



BetterWork

Progress and Potential Jordan

Better Work Jordan Quick Facts



73 Factories



60,000 Workers



97% of the Garment Industry

Key highlights from an independent impact assessment of the Better Work programme

Independent research carried out by Tufts University finds Better Work creates positive results through its unique approach

Working with garment factory workers and managers, along with engaging all industry players, leads to improved workplace conditions, better factory performance and greater well-being among workers and their families. Beyond establishing the programme's effectiveness, taking stock of multi-year research results from across country contexts reveals key implications for businesses and policy makers.

Empowering women drives success

Worker-management committees intended to facilitate problem solving are more effective when females hold equal representation. Training line supervisors, especially women, can increase productivity by **22%**.

Improving working conditions is an investment, not a cost

Factories where workers report better working conditions, where compliance is higher and where supervisors are well equipped for their jobs are more productive and more profitable.

To address non-compliant supply chains, all actors need to take action

Impact assessment results show with hard data how certain sourcing practices of international apparel brands create inherent challenges in achieving decent work in supplier factories. At the same time, supply chain leaders have great potential to reinforce sustainable business models.

MEASURING IMPACT

Better Work is a partnership between the UN's International Labour Organization, and the International Finance Corporation, a member of the World Bank Group. The programme works to improve working conditions and promote competitiveness in global garment supply chains. As a result of their participation in Better Work, factories have improved compliance with ILO core labour standards and national legislation covering compensation, contracts, occupational safety and health and working time.

To further understand the impact of its work, Better Work commissioned Tufts University in 2009 to conduct an independent impact assessment. Tufts' multi-disciplinary research team has gathered and analysed nearly 15,000 survey responses from garment workers and 2,000 responses from factory managers in Haiti, Jordan, Indonesia, Nicaragua and Vietnam to do this. The analysis of these responses represents a unique and in-depth evaluation of Better Work's effectiveness in changing workers' lives and boosting factory competitiveness.



Key highlights from Better Work Jordan

Impact assessment results from Jordan suggest significant progress has been made, with potential for further improvement

WORKING CONDITIONS

Better Work has curbed the use of forced labour tactics and their negative effects

The percentage of workers who report that their passport, residency permit or worker permit is held by the factory decreases the longer a factory is enrolled in Better Work. Symptoms of distress correlated with forced labour also decrease.

Better Work participation leads to less incidence of abusive treatment in the workplace

Workers steadily report fewer concerns relating to verbal abuse and sexual harassment. Participation in Better Work reduces the proportion of workers concerned with sexual harassment by **18 percentage points**. Better Work offers specialized training on sexual harassment awareness, which likely contributes to this effect.

Worker-reported pay increases

By ensuring compliance with paying wages according to law and as promised in workers' contracts, Better Work is showing a measurable effect on the take-home pay of workers.

COMPETITIVENESS

Training line supervisors, particularly women, pays off in better working relationships and higher productivity

When trainees believe they can improve their skills, and they have support of their managers, Supervisory Skills Training in Jordan is demonstrated to lead to more balanced production lines, better workplace relations and higher productivity. Training female supervisors in particular was shown to result in a **22%** increase in productivity.

Firm competitiveness is strengthened by eliminating harmful and counterproductive workplace abuses

In Jordan there is a strong negative relationship between the average profits reported by managers and the average level of concern with sexual harassment in the workplace. That is, as sexual harassment concerns among workers increase, average profits earned by the firm decrease. Better Work helped to reduce sexual harassment concerns through a specialised training programme and awareness raising activities in the factory, thus supporting both the well-being of workers and the competitiveness of firms.

BEYOND THE FACTORY

Remittances play an important role in social and economic development

A majority of workers send wage earnings to their families. Trends in Jordan suggest that over time, families put the money they receive to more productive use, such as healthcare or education for children, rather than debt repayment.

Better working conditions supports better health

Workers in Better Work factories also experience improvements to their health. Researchers uncovered a direct link between the programme and decreasing worker reports of severe hunger, particularly after the second year of operation in Jordan. Also, Better Work Jordan has helped expand access to pregnancy-related healthcare.



The Better Work Jordan programme is supported by the following key donor partners (in alphabetical order):

Jordan (Ministry of Labour)

United States (US Department of Labor, USDOL)

