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Labour Market Information Review and Analysis

In-focus on Northern Lebanon

Regional Office for Arab States





Labour Market Information Review and Analysis

In-focus on Northern Lebanon

by Knowledge Development Company

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Executive summary

ES.1 Introduction and methodology

This study was conducted within the framework of the International Labour Organization (ILO) project “Enabling job resilience and protecting decent work conditions in rural communities affected by the Syrian refugee crisis in Northern Lebanon”. The project’s goal is to generate employment through local economic development and sustainable enterprises. An immediate objective of the project, related to the current study on the labour market, is to enhance access to employment and livelihood opportunities. The purpose of this study is to collect and analyse labour market information and services provided by different organizations across Lebanon, but particularly North Lebanon. The information presented here should serve as a useful reference on the status of the labour market for jobseekers, employers, education personnel, trainers, researchers and government institutions. The study also makes recommendations on gaps in information, updating information products, and labour market policies and policy briefs.

Desk and fieldwork was carried out. The desk work consisted of collecting labour market data from official statistics, reports and studies produced by national and international organizations, and data from administrative systems. Data on the demand for skills (vacancies) were gathered from announcements and advertisements made in a number of magazines, newspapers and websites.

The fieldwork consisted of in-depth interviews with representatives of major organizations operating in the North, as well as employers’ organizations, trade unions, and relevant government agencies. Additionally, two focus groups were conducted in the North with large, medium-sized and small enterprises.

ES.2 General characteristics of the labour market in Lebanon and North Lebanon

The analysis of the labour market in Lebanon and North Lebanon includes the characteristics of the Syrian and Palestinian labour forces. Of the total population of Lebanon, those aged 15–29 years constitute more than a quarter, while 47.6 per cent of the working age population (15 years and above) are economically active (2009 data, CAS multiple indicators cluster survey). Around 43 per cent are employed in the country, compared with 41.2 per cent in North Lebanon, while the percentage of women who work in Lebanon is very low (19.7 per cent) compared with men (67.8 per cent). Youth unemployment is much higher in North Lebanon than in the country as a whole. Most people are employed within the service sector in Lebanon and in the North. The employment rate in the agricultural sector is larger in the North (10.5 per cent of total employed) than across the whole of Lebanon (6.3 per cent). Most jobs are in the private sector, but in the North a higher percentage is employed by the public sector.

The labour market has been affected by the influx of Syrian refugees. A field survey conducted recently by the ILO on a sample of 400 Syrian refugee households in Lebanon indicates that slightly less than half of the Syrian refugees are economically active, with unemployment estimated at 30 per cent. Those who work are employed mainly in three sectors: agricultural activities (24 per cent), domestic or personal services (27 per cent), and construction (12 per cent). The study reveals that 45 per cent of Syrian refugee workers work in unskilled jobs, and around 43 per cent work in semi-skilled jobs.

As to the Palestinian labour force, the economic activity rate for Palestinians in 2011 was 42 per cent. Almost half of the Palestinian workers are employed outside the camps, while around one-quarter work in the camps. The remaining workers are mostly active in and around the camps. In Tripoli, however, a significantly higher share of workers (43 per cent) work inside the camps. In general, the Palestinian labour force shares similar characteristics with the Lebanese in terms of activity rate, sector, employment status, occupation and industry. Most Palestinian workers are engaged in low-status jobs concentrated in commerce (26 per cent of Palestinian workers) and construction (24 per cent), but only 2 per cent are in the hotel and restaurant sector, and 3 per cent in agriculture.

ES.3 Labour supply and the role of the education system in the provision of careers services

Labour supply consists of new entrants to the labour market, comprising students and graduates from universities, vocational and technical education (VTE) establishments, and schools. An unusual feature of the Lebanese labour market is that supply is not only directed towards the local market but rather towards the region, particularly in the Gulf countries.

University graduates constitute an important source of labour supply. Around 80 per cent of students are concentrated in the following major fields of study: business and services; humanities, social sciences and law; and physical sciences and engineering. Some private universities provide careers services as part of the orientation services offered to students; recently the Lebanese University started a careers service with the support of the European Union. VTE is carried out by both the public and private sectors, the latter contributing to almost 75 per cent of the total number of students. A quarter of VTE students are from North Lebanon. The Technical Baccalaureate Diploma (Baccalauréat Technique, BT) certificate attracts the majority of students in Lebanon (57.8 per cent).

ES.4 Labour market in selected economic sectors and the demand for workers

The labour market and demand for workers in five economic sectors – construction, agriculture, trade, services and industry – are analysed on the basis of a review of recent studies and reports, as well as the findings of two focus groups conducted in North Lebanon – one with agro-food companies and the other with industrial firms, trades and services.

Construction sector

As a result of the Syrian crisis, this sector recorded a significant decline in 2012 in the North, where new projects shrank by 72 per cent compared with 2010. Contractors started to replace Lebanese workers with lower-wage Syrians. The skills in highest demand are in plumbing and electricity.

Agricultural sector

The agricultural sector in Akkar has been severely affected by the Syrian crisis and by the difficulties of exporting to Gulf countries through Syria. As a result of the Syrian crisis, farmers are reluctant to either increase production or expand their workforce. Furthermore, the possibility of cultivating more land in Akkar is limited, thus reducing opportunities for expanding production and employment unless mixed diversifications within value chains are matched to create a range of new options.

Service sector

Emphasis in this sector is placed on hospitality and restaurants, as well as on related providers that offer services to the sector (e.g. cleaning services, security services and fuel providers). A survey carried out by the National Employment Office (NEO) in 2010 revealed that most workers in this sector were, prior to the crisis, Lebanese, with Syrians comprising about 6 per cent of total employees. The influx of Syrian refugees into the service sector has resulted in increased competition for work, with a relatively low reliance on VTE graduates entering the labour force. The reduction in tourism and the unpredictable security situation in Lebanon constitute major constraints for expansion.

Industrial sector

The findings of a survey on the demand for technicians in a sample of 100 industrial enterprises in Mount Lebanon, Jezzine and Tyre are presented in the study. It shows that almost 50 per cent of industrial enterprises recruit VTE graduates, but only 40 per cent of enterprises are able to find technicians. The study reveals that enterprises are mainly interested in BT graduates, and that VTE graduates are often employed as labourers.

Demand for labour in selected sectors

Two focus groups were conducted with agro-food producers and employers representing various economic sectors (trade, construction, furniture, and health care) in North Lebanon. Enterprises complained that most of the newly appointed employees treated their positions as a temporary situation until a new opportunity came up, whereupon they would leave for a better package, usually abroad. Enterprises voiced their frustration in finding qualified people with managerial skills, including those related to human resource management, as well as specific technical skills required for the food industry. The demand for technical skills, such as information technology (IT) and electro-mechanics, was high, especially among technologically advanced industries.

ES.5 Labour market information available

ES.5.1 Mapping of major organizations providing employment services in North Lebanon

In Lebanon, there are numerous organizations and agencies (public and private) that provide employment services. A list of 14 organizations and 7 private recruitment agencies in North Lebanon and other regions was drawn. Out of this list, 11 organizations that provide employment services in the North were interviewed. They consisted of four categories: (1) livelihood service centres; (2) job matching; (3) development and job creation; and (4) self-employment. These organizations provide various employment services targeting Lebanese as well as refugee populations, youth, women, and people with disabilities. Services included life skills, technical training programmes, career counselling, as well as targeted programmes to address youth unemployment and women empowerment.

ES.5.2 Analysis of employment data of employment service centres

Within the framework of this assessment, the ILO requested all organizations operating employment service centres, in addition to those providing labour market information, to provide administrative data available in their systems during the period October 2013 to October 2014, in order to have a better understanding of the labour market needs and job opportunities. The data will serve as a reference point on the status of the labour market, and help identify gaps in information provision. The data are analysed under six main categories: jobseekers registered at employment centres; jobseekers that are referred to vacancies; jobseekers that are referred and employed; jobseekers that are referred to vocational training; job vacancies collected; and job vacancies filled. Analysis reveals that the data are not harmonized or consistent across organizations. Moreover, the International Standard Classification of Occupations (ISCO) and International Standard Industrial Classification of All Economic Activities (ISIC) coding systems are not adopted by all organizations, nor are they consistent across categories.

ES.5.3 Information gaps

There are large gaps in labour market information. Labour market data and figures are outdated, the most recent being the Multiple Indicator Cluster Survey (MICS) published by the Central Administration of Statistics (CAS) in 2009. With the exception of NEO and FORAS, most of the organizations interviewed provide employment services neither as core activities nor consistently to their beneficiaries. The World Bank, ILO and UNDP are the major organizations that publish studies and labour market statistics at the national level. Labour market information is not easily accessible nor widely available for those organizations interviewed. The difficulty is greater for subnational data. For example, few statistics are available on unemployment and the labour market in the northern regions. Moreover, international organizations do not publish on a regular basis, nor update their information regularly. Information is not centralized, consistent nor updated. CAS publishes information, but it is not always relevant to the organizations interviewed.

ES.6 Demand for workers: Analysis of job vacancies

A total of 2,791 job vacancies covering Beirut, Mount Lebanon and North Lebanon were collected from local newspapers and websites between December 2014 and February 2015. Vacancies related to North Lebanon accounted for only 12.5 per cent of total vacancies. The vacancies were classified according to the ILO International Standard Classification of Occupations (ISCO-08) at the two-digit level.

A total of 848 jobs were announced by the public sector. Teaching jobs accounted for 79.3 per cent of total vacancies announced by the public sector, a third allocated for North Lebanon. The private sector called for mainly business and administration professionals, particularly accountants, information and communication technology (ICT) professionals, and service and sales workers. A total of 188 vacancies in NGOs and international organizations were recorded on the Daleel Madani website. Most (75 per cent) were for professionals, particularly in business and administration, and legal, social and cultural roles.

ES.7 Conclusions and recommendations

There is high demand for technicians in Lebanon, particularly in the North. The skills in highest demand are in plumbing and electricity, IT, electro-mechanics, advanced car mechanics, and specific technical skills required for the food

industry, including quality assurance, as well as chefs and waiters in the hospitality industry. There is also a demand for artisan skills in the furniture sector. Those who have expertise prefer to work in the Gulf region, where remuneration is much higher than in Lebanon. Most enterprises, particularly the large ones, are interested in recruiting technicians with BT diplomas. Industrial enterprises, however, underline the need for VTE graduates to learn and practise on the job. Firms have difficulty finding qualified people with managerial skills, including those related to human resource management. There is high demand for professionals, particularly in business and administration (accountants in particular), as well as for ICT professionals. Despite the presence of recruitment agencies and Internet job search platforms, most skilled and unskilled labourers find jobs through informal networks and personal connections.

