they usually interact with expatriates planning or interested in such an endeavor. Around 4 of the staff respondents stated that they did; however, the majority (11 in total) responded negatively. This finding,
which warrants further research, hints at the possibility that expatriates may not necessarily consult with governmental authorities when they intend to embark on business and investment opportunities.

![Figure 7.37](image)

When asked about the areas (related to business or investing) that expatriates frequently inquire about, 4 of the responding staff stated that expatriates needed assistance in understanding legal issues. Another 4 stated that expatriates sought advice on sectors to invest in while another 4 stated that expatriates needed assistance in dealing with bureaucracy.

![Figure 7.38](image)

When asked about the types of business or investment advice that expatriates seek advice on, the largest cohorts of responses revolved around setting up an SME, property & land, and import & export—all at 3 responses each. Tourism gained 2 of the responses while renewable energy and IT/technology had one response each.
Figure 7.39

When asked whether they interact with Jordanians who are employed abroad, around 11 of the staff responded affirmatively while 4 of the staff responded negatively. When asked specifically about the sectors expatriates work in and with whom they interact, respondents indicated that most expatriates they deal with worked in the medicine/health, finance/investment, and IT (science & technology) fields – each sector gained 7 responses. As the chart below shows, education and engineering were additional popular sectors of employment that respondents alluded to.

Figure 7.40

When asked about the countries of destination in which the expatriates they deal with reside, 10 respondents stated that those expatriates reside in the GCC countries. Only 2 respondents said they interacted with expatriates living in Europe as the chart below shows.
Probing into the nature of advice that expatriates typically seek when they interact with HKJ’s governmental staff, the survey reveals that popular areas are setting up a business in Jordan, finding work opportunities in Jordan, and work permits (and visas), which all came at 6 responses each. Finding work opportunities abroad, opportunities to use skills and experience in Jordan, dealing with local authorities, and advice on living abroad in general garnered five responses each. Around 4 of the respondents stated that expatriates needed advice on sending money home while another 3 stated the expats needed advice with legal issues. It is worth mentioning that no governmental official reported racism and xenophobia to be an issue.
When asked about whether they deal with Jordanian expatriates studying abroad, 8 of the responding staff stated that did while the remaining 8 stated otherwise. Five respondents stated that the students they dealt with reside in Europe, and three stated that they live in GCC countries. Two indicated that the students they interacted with resided in North America.

When asked about the advice, information, or support that Jordanians studying abroad are looking for when they interact with HJK staff, around 6 respondents stated that expatriates needed help with registering as a foreign student. Five respondents referred to the issue of dealing with the university administration abroad. Other popular answers revolved around connecting with Jordanians abroad and advice on living abroad.
When asked about whether they dealt with Jordanian expatriates who are interested in studying in Jordan, the majority responded negatively. Those who responded affirmatively stated that expatriates either pondered this possibility for themselves (3 responses) or for their children (2 responses).

When asked about the nature of information that the expatriates who inquired into the possibility of studying in Jordan asked for, around 5 of the responding staff stated that the expatriates were interested in the topic of qualification and certificate transferability. Furthermore, 3 of the respondents stated that expatriates were interested in general information regarding studying in Jordanian schools and universities while another 3 stated that the topic of interest hinged on the fees and financial support for studies.

Probing into the kind of support that expatriates seek to maintain and deepen their connections with their country of origin, around 10 respondents stated that expatriates sought advice on passports and citizenship for their children. Other prevalent topics that garnered seven or six responses each are studying in Jordan, participating in
Jordanian community events, participating in Jordanian cultural events and tourism. As the chart below reveals, the topic of Arabic teaching for expatriate children came in at 5 responses.

![Figure 7.47](image)

Figure 7.47

When asked to gauge the level of awareness that expatriates have with regards to the services and support that MOFAE offers to them, most of the staff respondents stated that the expatriates were not aware at all (11 total). Only 3 respondents stated that the expatriates were aware to various extents. This warrants further inspection for additional defining circumstances.

![Figure 7.48](image)

Figure 7.48

When asked to provide recommendations as to how the HKJ government and other Jordanian institutions can strengthen their engagement with Jordanian expatriates, 15 responding staff stated that additional information should be provided in missions.
and embassies. Furthermore, 13 of the respondents stated that engaging through social media is the proper action for such an endeavor. Media advertising about HKJ services to expatriates gained 12 of the responses while the promotion of Izwitna portal had 11 responses. Other worth noting recommendations revolved around devising economic and other incentives for returning expatriates, providing information in local HKJ government departments and other institutions (10 responses each). Information on studying in Jordan, tourism campaigns and offers, and outreach by mission staff garnered 8 responses each.

Figure 7.49
A Profile of Jordan’s Expatriates

An overview of Jordan’s emigration patterns and policies