There are a number of challenges that are hindering employment in the North and affecting the region as a whole. Among the major challenges facing organizations are the worsening security situation, fragmented collaboration and coordination among organizations, and lack of labour law application and enforcement.

As a result of the study, the following recommendations are presented:

- (1) Provide consistent and accurate labour market data.
- (2) Establish a coordination and referral mechanism among organizations.
- (3) Develop close linkages between the VTE sphere and the business sphere.
- (4) Promote investment in agricultural and economic sectors that are viable for the region.
- (5) Create expertise in newly emerging fields such as welding and sailing.
- (6) In order to generate employment for vulnerable communities, design a clear labour market strategy that is sustainable and has the potential to be implemented in the North.
- (7) Focus on creating opportunities for small business development.
- (8) Focus on sectors with potential growth and demand for labour.
- (9) Build synergies among ministries to harmonize strategies that accelerate growth and organization of the labour market.
- (10) Ensure enforcement of labour law.

Abbreviations

BIAT	Business Incubator Association of Tripoli
BP	Vocational Certificate (Brevet Professionnel)
BT	Technical Baccalaureate Diploma (Baccalauréat Technique)
CAP	Vocational Training Certificate (Certificat d’Aptitude Professionnelle)
CAS	Central Administration of Statistics
CV	Curriculum Vitae
EMMA	Emergency market mapping and analysis
ESCWA	United Nations Economic and Social Commission for West Asia
ICT	Information and communication technology
IECD	European Institute for Cooperation and Development (Institut Européen de Coopération et de Développement)
ILO	International Labour Organization
IRC	International Rescue Committee
ISCO	International Standard Classification of Occupations
ISIC	International Standard Industrial Classification of All Economic Activities
IT	Information technology
KDC	Knowledge Development Company
LBP	Lebanese pound
LT	Technical Diploma (Licence Technique)
NEO	National Employment Office
NGO	Non-governmental organization
North LEDA	North Lebanon Local Economic Development Agency
SP	Advanced Vocational Training (Secondaire Professionnel)
TS	Higher Technician Diploma (Technicien Supérieur)
UNDP	United Nations Development Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNIDO	United Nations Industrial Development Organization
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
VTE	Vocational and technical education

1. Introduction

1.1 Background

By August 2014, more than 1.1 million Syrian refugees had entered Lebanon, according to registration data of the Office of the United Nations High Commissioner for Refugees (UNHCR). The effects of the Syrian crisis, with the accompanying influx of refugees into neighbouring countries, are increasingly spilling over into the economic and social spheres, leading to stalled economic activity, loss of income and livelihoods, and shrinking access to quality public services. Against this backdrop, the Regional United Nations Development Group for the Arab States launched a resilience strategy to address the impacts on neighbouring countries, including Lebanon.

The latest regional uprisings and chaos have greatly affected the Lebanese economy, which has suffered since 2011 as a result of the Syrian crisis. The political instability and unsettled security situation in the country have led to a higher unemployment rate of 11 per cent, a third of which is comprised of youth (World Bank, 2012). Thus, improving the employability of youth is a priority in setting national employment strategies.

Within this framework, the International Labour Organization (ILO) has developed its own response to the crisis with a focus on employment and livelihood issues. In Lebanon, the ILO is implementing a project to enhance the resilience of entrepreneurs, including farmers (individuals and groups) and workers affected by the Syrian refugee crisis in rural areas of Lebanon. The project aims to (a) improve the employability of jobseekers rendered vulnerable to labour market stresses by the crisis, and (b) unleash the income generation and employment creation potential of agricultural value chains through local economic development and enhanced capacities of service providers.

The project's goal is to create productive employment through local economic development and sustainable enterprises. One of the immediate objectives of the project, related to the current study on the labour market, is to enhance access to employment and livelihood opportunities that contribute to building the resilience of rural host communities. Within this immediate objective, the ILO is providing technical assistance to existing employment service providers in terms of training, labour market information for career guidance and establishing a cooperation mechanism among providers to ensure a transparent referral system, capture of quantitative and qualitative data, and sustainability of the services established, including active cooperation in sharing information and standardizing data and indicators.

While labour market data are available, they are scattered and irregular and are not being shared; nor are they properly used for career guidance. The result is a mismatch between labour supply and demand, and consequently few options for new entrants.

Furthermore, there is a need to focus on enhancing the employability of new labour market entrants through better counselling and orientation services based on labour market needs, and to offer improved job placement services. For a more comprehensive understanding of labour market needs, the project includes this study, which gathered and analysed labour market data from surveys and employment services to provide guidance on labour market trends and job opportunities.

A number of studies have been carried out on labour market information. In 2011 the ILO investigated the state of labour market information in Lebanon in terms of data collection, accessibility and quality. The study examined the kind of information necessary for elaborating an extensive labour market information system and identified the efforts required to address information weaknesses and gaps (ILO, 2011). The study focused on two areas: the presentation of a labour force profile, and the design of a labour supply and demand model.

A recent study prepared by the European Training Foundation on labour market and employment policy in Lebanon focused on mapping existing employment policies and active labour market programmes (ETF, 2015). That study provided an overview of the labour market and the impact of the Syrian crisis on Lebanon. It described key labour market challenges, provided an overview of actors in the policy environment, their roles and institutional capacities, and

described current employment policy measures in Lebanon. It contained recommendations for developing employment policies and programmes. Both studies were used as references to complement the current study.

1.2 Methodology and approach

The purpose of this study was to map, collect and analyse labour market information in Lebanon in general, and North Lebanon in particular, and to assemble the data as information products. The information and analysis are intended to serve as references on the status of the labour market for jobseekers, employers, education personnel, trainers, researchers and government institutions. The study makes recommendations on gaps in information, policy improvements, and potential interventions. The information products, data collection and analysis, and recommendations will be used to develop policy briefs and to provide guidance on labour market trends and job opportunities. The approach used in this study involved both desk work and fieldwork, as described below.

Desk work

The desk work consisted of collecting labour market data and information from official statistics produced by the CAS and reports and studies by national and international organizations (public, private and NGOs). All data sources are provided in the reference list at the end of this report. Other sources were consulted in order to interpret findings from national surveys. The desk work also involved collecting administrative data from eight organizations that provide employment services. Data on the demand for labour (vacancies) were gathered from announcements and advertisements made in a number of magazines, newspapers and websites. A total of 2,791 job vacancies covering Beirut, Mount Lebanon and North Lebanon were collected between the months of December 2014 and February 2015. The vacancies were divided into the following sectors: public, private, and NGO and international. They were classified according to the ISCO-08 at the two-digit level, but in some cases at the three-digit level.

Fieldwork

The fieldwork included the collection of qualitative and quantitative data. The qualitative data consisted of in-depth interviews with local and international organizations operating in the North, based on an ILO list of recommended organizations. A total of 17 national and local organizations were interviewed, including employers' organizations (Association of Lebanese Industrialists, and the Chamber of Commerce, Industry and Agriculture), in addition to relevant government agencies (MOL, Ministry of Economy and Trade, Council for Development and Reconstruction), and other organizations that were identified during the fieldwork process.

A separate request for quantitative data was sent out to the organizations in focus, both those that were interviewed and those that could not be reached by personal visits, in order to acquire more labour market data on the North. Seven organizations that have operations in North Lebanon provided such data. Additionally, two focus groups were conducted in the North with companies consisting of large, medium and small enterprises: one focus group with companies operating in the food and hospitality sector, and one with companies representing various economic sectors in the North, including furniture, oil and gas, hospitals and construction. The fieldwork was carried out between December 2014 and February 2015.

An assessment of labour market status and information involved the following steps:

- (1) development of a discussion guide for conducting the in-depth interviews;
- (2) finalization of a list of contacts of organizations offering employment services, using the recommended list provided by the ILO and personal recommendations provided by the interviewees;
- (3) interviews with representatives of seven organizations operating specifically in North Lebanon and which provide employment-related services;
- (4) interviews with stakeholders involved in the labour market, including the Association of Lebanese Industrialists, the MOL and the Ministry of Economy and Trade;
- (5) conducting two focus group discussions with representatives of major food industry companies and economic sectors.

The contact list was continually updated as more interviews with organizations and ministries were carried out. During the interviews, participants were asked at the end to suggest names and contact information of other organizations operating in the sector which could provide further information. In total, 17 organizations were interviewed, some in Beirut and others in the North. The main organizations interviewed are provided in Appendix II.

1.3 Structure of the report

The report consists of seven parts:

- Part 1 is the introduction, which includes the methodology and approach of the report.
- Part 2 presents an overview of the general characteristics of the labour market in Lebanon and North Lebanon.
- Part 3 covers the labour supply and the role of the education system in the provision of careers services.
- Part 4 includes an analysis of the demand for labour in selected economic sectors (agriculture, industry, construction, trade and services).
- Part 5 provides a mapping of employment services in North Lebanon, and an analysis of employment data provided by employment service providers.
- Part 6 deals with the demand for labour reflected in the vacancies posted in relevant websites and newspapers.
- Part 7 presents conclusions and recommendations and includes a synthesis of the demand for certain skills, the main challenges in the collection of labour market information, and recommendations for policy improvements and potential interventions.

2. General characteristics of the labour market in Lebanon and North Lebanon

2.1 Characteristics of the labour market related to the Lebanese labour force

The following subsections consider the characteristics of the labour market related to the Lebanese labour force according to the following categories: participation rate, employment and unemployment; skills; and distribution of the employed by economic sector and type of activity.

2.1.1 Participation rate, employment and unemployment

This subsection is based on the Multiple Indicator Cluster Survey carried out by CAS (2009), and on the CAS living conditions survey (2007).

Residents in Lebanon and the North

There were an estimated total of 3,759,137 residents in Lebanon in 2007, of which one-fifth were in the North. The distribution of residents by sex in Lebanon and the North is indicated in table 1.

Table 1. Distribution of residents in Lebanon and the North by sex

	Residents North Lebanon	Per cent	Total residents Lebanon	Per cent
Females	372 186	48.7	1 901 475	50.6
Males	391 527	51.3	1 857 662	49.4
Total	763 713	100.0	3 759 137	100.0

Source: CAS living conditions survey, 2007.

The distribution of residents by age group reveals that youth aged 15–29 years constitute 27.6 per cent of the total residents. When comparing data by sex, the percentage of females is higher than males in all age groups between the ages of 25 and 74 years, while the percentage of males is higher in all age groups up to the age of 24 years (table 2). This can be explained by the emigration of males looking for jobs in other countries.

Table 2. Distribution of residents by age group and sex (per cent)

Age group	Males	Females	Total
0–4	3.6	3.3	6.9
5–9	4.3	4.1	8.3
10–14	4.9	4.5	9.4
15–19	5.2	4.5	9.7

Age group	Males	Females	Total
20–24	5.1	4.7	9.8
25–29	3.9	4.2	8.1
30–34	3.5	3.8	7.4
35–39	3.0	3.7	6.6
40–44	2.7	3.5	6.2
45–49	2.5	3.0	5.6
50–54	2.2	2.5	4.8
55–59	1.8	2.0	3.8
60–64	1.7	2.0	3.7
65–69	1.6	1.7	3.2
70–74	1.4	1.4	2.8
75–79	1.0	0.9	1.9
80–84	0.6	0.6	1.2
> 85	0.3	0.2	0.5
Total	49.4	50.6	100.0

Source: CAS living conditions survey, 2007.

Distribution of residents according to primary labour force status

Regarding the distribution of residents aged 15 years and above according to primary labour force status, 43.6 per cent are employed in the country, compared with 41.2 per cent in North Lebanon. The percentage of working females in Lebanon is very low (19.7 per cent) compared with working males (67.8 per cent). The percentage of unemployed aged 15 years and above is higher in the North than in the country as a whole (table 3).

Table 3. Distribution of residents (aged 15 years and above) in Lebanon and North Lebanon according to primary status in economic activity in 2009 (per cent)

Primary status in economic activity	North	Lebanon		
	Total	Male	Female	Total
Working	41.2	67.8	19.7	43.6
Unemployed	10.9	5.3	5.9	5.6
Student	15.4	16.4	16.3	16.3
Retired	3.2	4.6	0.3	2.4
Inactive (occupied with household work)	24.6	1.6	54.6	28.3
Unable to work for health reasons	4.7	4.3	3.2	3.7
Total	100.0	100.0	100.0	100.0

a. Data on North Lebanon are not available by sex.

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Economically active population (labour force)

The active population in Lebanon was estimated at 1.23 million people, of which only 25 per cent were women. The active population constituted 47.6 per cent of the total population aged 15 years and above in 2009, but participation of males was highest at 72.8 per cent, with figures of 70.3 per cent for Akkar and Miniyeh-Danniyeh districts and 72.9 per cent in the remaining parts of the North. The age group 15–19 years accounted for 18.4 per cent of the active population, indicating participation in the labour market at an early age (table 4).

When activity rates are compared by level of education, the highest rate was among university graduates (58 per cent), followed by those who attained elementary level (53.8 per cent) and intermediate level (50 per cent). The highest activity rate among females was for university graduates (47 per cent), while activity rates for all other academic levels were below 20 per cent (table 4)

Table 4. Economic activity rates by age group, education, region and sex, Lebanon, 2009 (per cent)

Age group	Males	Females	Total
15–19	7.4	27.9	18.4
20–24	34.9	63.4	49.6
25–29	47.0	94.4	70.5
30–34	32.8	96.7	63.2
35–39	26.7	97.1	59.5
40–44	23.3	95.8	57.2
45–49	24.9	94.4	60.4
50–54	18.7	92.4	51.1
55–59	15.3	90.0	52.2
60–64	9.2	72.0	40.7
65–69	5.7	49.3	28.8
70 and above	1.7	24.7	13.7
Attained education level			
Illiterate	7.6	52.0	22.1
Preschool and read and write	11.2	53.5	35.2
Elementary	13.1	84.9	53.8
Intermediate	14.2	83.1	50.0
Secondary	19.3	60.8	39.2
University	47.0	68.9	58.0
Region			
North Lebanon governorate:			
Akkar and Miniyeh-Danniyeh districts	15.2	70.3	43.4
Remaining North Lebanon districts	24.5	72.9	48.3
Lebanon	22.8	72.8	47.6

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Employment

With regard to the employed population, the data indicate that males constitute 77 per cent of total employed in Lebanon (23 per cent females), but with a higher rate of employment of males in the North (84.1 per cent in Akkar and Miniyeh-Danniyeh districts, and 75.4 per cent in remaining North Lebanon districts). The highest rate of female employment is in Beirut governorate, where almost a third of employed are women (table 5).

Table 5. Distribution of employed (aged 15 years and above) by sex and region, Lebanon, 2009 (per cent)

Region	Female	Male	Total
Beirut Governorate			
	31.4	68.6	100
Mount Lebanon Governorate			
Beirut Suburbs	22.6	77.4	100
Remaining Mount Lebanon	25.5	74.5	100
North Lebanon Governorate			
Akkar and Miniyeh-Danniyeh districts	15.9	84.1	100
Remaining North Lebanon districts	24.6	75.4	100
Bekaa Governorate			
Baalbek and Hermel districts	16.1	83.9	100
Remaining Bekaa districts	19.6	80.4	100
South Governorate			
	19.8	80.2	100
Nabatiyeh Governorate			
	26.7	73.3	100
Lebanon			
	23.0	77.0	100

Source: CAS, Multiple Indicator Cluster Survey, 2009.

The distribution of employed (aged 15 years and above) by sex reveals that the percentage of employed females in the three age groups 20–24, 25–29 and 30–34 years is higher than for males. Employed women are younger than men, on average, since men stay longer in the labour market. More than a third of the women in the labour market are in the age group 20–29 years, compared with 23 per cent among males (table 6).

Table 6. Distribution of employed (aged 15 years and above) according to age and sex, Lebanon, 2009 (per cent)

Age group	Female	Male	Total
15–19	3.2	5.1	4.6
20–24	16.1	10.2	11.5
25–29	20.2	12.8	14.5
30–34	12.7	10.5	11.0
35–39	11.5	11.4	11.5
40–44	10.3	11.6	11.3
45–49	9.2	11.2	10.8
50–54	9.0	10.4	10.0
55–59	4.2	7.1	6.4
60–64	2.0	4.6	4.0
65–69	0.9	2.7	2.3
Non-response	0.7	2.4	2.1
Total	100	100	100

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Unemployment

The Lebanese economy has witnessed considerable growth over the last decade but has not managed to create enough jobs, particularly for youths and females. Today, the labour market in Lebanon continues to be characterized by high unemployment rates.

The unemployment rate was around 6.4 per cent in Lebanon in 2009, but higher for females (10.4 per cent) than for men (5.0 per cent). The unemployment rate is slightly higher in North Lebanon: 7 per cent in Akkar and Miniyeh-Danniyeh districts and 8.2 per cent in the remaining North Lebanon districts, mainly in view of the high rate of unemployment among females (13.2 per cent and 12.5 per cent respectively) (table 7).

Table 7. Unemployment rate in Lebanon and the North (per cent)

Region	Female	Male	Total
North Lebanon governorate			
Akkar and Miniyeh-Danniyeh districts	13.2	5.6	7.0
Remaining North Lebanon districts	12.5	6.6	8.2
Lebanon			
	10.4	5.0	6.4

Source: CAS, Multiple Indicator Cluster Survey, 2009.

72 per cent of the total unemployed are among people aged 15–29 years, (75.9 per cent for females and 69.3 for males) (table 7). Significant differences exist between the unemployment rates of males and females among the ages 20–29 years, as men usually enter the labour market earlier than women. In this age range, unemployed females constitute 63.6 per cent of total unemployed females, compared with 48.1 per cent for males. While the resident population of North Lebanon represents 20.3 per cent of total residents in Lebanon, the unemployed constitute 21.8 per cent of total unemployed in Lebanon (CAS, 2009).

Table 8. Distribution of unemployed (15–64 years) according to age and sex, Lebanon, 2009 (per cent)

Age group	Female	Male	Total
15–19	12.3	21.2	17.6
20–24	36.3	30.4	32.8
25–29	27.3	17.7	21.6
30–34	(8.6)	8.1	8.3
35–39	(6.6)	(4.9)	5.6
40–44	(4.9)	(*)	(3.9)
45–49	(*)	(*)	(3.7)
50–54	(*)	(*)	(2.6)
55–59	(*)	(*)	(*)
60–64	(*)	(*)	(*)
Total	100	100	100

Note: (*) indicates less than 25 cases (of the sample population).

Source: CAS, Multiple Indicator Cluster Survey, 2009.

When looking at the unemployment rate by age category, the data reveal that the highest rates are among youth, particularly the two age groups 15–19 years (19.8 per cent of this age group are unemployed in Lebanon) and 20–24 years (15.6 per cent unemployed) (tables 8 and 9).

Table 9. Unemployment rate by age category, 2009 (per cent)

Age group	Female	Male	Total
15–19	30.3	17.4	19.8
20–24	20.5	13.1	15.6
25–29	13.4	6.5	8.8
30–34	7.2	3.7	4.7
35–39	6.1	2.1	3.1
40–44	5.2	1.4	2.2
45–49	4.4	1.6	2.2
50–54	0.3	2.0	1.6
55–59	0.0	2.1	1.8
60–64	1.2	3.7	3.4

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Unemployed are young, mostly between 15 to 29 years, and men are younger than women (table 8). Unemployment declines with age for both men and women (table 9).

Means of search for employment

The unemployed use different means of search for employment: 36.1 per cent of unemployed use informal networks (acquaintance, friends or relatives); 31.8 per cent present themselves directly at employers' offices; and 30.1 per cent search the advertisements in newspapers or the Internet. An insignificant percentage (1.6 per cent) use recruitment agencies or employment offices (table 10).

Table 10. Distribution of unemployed (aged 15 years and above) according to means of search, Lebanon, 2009 (per cent)

Means of search	Per cent
Acquaintances, friends or relatives	36.1
Presenting directly at employers' offices	31.8
Advertising, newspapers or Internet	30.1
Hiring offices (public or private)	1.6
Total	100.0

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Other estimates

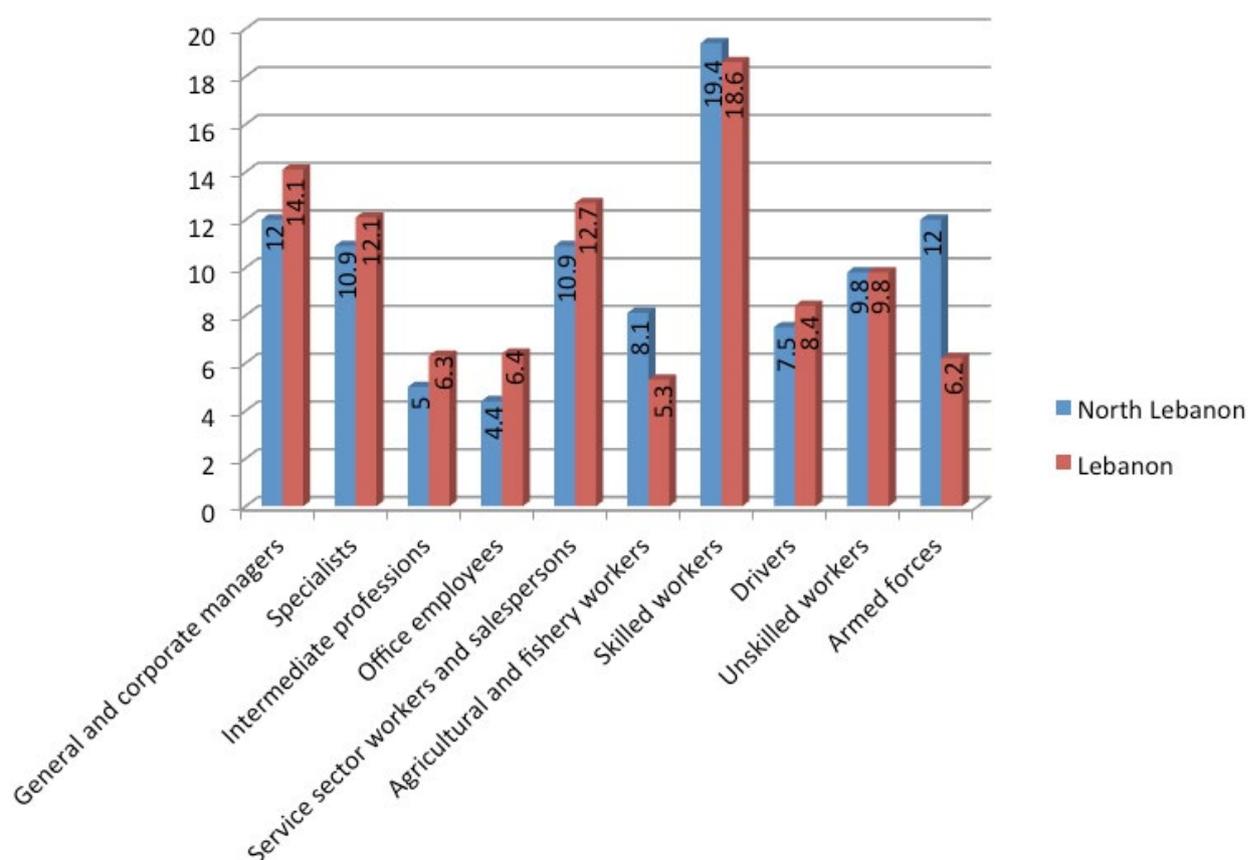
More recent reports estimate the unemployment rate at around 11 per cent, with periods of unemployment often of long duration – around one year. The figures are particularly high for females (18 per cent) and youth (34 per cent) (World Bank, 2012). A large majority of the unemployed are under 35 years of age. Furthermore, around 19 per cent of workers are informal wage employees lacking access to social funds and labour law benefits. Also, 36 per cent of workers are self-employed, but the majority of these are low-skilled and usually involved in low-productivity activities with limited access to formal insurance arrangements (UNDP and World Bank, 2013).

The situation in the northern regions of Lebanon is no different from the rest of Lebanon in this regard, and the abovementioned conditions are also valid for the labour market in the North. However, the unemployment rates are higher compared with other governorates, coupled with higher school drop-out rates (50 per cent), female illiteracy, child mortality, weak social security presence and extreme poverty (67 per cent of the population lives under the upper poverty line and 33 per cent under the lower poverty line, based on a UNDP survey on living and economic conditions in 2011), further aggravating the economic situation in the North. The Household budget survey 2011–2012 conducted by CAS found that 27 per cent of the population were poor, with poverty rates higher in North Lebanon (36 per cent) and Bekaa (38 per cent) The job market does not provide employment for young people, so they become “hostages of need” (Al Akhbar, 2012).

2.1.2 Skills

The skilled workers (craft and related trades workers, excluding agriculture) represent 18.6 per cent of total employed persons in Lebanon, but slightly higher in the North (19.4 per cent). There is lower participation of employed in the North as professionals, office employees and general managers. The percentage of unskilled (elementary occupations) in the total employed was the same for Lebanon and the North in 2009 at 9.8 per cent (figure 1).

Figure 1. Distribution of employed (aged 15 years and above) in Lebanon and North Lebanon according to occupation in current work, 2009 (per cent)



The percentage of skilled agricultural workers is much higher in North Lebanon (8.1 per cent) than in Lebanon (5.3 per cent). There is high participation of employed in the armed forces in the North at 12.0 per cent, compared with 6.2 per cent in Lebanon in 2009 (figure 1 and table 11).

Table 11. Distribution of employed (aged 15 years and above) in Lebanon and North Lebanon according to occupation in current work and sex, 2009 (per cent)

Category	Female	Male	Total for all Lebanon	North Lebanon Governorate		
				Akkar, Minieh-Danniyeh districts	Remaining North Lebanon districts	Total
Legislators, senior officials and managers	6.5	16.3	14.1	10.0	13.8	12.0
Professionals	25.9	7.9	12.1	8.4	13.3	10.9
Technicians and associate professionals	12.3	4.6	6.3	3.0	7.0	5.0
Clerks	11.5	4.8	6.4	2.6	6.1	4.4
Service workers and shop and market workers	18.6	10.9	12.7	8.3	13.3	10.9
Skilled agricultural and fishery workers	5.2	5.4	5.3	13.2	3.3	8.1

Category	Female	Male	Total for all Lebanon	North Lebanon Governorate		
				Akkar, Minieh-Danniyeh districts	Remaining North Lebanon districts	Total
Craft and related trades workers	4.8	22.8	18.6	18.7	20.1	19.4
Plant, machine operators, assemblers, drivers	(*)	10.9	8.4	7.7	7.3	7.5
Elementary occupations	14.5	8.4	9.8	11.7	8.0	9.8
Armed forces	(*)	8.0	6.2	16.3	7.9	12.0
Total	100	100	100	100	100	100

Note: (*) indicates less than 25 cases (of sample population).

Source: CAS, Multiple Indicator Cluster Survey, 2009.

When comparing employment by sex, the data reveal a net difference in the structure of employment according to occupation between females and males. Most of the employed females (82.8 per cent of total employed females) work as professionals, technicians and associate professionals, clerks, service and shop workers, and in elementary occupations; in comparison, 58 per cent of total employed males work as managers, senior officials, craft and related trades workers, plant and machine operators, drivers and in the armed forces.

2.1.3 Distribution of employed by economic sector and type of activity

The service sector absorbed the highest percentage of workers in Lebanon (36.9 per cent of the total employed) and in the North (37.5 per cent) in 2009. The employment rate in the agricultural sector is larger in the North (10.5 per cent of total employed) than in Lebanon (6.3 per cent). When comparing by sex, there is a radically different economic structure between females and males: 60.2 per cent of total employed females work in the service sector, compared with 29.9 per cent for males. The distribution of employed in the North and Lebanon by sex and according to economic sector is presented in table 12, while figure 2 compares Lebanon and the North by sector.

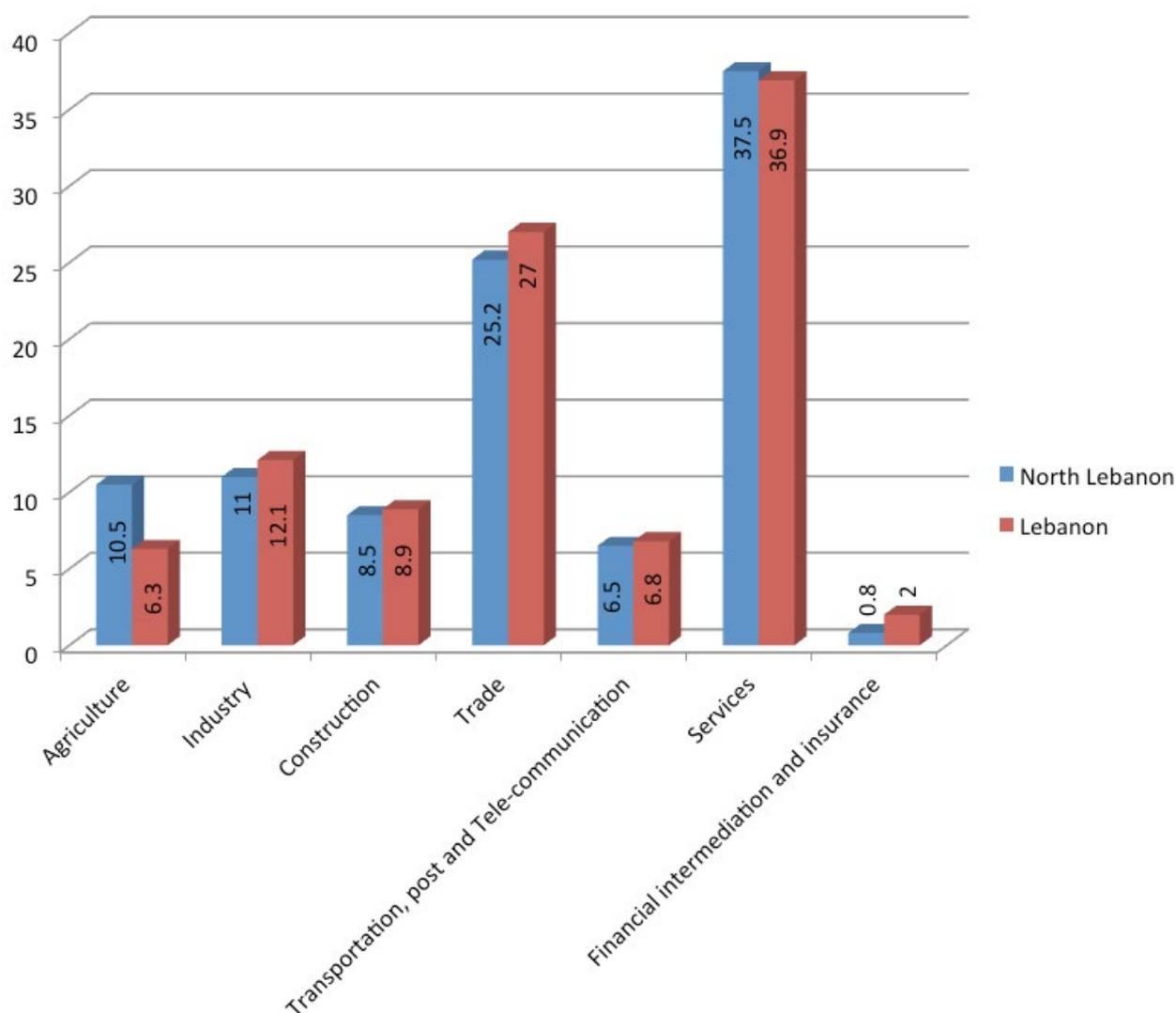
Table 12. Distribution of employed (aged 15 years and above) in Lebanon and North Lebanon by sex and according to economic activity sector, 2009 (per cent)

Economic sector	Female	Male	Total	North
Agriculture	5.7	6.5	6.3	10.5
Industry	7.5	13.4	12.1	11.0
Construction	(*)	11.5	8.9	8.5
Trade	21.5	28.7	27.0	25.2
Transportation, post and telecommunication	(1.4)*	8.4	6.8	6.5
Services	60.2	29.9	36.9	37.5
Financial intermediation and insurance	3.2	1.6	2.0	0.8
Total	100.0	100.0	100.0	100.0

Note: (*) indicates less than 25 cases (in the sample population).

Source: CAS, Multiple Indicator Cluster Survey, 2009.

Figure 2. Distribution of employed (aged 15 years and above) in Lebanon and North Lebanon according to economic activity sector, 2009 (per cent)



The private sector employs most people, but in the North a higher percentage was employed in the public sector (20.3 per cent), particularly in the armed forces, compared with 12.3 per cent in Lebanon, in 2009. The distribution by sex does not show significant differences between males and females (table 13).

Table 13. Distribution of employed (aged 15 years and above) in Lebanon and North Lebanon by sex and by economic activity sector (per cent)

Economic activity sector	Female	Male	Total	North
Public	11.0	12.7	12.3	20.3
Private	87.9	86.5	86.8	79.1
Other (including NGOs)	(1.2)*	0.9	0.9	-
Total	100.0	100.0	100.0	100.0

Note: (*) indicates less than 25 cases (in the sample population).

Source: CAS, Multiple Indicator Cluster Survey, 2009.

2.2 Characteristics of the Syrian labour force in Lebanon

This section is based on the results of an ILO field survey and data collected from 400 Syrian refugee households in Akkar, Tripoli, Bekaa and the South (ILO, 2013).

Overall, the Syrian refugee population interviewed in the four specific areas (the poorest in Lebanon) is young, as 62 per cent are below the age of 24, compared with 44.1 per cent for residents in Lebanon. Syrian refugees, both males and females, have generally low educational background, since three-quarters have primary education or below and only 3 per cent have obtained a university education.

The survey data show that 47 per cent of the Syrian refugees surveyed are economically active in Lebanon, with a female participation rate of 19 per cent, similar to their Lebanese counterparts. The economic activity rates among Syrians varied somewhat across location; the highest percentage of economically active refugees was found in South Lebanon (61 per cent) and the lowest in Akkar (50 per cent). As far as age and education are concerned, participation was highest among the age groups 25–34 (57 per cent) and 35–54 (54 per cent). Activity rates appear to be correlated with educational level, and ranged from 41 per cent for the illiterates to 66 per cent for university graduates.

Only 11 per cent of all surveyed refugees above 15 years of age were previously employed in Lebanon before the crisis, while none of the unemployed females surveyed had worked in Syria or in Lebanon before the crisis.

Unemployment is quite high among the Syrian refugee population, estimated at 30 per cent, but much higher for females (68 per cent) than males (21 per cent) (table 14).

Table 14. Employment and unemployment rates for Syrian refugees by sex (per cent)

	Male	Female	Total
Employed	79	32	70
Unemployed	21	68	30
Total	100	100	100

Source: ILO, 2013.

Syrian refugee workers are employed mainly in three sectors: agricultural activities (24 per cent); domestic or personal services, such as driving or housekeeping (27 per cent); and construction (12 per cent). A small number of Syrian workers (4 per cent) work in technical and professional occupations that require higher skill levels. Around 70 per cent of females work either in agriculture (crop and animal production) or in domestic help (e.g. caretakers and housekeepers).

Some 45 per cent of Syrian refugee workers work in unskilled jobs, the majority as agricultural workers, building caretakers, drivers, and domestic workers. Around 43 per cent work in semi-skilled jobs, such as carpeting, metalwork and food processing. Skilled workers constitute the smallest share of Syrian refugee labour and occupy professional positions such as teaching, financial management and trade. Among the regions, Tripoli has the most skilled workers.

The average income of Syrian refugees is significantly lower than the minimum wage in Lebanon of 675,000 Lebanese pounds (LBP) per month and less than the 2007 poverty line of LBP 6,000 (US\$ 4.00) per person per day. Working Syrian refugees have an average monthly income of LBP 418,000, with a significant gender gap; the average income of females (LBP 248,000) is 43 per cent less than males (LBP 432,000). Geographically, the lowest average monthly incomes were found in Akkar and Tripoli (respectively LBP 357,000 and LBP 368,000), followed by Bekaa (LBP 401,000), while the highest monthly income was recorded in the South (LBP 560,000).

2.3 Characteristics of the Palestinian labour force in Lebanon

A study prepared by the American University of Beirut estimates the number of refugees registered with the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and currently residing in Lebanon at only 260,000–280,000, compared with 425,000 refugees registered with UNRWA since 1948. The Palestinian population represents between 6.8 and 7.4 per cent of the total population of Lebanon. Around 62 per cent of Lebanon's Palestinians live in 12 camps distributed across Lebanese territory, while the remaining 38 per cent reside in gatherings in the vicinity of camps. About one-fifth live in the North, a quarter live in the Tyre, Saida and Beirut areas, and 4 per cent in Bekaa (Chaaban et al., 2010).

The economic activity rate for Palestinians in 2011 was 42 per cent (compared with 43 per cent for Lebanese, as per the household survey of 2007), with a higher male participation rate (71 per cent) than female (15 per cent). Differences in activity rates by location are minimal. Increased educational attainment leads to higher labour participation, particularly for females. Almost half of the Palestinian workers work outside the camps, while around one-quarter work in the camps. The remaining workers are mostly active in and around the camps. In Tripoli, however, a significantly higher share of workers (43 per cent) work inside the camps (ILO, 2012).

The Palestinian labour force, in general, shares similar characteristics with the Lebanese in terms of activity rate, sector, employment status, occupation and industry. The Palestinian refugee labour force totals some 120,000, representing around 5 per cent of the total labour force in Lebanon and less than 15 per cent of the foreign labour force in Lebanon (Chaaban et al., 2010).

Unemployment among Palestinian refugees is 8 per cent. This rate is similar to that of the Lebanese population, estimated at 9 per cent in 2007 and 6 per cent in 2009 (CAS, 2007; 2011). Unemployment is high among youth, females and those with higher education. The survey revealed an overall employment rate for Palestinian refugees of 92 per cent (93 per cent for men and 85 per cent for females) (ILO, 2012).

The Palestinian workforce is poorly educated, young and lacking in skills. On the whole, Palestinian workers are less educated than Lebanese workers, with only 11 per cent holding a university degree, compared with 24 per cent for Lebanese workers. Most are engaged in low-status jobs concentrated in commerce (26 per cent of Palestinian workers) and construction (24 per cent), but only 2 per cent are in the hotel and restaurant sector, and 3 per cent in agriculture (ILO, 2012). Of all Palestinian agricultural workers in Lebanon, 87 per cent live in Tyre; nearly a quarter of Palestinians working in Tyre are employed in the agricultural sector (Chaaban et al., 2010). Women are much more present in education, health, and other services including finance and insurance, electricity, gas and water services, as well as hairdressing, laundry, civil society, international organizations, trade unions, professional associations and political parties, while construction and commerce are male dominated. (ILO, 2012)

University degree holders are mainly employed in “other services” in addition to the health and education sectors. In contrast, workers with low (or no) education tend to be employed in the commerce and construction sectors (ILO, 2012). The share of those employed in low-status elementary occupations is highest in Tyre, while the share of high-status professional and senior public service occupations is highest in the North (Chaaban et al., 2010).

Palestinians are employed in different roles, depending on gender. Around half of working men are comprised of either construction workers (24 per cent), salesmen (15 per cent) or elementary workers (12 per cent). Women, on the other hand, occupy higher-status jobs. Many work either as managers and professionals (28 per cent), or as technicians (12 per cent). Female sales workers enjoy a similar share to their male counterparts (ILO, 2012). Women who work are more highly educated than men and enjoy more decent working conditions and benefits, but are paid around 20 per cent less than their male counterparts.

On average, Palestinian workers earn below the minimum wage and around 80 per cent of the income of Lebanese workers (based on 2007 figures). Half receive less than LBP 500,000 (US\$330) per month (ILO, 2012).

3. Labour supply and role of the education system in the provision of career services

New entrants to the labour market includes students and graduates from universities, vocational and technical education (VTE) establishments, and schools. An unusual feature of the Lebanese labour market is that supply is directed not simply towards the local market but rather towards the region, particularly the Gulf countries. While the university sector is considered strong, educational standards are an issue in the case of basic and technical education. In fact, VTE establishments suffer from old curricula, poor hands-on training due to a lack of equipment, and an absence of accreditation standards.

3.1 Labour supply from universities

3.1.1 Universities in Lebanon and the North

Lebanon prides itself on having high levels of education and quality institutions among the Arab world. Universities in Lebanon are the main supply of the highly educated labour force in Lebanon, whereby young graduates access job opportunities either in Lebanon or abroad, particularly in the Gulf.

In 2012–2013 there were 40 universities in Lebanon, with the Lebanese University having the highest percentage of enrollees at 37.2 per cent. The Lebanese University, together with seven other universities, attracted 72.5 per cent of the total of 191,788 students. Foreign students comprise 12 per cent of total students, but just 8 per cent in the Lebanese University. Ranked in order of student numbers, the other main universities of Lebanon include Beirut Arab University, University of Saint-Joseph, American University of Beirut, Lebanese International University, Arts Science and Technology University, Université Saint-Esprit de Kaslik, Notre Dame University-Louaize, Lebanese American University, University of Balamand and American University of Science and Technology⁽¹⁾.

In North Lebanon there are 12 universities, spread across Tripoli, Koura, Akkar and Batroun. Such universities are either branches of the main campus in Beirut, such as Beirut Arab University, Notre Dame University and University of Saint-Joseph, or are established in the North, such as the University of Balamand, located in Koura, and Al Manar University and Al Jinan University, located in Tripoli.

The Lebanese University is the only official public university in the country with campuses spread nationwide. In the North the main campus is in Qobbe, which is close to conflict-prone areas. As a temporary solution, classes have been relocated to an old school in Koura, but this has increased commuting distance and costs, meaning that many poorer students have had to drop or freeze their education until the situation improves. A very small percentage has moved to Beirut to continue their education.

3.1.2 University graduates: An important source of labour supply

Graduates from universities in Lebanon constitute an important source of labour supply. The number of university graduates increased from 29,747 in 2008–2009 to 32,070 in 2012–2013, of which almost a third were from the Lebanese University, with the remainder distributed among the other universities.⁽²⁾ Women comprised 57.6 per cent of graduates in 2012–2013, compared with 56.0 per cent in 2007–2008⁽³⁾.

According to available data, there were 1,462 graduates from the North Lebanon branches of the Lebanese University, representing 14.1 per cent of total graduates in all branches in 2012–2013. They were distributed among eight fields of study: social sciences; political sciences and law; sciences; economics and business administration; engineering; humanities; arts; and health. More than a third graduated in sciences.⁽⁴⁾

1 CRDP website www.crdp.org, 2012–2013, latest available data at the time of the study.

2 CRDP website www.crdp.org, 2008–2009 and 2012–2013.

3 CRDP website www.crdp.org, 2008–2009 and 2012–2013.

4 CRDP website www.crdp.org, 2012–2013.

An ILO study estimated the total number of both graduates and students seeking work at 19,600 as an average for 2007–2009. The Lebanese graduates seeking work constituted 86.2 per cent of total labour supply from universities (table 15).

Table 15. Labour supply from universities (average 2007–2009)

	Number	Per cent
Lebanese graduates	16 900	86.2
Non-Lebanese graduates residing in Lebanon	1 000	5.1
Students seeking work	1 700	8.7
Total supply from universities	19 600	100.0

Source: ILO, 2011.

3.1.3 Profile of students

The total number of students in all universities (public and private) in Lebanon increased from 160,364 in 2006–2007 to 191,788 in 2012–2013. The distribution by sex shows that the majority of students (54.3 per cent) were female in both 2006–2007 and 2012–2013. The proportion of foreign students ranged between 13.3 per cent in 2006–2007 and 12.1 per cent in 2012–2013.

The distribution of university enrollees by field of study in 2006–2007 shows that around three-quarters were enrolled in four fields of study, distributed as follows: business and services (23 per cent of total students); humanities (20 per cent); social sciences and law (18 per cent); and sciences (12 per cent). Engineering and medical and health sciences each accounted for 7 per cent of total students. In 2012–2013, business administration alone and engineering (all fields) attracted around 15 per cent and 10 per cent respectively of total enrolled students in private universities, compared with 4 per cent and 7 per cent respectively of students enrolled in the Lebanese University. A relatively insignificant percentage of students in private universities were enrolled in humanities (less than 2 per cent), compared with those enrolled in the same field in the Lebanese University (21 per cent of total students). The other major fields of study in both public and private universities did not differ significantly from 2006–2007.⁽⁵⁾ Table 16 indicates the distribution of students among the various fields of study in 2006–2007.

Table 16. Distribution of students among the various fields of study, 2006–2007

	Number	Per cent
Engineering	11 291	7
Medical and health sciences	11 712	7
Sciences	19 340	12
Computer sciences	7 477	5
Humanities	31 957	20
Social sciences and law	29 053	18
Business and services	36 783	23
Communication and fine arts	7 353	5
Education	4 066	3
Agriculture	362	0.23
Other	970	1
Total	160 364	100

Source: CRDP, 2008, Studies and statistics, www.crdp.org.

⁵ CRDP website www.crdp.org 2012–2013 for data on students in private universities, and 2011–2012 for students in the Lebanese University (no data were available for 2012–2013).

The percentage of students enrolled in business and services increased from 18 per cent in 1972–1973 to 23 per cent in 2006–2007, while those in humanities decreased significantly from 46 per cent to 20 per cent for the same years.

3.1.4 Careers services

The private universities provide careers services as part of their orientation services offered to students. The career services of the University of Balamand in the North seem to be more advanced than others, as the university not only provides job placements through its alumni network, but also counselling for building the capacities and improving the employability of potential job applicants. Curriculum vitae (CV) writing, preparing for job interviews and carrying out effective job searches are part of the services provided to students, in addition to an annual job fair to which various companies located in Beirut or abroad are invited for matching students with job opportunities. The careers services of other universities are mostly focused on registering students in a job database and assisting in the preparation of CVs, preparing for job interviews, as well as negotiating internship opportunities in the private sector. These services are provided also within the universities of Al Jinan and Al Manar. Other universities and institutions rely on their alumni network to refer graduates to such companies.

The Lebanese University does not have a career service centre for its graduates, but it has recently set up an “office bleu” with the support of the European Union in order to facilitate access to the labour market and enterprises for young graduates. ⁽⁶⁾

An important subsidiary of the Lebanese University is the Institute of Applied Sciences and Economics. The institute was founded in France in 1969, under an agreement with the National Conservatory of Arts and Crafts (CNAM) in France, and became established in Lebanon 12 years ago. The institute targets students who are already working and want to continue their studies by equipping them with the right skills and practical education for their careers. In that, the institute works closely with enterprises to meet their training needs through teaching students, carrying out research and disseminating scientific and technical research. Students must have at least two to three years of working experience to be able to join, and have to complete 50 credits of training in order to graduate. The diploma is issued from France, and major diplomas are provided in the areas of information technology, civil engineering, electro-mechanics and economics. The comparative advantage of the Institute of Applied Sciences and Economics is its focus on practical experience, accepting students from a vocational education background, and linking students to enterprises that can sustain their work after they graduate, supplying the labour market with the required skills through a more sustainable approach.

3.2 Labour supply from vocational and technical education (VTE)

3.2.1 Characteristics of VTE

Vocational and technical education (VTE) falls under the scope of the Ministry of Education and Higher Education. It is carried out by both the public sector and the private sector, the latter accepting almost 75 per cent of the total number of students. While there are only 117 public VTE schools operating under the Directorate General for Vocational and Technical Education of the Ministry of Education and Higher Education, there are 300 private accredited providers. The number of public vocational training schools in North Lebanon is estimated at 28 per cent of the total VTE public schools in Lebanon, while private schools in the North account for 22 per cent of the total VTE private schools in Lebanon. ⁽⁷⁾

The VTE sector is highly fragmented, characterized by a proliferation of vocational training service providers, without a standard monitoring and accreditation system. The Ministry of Education and Higher Education has made serious efforts to develop the sector and unify the accreditation and degree acquisition procedures. Attempts by the Ministry to implement the dual system have faced serious difficulties due to a lack of supervisors among firms to train students according to the curricula. Firms also have difficulties implementing the curricula in the sequence provided by the Directorate General for VTE. ⁽⁸⁾ One major challenge facing the sector is the widespread perception of vocational education as an option only for drop-outs, the poor, and those who have failed in their studies. Contrary to this misconception, students who have dropped out of school before acquiring their Brevet Certificate cannot be enrolled in a vocational training centre, nor are they allowed to join any educational institution. Therefore, more awareness is needed of the benefits and limitations of VTE so that students are able to make the right choice.

6 Interview with Mr. Bilal Maaz, Director of the Institute of Applied Sciences and Economics (CNAM) in the North.

7 CRDP website www.crdp.org; data on public schools are for 2011–2012, and 2012–2013 for private schools.

8 Interview with Mr Oussama Ghneim, Director, VTE, CRDP, March 2015.

3.2.2 Labour supply from VTE establishments

The total size of the labour supply from VTE establishments was estimated at 24,000 in 2008–2009 (table 17) (ILO, 2011).

Table 17. Estimation of labour supply from VTE establishments (2008–2009)

Students/graduates	Number	%	proxy variables/assumptions	Values in %
Formal VTE graduates	9500	39.6	Share of formal VTE graduates who seek work	68
Formal VTE students seeking work	2300	9.6	Share of formal VTE students seeking work	20
Informal VTE students	12200	50.8	Share of informal VTE students seeking work (3-month sessions)	36
			Share of informal VTE students seeking work (1-year sessions)	82
Total	24 000	100.0		

Source: ILO, 2011.

Table 17 shows the significant size of the informal VTE student population who enter the labour market, constituting 50.8 per cent of the total labour supply from VTE establishments. The labour market is thus characterized by a shortage of labour entrants holding education degrees and skills. The accumulation over the years of labour market entrants without formal education and the necessary qualified skills will affect the quality of labour supply in the future. It should be noted that informal students are those who are enrolled in three-month or one-year training sessions. Most of those enrolled in three-month and one-year training in the fields of language and computer sessions are not seeking work but take these courses to improve their employability, as most of them are unemployed.

Comparing informal VTE students enrolled in North Lebanon with total informal VTE students in Lebanon in 2012–2013, North Lebanon accounts for a small percentage. Some 9.1 per cent of total students in Lebanon enrolled in three-month training programmes and 3 per cent enrolled in one-year training programmes.

The number of students enrolled in formal VTE establishments (official degrees) by 2008–2009 had more than doubled in a 10-year period. There was almost an equal number of male and female students enrolled in 2008–2009, compared with 40 per cent of females in 1995.

3.2.3 Profile of students in VTE

The following VTE diplomas are offered in Lebanon:

- Vocational Training Certificate (Certificat d’Aptitude Professionnelle, CAP);
- Vocational Certificate (Brevet Professionnel, BP);
- Advanced Vocational Training (Secondaire Professionnel, SP);
- Technical Baccalaureate Diploma (Baccalauréat Technique, BT);
- Higher Technicians’ Certificate (Technicien Supérieur, TS);
- Technical Diploma (Licence Technique, LT).

According to the Centre for Educational Research and Development, there were a total of 77,035 students (including foreigners) enrolled in the above six diplomas (public and private) in 2012–2013; a quarter of these students were from North Lebanon and 33.5 per cent from Beirut and Mount Lebanon. The remaining students were distributed among the four other regions: Mount Lebanon, Bekaa, South and Nabatiyeh. The share of North Lebanon is relatively high compared with its share of total residents in Lebanon (20 per cent). Data on foreign students are not available.

BT attracted the majority of students in Lebanon (57.8 per cent), followed by TS (22.3 per cent) and BP (14.1 per cent). The remainder (5.8 per cent) were enrolled in SP, LT and CAP. The distribution of students by sex indicates that males represented the majority in all certificates and diplomas, except in TS and LT (table 18).

Table 18. Distribution of students by education level, 2012-2013

Diploma/certificate	Lebanon		North Lebanon		Share of North (%)
	Total students	Males (%)	Total students	Males (%)	
CAP	333	89.5	194	96.9	58.3
BP	10 870	69.5	3 783	71.1	34.8
SP	1 922	95.3	462	96.8	24.0
BT	44 564	56.4	10 601	57.0	23.8
TS	17 171	43.6	4 047	41.7	23.6
LT	2 175	47.7	535	22.6	24.6
Total	77 035	56.3	19 622	56.9	25.5

Source: Centre for Educational Research and Development, 2013 data.

Table 18 indicates that the lower the level of study (CAP and BP), the higher the share of students from North Lebanon in the total number of students. Slightly more than 58 per cent of the total number of students in CAP and 34 per cent in BP are from North Lebanon. North Lebanon's share of total students in the four other diplomas varies between 23.6 per cent and 25.5 per cent.

The VTE students in Lebanon are distributed almost equally between public and private schools. However, public schools attract the majority of students in three certificates – SP, TS and LT – while private schools attract the majority of students for the CAP and BT. In North Lebanon public schools are more dominant, as they account for 58.3 per cent of total VTE students. They attract the majority of students in all levels with the exception of CAP (table 19). This may be explained by the preference of students in North Lebanon to enrol in public schools in view of the lower income levels there.

Table 19. Distribution of students by education level and attendance at public/private school (2012-2013)

Level of study	Lebanon			North Lebanon		
	Total students	Students in public schools	Students in public schools (%)	Total students	Students in public schools	Students in public schools (%)
CAP	333	59	17.7	194	49	25.3
BP	10 870	5 464	50.3	3 783	1 912	50.5
SP	1 922	1 558	81.1	462	452	97.8
BT	44 564	19 673	44.1	10 601	5 725	54.0
TS	17 171	9 439	55.0	4 047	2 787	68.9
LT	2 175	1 827	84.0	535	521	97.4
Total	77 035	38 020	49.4	19 622	11 446	58.3

Source: Centre for Educational Research and Development, 2013.

3.2.4 Major fields of study

The major fields of study differ between the various certificates and diplomas. Though there is an agricultural school in North Lebanon, the Centre for Educational Research and Development does not record agriculture as a field of study; this may be due to the relatively insignificant number of students studying agriculture in Lebanon. The data on the major fields of study of graduates cover all Lebanon and include public and private schools. Tables 20–25 on the distribution of graduates among the various diplomas by major fields of study were compiled and classified by the Knowledge Development Company.

In CAP, the majority of students have degrees in electrical specialities (53.5 per cent), followed by business and services (27.3 per cent) and industry (19.2 per cent).

Table 20. Distribution of CAP graduates by major field of study, 2013

Field of study	Number	Per cent
Electrical	139	53.5
Business and services	71	27.3
Industry	50	19.2
Total	260	100.0

Source: Centre for Educational Research and Development, 2013 data.

In BP, around 50 per cent graduate in business and services and 28.3 per cent in electrical specialities. The other graduates (21.8 per cent) are distributed among several other fields, including mechanics, educational services, health, industry, and computer and electronics.

Table 21. Distribution of BP graduates by major field of study, 2013

Field of study	Number	Per cent
Electrical	793	28.3
Mechanics	206	7.4
Health	89	3.2
Computing and electronics	53	1.9
Business and services	1 396	49.8
Educational sciences	178	6.4
Industry	85	3.0
Total	2 800	100.0

Source: Centre for Educational Research and Development, 2013 data.

The SP graduates are concentrated in mechanics (62.6 per cent), electrical studies, and business and services.

Table 22. Distribution of SP graduates by major field of study, 2013

Field of study	Number	Per cent
Electrical	54	20.0
Mechanics	169	62.6
Business and services	47	17.4
Total	270	100.0

Source: Centre for Educational Research and Development, 2013 data.

The majority of BT graduates are in the fields of business and services (60 per cent), and the remaining graduates are distributed among several other fields: health, computer and electronics, educational sciences, engineering, mechanics and electrical specialities.

Table 23. Distribution of BT graduates by major field of study, 2013

Field of study	Number	Per cent
Electrical	181	3.0
Mechanics	192	3.1
Health	774	12.7
Computer and electronics	505	8.25
Business and services	3 673	60.0
Engineering	217	3.5
Educational sciences	534	8.7
Industry	46	0.8
Total	6 122	100.0

Source: Centre for Educational Research and Development, 2013 data.

Regarding TS graduates, their fields of study are mainly in business and services (25 per cent of total graduates), health (23.5 per cent), educational services (16.2 per cent), engineering (15.2 per cent) and computer and electronics (13.8 per cent). Electricity and mechanics are much less important.

Table 24. Distribution of TS graduates by major field of study, 2013

Field of study	Number	Per cent
Electrical	59	2.7
Mechanics	72	3.3
Health	509	23.5
and electronics	299	13.8
Business and services	544	25.1
Engineering	330	15.2
Educational sciences	349	16.2
Industry	4	0.2
Total	2 166	100.0

Source: Centre for Educational Research and Development, 2013 data.

LT graduates are concentrated in health (28.7 per cent), engineering (24.5 per cent) and business and services (20.4 per cent). The remaining graduates are distributed in computing and electronics, educational services and mechanics.

Table 25. Distribution of LT graduates by major field of study, 2013

Field of study	Number	Per cent
Mechanics	44	5.3
Health	237	28.7
Computing and electronics	102	12.4
Business and services	168	20.4
Engineering	202	24.5
Educational sciences	72	8.7
Total	825	100.0

Source: Centre for Educational Research and Development, 2013.

3.3 Labour supply from schools

The labour supply from schools consists of drop-outs from intermediate and secondary education, in addition to Baccalaureate Degree holders. The total number of new entrants in the labour market was estimated at 17,600 in 2007–2008, of which 46.6 per cent were Baccalaureate Degree holders. This estimation is based on an average drop-out rate of 5.2 per cent from a total number of 181,848 enrollees in Intermediate 4 and Secondary 1 and 2 in 2008-2009 who did not enrol in VTE programs but entered the labour market, and 25 per cent representing the share of Baccalaureate Degree holders (estimated at 32,656 students out of a total 40,820 enrolled students in Secondary 3) who do not pursue university studies or enter the labour market (ILO, 2011).

4. Labour market in selected

economic sectors and the demand for labour

The labour market and demand for labour in five economic sectors – construction, agriculture, trade, services, and industry – will be analysed on the basis of the review of recent studies and reports. This part is based on the findings of the Emergency Market Mapping and Analysis (EMMA) conducted by the International Rescue Committee (IRC) in 2013 on the labour market system in the North and the Bekaa in three sectors: construction, agriculture and services. Further inputs related to the agriculture sector were based on findings from the ILO value chain analysis of the potato and leafy green sectors (ILO, 2015). The IRC study deals with the capacity of the labour market systems in the three sectors to absorb additional workers and the opportunities for expanding these sectors, as well as the constraints on absorbing additional labour. The part on the service sector is based on the NEO study in the hospitality sector (hotels and restaurants). The part on the industrial sector presents the findings of the study by KDC and the IECD on the demand for technicians in Lebanon, as well the findings of two focus groups conducted in North Lebanon, one with agro-food companies and the second with other industrial firms, trades and services.

4.1 Construction sector

The construction sector comprises, for the purpose of this study, the construction of homes and buildings, including hospitals, schools and public buildings (International Rescue Committee et al., 2013).

4.1.1 Impact of the Syrian crisis on Lebanese employment

As a result of the Syrian crisis, the construction sector recorded a significant decline in 2012 in the North, particularly in the rural areas of Akkar, where new construction projects shrank by 72 per cent compared with 2010. In order to compensate for such a decline in construction activities and maximize their revenues, contractors sought to replace Lebanese workers with Syrians willing to accept lower wages.

The percentage of Lebanese and Syrian workers changed between 2010 and 2012 in the three skill groups – semi-skilled, unskilled and professionals. Before the Syrian crisis in 2010, Syrians represented 55 per cent of total unskilled workers and 30 per cent of skilled workers. However, the percentages of Syrian workers jumped drastically in 2012 to 70 per cent for both unskilled and skilled workers. As for professional workers (engineers and architects), most are Lebanese (95 per cent in 2010 and 93 per cent in 2012) (figure 3 and table 26).

Figure 3. Proportion of Lebanese and Syrian workers per job category in North Lebanon, 2010 and 2012 (per cent)

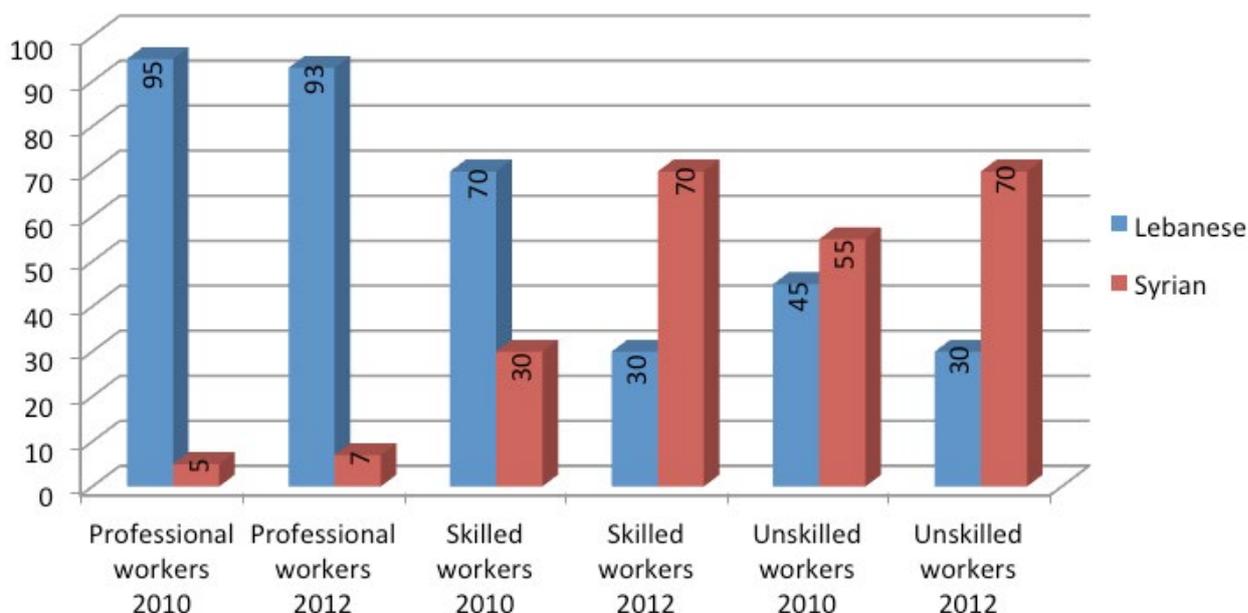


Table 26. Proportion of Lebanese and Syrian workers per job category in North Lebanon, 2010 and 2012 (per cent)

Year	Professional workers		Skilled workers		Unskilled workers	
	Lebanese	Syrians	Lebanese	Syrians	Lebanese	Syrians
2010	95	5	70	30	45	55
2012	93	7	30	70	30	70

Source: International Rescue Committee et al., 2013.

4.1.2 Demand for and supply of labour

The skills in highest demand are in plumbing and electricity. These are two areas that can attract labourers to training. For other fields, the majority prefer to learn on the job rather than commit to technical training. This explains the relatively low demand for VTE services, despite the availability of technical colleges run by the government and the private sector. Graduates are mostly hired as semi-skilled workers on low wages; many of them quickly leave the sector to take more stable and long-term positions in the army.

The Syrian crisis affected all categories of labourers – unskilled, semi-skilled and skilled labour, and professionals. Wages for skilled labourers have dropped by a third on average, as more lower-wage Syrians enter the labour market. Migrant workers are commonly paid 20–50 per cent less than their Lebanese counterparts. Table 27 presents the estimated wage ranges for the three different categories of workers in North Lebanon in 2010. The North of Lebanon presents a different pattern, as unskilled Lebanese labourers are also hired in the construction sector.

Table 27. Estimated wages by job category for Lebanese and Syrian workers, in LBP (US\$1 = 1,500 LBP)

	Lebanese	Syrians
Professionals (LBP/month)	900 000 – 2 250 000	900 000 – 1 200 000
Skilled (LBP/day)	50 000 – 130 000	40 000 – 70 000
Unskilled (LBP/day)	35 000 – 50 000	25 000 – 35 000

Source: International Rescue Committee et al., 2013.

4.1.3 Means of recruitment of labour

Despite the presence of some recruitment agencies and Internet job search platforms, most skilled and unskilled labourers find jobs through informal networks (acquaintances, friends or relatives). Only professionals use formal means of searching for employment (advertisements in newspapers, online applications, and recruitment agencies), although many find such means inefficient.

4.2 Agricultural sector

North Lebanon (particularly Akkar) comprises, together with the Bekaa valley, the largest agricultural area of Lebanon, covering 59 per cent of the total arable land. The agricultural sector in Akkar has been severely affected by the Syrian crisis and by difficulties in exporting to the Gulf countries through Syria, while Syrian agricultural produce is being dumped in the Lebanese market at much cheaper prices.

Historically, the agricultural sector has relied heavily on Syrian labourers and, before the crisis, employed large numbers of seasonal agricultural workers; difficult working conditions and low wages are unattractive to unemployed Lebanese workers. The latter are usually employed in higher-skilled work, such as tree pruning or apple picking.

Overall, the number of Lebanese agricultural workers in the North has remained roughly the same since the Syrian crisis began. But farmers are reluctant to increase their production or investment or to expand their workforce. The influx of Syrian refugees, who accept lower wages, has impacted the employability of Lebanese workers. In addition, the difficulties faced by farmers in using traditional routes for export, coupled with increasing costs, have resulted in a reduction in the hiring new workers.

Furthermore, the possibility of expanding land under cultivation in Akkar is limited, as it has been estimated that 90 per cent of agricultural land is already under cultivation. This reduces the opportunities for the expansion of production and employment (International Rescue Committee et al., 2013).

Job opportunities in the sector seem very limited under the current conditions, unless mixed diversifications within value chains are matched to create a range of new options. The ILO value chain analysis for potato and leafy greens sectors (ILO 2015) highlighted the need for highly skilled labourers, particularly in the area of quality control and production supervision in food processing companies. It also revealed the potential for product diversifications (i.e. processed food – frozen, canned, juiced, freshly cut, etc.) indicating that there is room for increased employment in combination with entrepreneurial opportunities within these sectors.

There is a perceived gap in managerial skills in the sector, as emphasized in an interview conducted with UNDP, which indicated that there was a shortage of agribusiness and farm management skills, particularly in the Akkar area. Compared with Bekaa and other rural areas, Akkar farmers do not possess farm management or integrated pest management skills, while cooperatives, including women's cooperatives, lack the kind of business and enterprise management skills to operate and grow their businesses more efficiently. One explanation could be the lack of historical presence of international organizations in the region; these could have accelerated the growth of the sector through development projects. Another could be the perception of Akkar as a place of army supplies rather than an agricultural area. Most army personnel are from Akkar and, in accordance with that tradition, most youth are directed to join the army rather than access jobs in the agricultural sector.

There are seven public agricultural technical schools in Lebanon operated by the Ministry of Agriculture. Two of them are located in the North, one in Akkar and the other in Batroun. Public agricultural technical education in Lebanon suffers from several weaknesses, including a lack of interest among young students in agricultural education. These schools require extensive support in order to comply with the new requirements and challenges of the agriculture

sector, and to meet market demands in terms of new specializations.

4.3 Service sector

Emphasis will be placed in this section on hospitality and restaurants, as well as service providers for hotels and restaurants (including food stores, cleaning services, security services and fuel providers). The service sector in North Lebanon seems to be the largest sector in terms of employment generation, as stated by major employers in the region.

4.3.1 Characteristics of employment in the hospitality sector

This section is based on the NEO assessment of employment needs for the hospitality service sector (hotels and restaurants) in Lebanon, which aimed to assess the employment conditions of enterprises operating in the sector and identify their labour requirements (NEO, 2010). The study surveyed all the 416 hotels (61 in North Lebanon) listed in the register of the Syndicate of Hotels Owners in Lebanon. It also surveyed 415 restaurants (of which 70 are in the North), including all restaurants registered with the Syndicate of Restaurant Owners in Lebanon (315) and a number of non-registered restaurants (100).

Enterprises in the sector resort to foreign workers to meet the needs for casual seasonal labour, particularly in summer. This practice is not limited to hotels and restaurants, but is widespread in most production sectors in Lebanon, especially in the construction and agriculture sectors. (NEO, 2010).

Most workers in the sector were, before the Syrian crisis, Lebanese (including men and women). Lebanese nationals comprised 87.5 per cent of workers in the surveyed enterprises; Syrians comprised just 6 per cent. An estimated 9.3 per cent of workers reside in the North of Lebanon. Males constitute about 81.9 per cent of the total number of workers in surveyed enterprises. Women are found more in managerial and administrative positions. Most employees in the sector are from younger age groups. Approximately 75 per cent are under the age of 40 years and about 48 per cent are under the age of 30 years (NEO, 2010).

Syrian workers are nearly all male, and work usually as waiters, bakery workers, argilah (hookah) runners, cleaners and delivery boys. Thus there is a division of roles between the Syrian and Lebanese workers. The influx of Syrian refugees in Lebanon brought an increased number of Syrian in the service sector, thus resulting in increased competition for work (International Rescue Committee et al., 2013).

4.3.2 Recruiting labour in the hospitality sector

Lebanese host community members typically find jobs in the service sector through informal referral processes, through agencies providing services to other businesses (primarily security services), through recruitment agencies (mostly for cleaners), through schools and vocational training institutes and by approaching businesses directly. According to the NEO study, enterprises that rely solely on advertisements in newspapers and other traditional media constitute 11 per cent of total surveyed enterprises, while the majority rely on personal relationships. Few use employment agencies (1.6 per cent) or the Internet (0.3 per cent) for recruiting employees. The findings of the survey confirm that traditional recruitment methods remain popular. About 75 per cent of workers in surveyed enterprises declared relying on personal relationships to get a job, 10 per cent relied on advertisements in newspapers and other traditional media, and only 2.7 per cent used the services of employment offices.

4.3.3 Vocational schools, education levels, and training in the hospitality sector

There are three types of hospitality training schools in the North: (a) government-supported schools for chefs, pastry chefs and waiters; (b) private schools for the same; and (c) university hospitality management programmes. All students at the government-supported schools are Lebanese. At present, female students account for about 7 per cent of students. Many graduate chefs in Akkar find positions with the Lebanese army (International Rescue Committee et al., 2013).

According to the NEO study, only 2.2 per cent of enterprises (hotels and restaurants) in the North provide training for their employees, compared with 17.7 per cent in Mount Lebanon and 36.9 per cent in Lebanon. The vast majority of enterprises (90 per cent) that provide training to their employees in Lebanon organize training in-house. A third of

employees in the survey stated they had followed a specialized training course in their profession, compared with 60 per cent who stated that they did not follow any training course.

The study showed that the education level of employees and workers in surveyed enterprises is generally good; 75 per cent of employees and workers are educated to intermediate level (complementary) and above.

The service sector suffers from two major problems: (1) the relatively low reliance on labour force VTE graduates, and (2) the shortage of labour. The latter is not due to a lack of supply of skilled labour in Lebanon, but rather arises from the high levels of emigration of workers looking for higher-paid jobs in the Gulf countries, or a preference to remain unemployed rather than engaging in low-paid jobs with an unacceptable level of social benefits.

4.3.4 Job opportunities in the hospitality sector

The reduction in tourism and the security situation in Lebanon, particularly in the North, constitute the major constraints for the growth of the sector, and thus the possibility for expanding employability. The NEO study, conducted before the Syrian crisis, shows that enterprises experiencing shortages of labour (25 per cent of enterprises) stated that they were in need of labour in 342 occupations, of which 69 per cent were in the category “workers in the field of services and sales”, 12.3 per cent in the category of “unqualified workers and employees”, 9.9 per cent in the category of “administrative workers and clerics”, 2.3 per cent in the category of “craftsmen and workers in similar artisan occupation”, 2 per cent in the category of “top cadres” and 3.6 per cent in the categories of “middle occupations” and specialists in “intellectual and scientific occupations”. Surveyed enterprises did not specify the qualifications and specializations required for 336 occupations and the rest were distributed among specializations in engineering, accounting, nursing and craft work. The latter fields of specialization are relatively widely available in Lebanon (NEO, 2010).

Moreover, these enterprises stated a need for 1048 workers, distributed as follows: 76.8 per cent in the category of “workers in the field of services and sales”, 15 per cent in the category of “unqualified workers and employees” and the rest shared with other categories. When asked about the reason for the shortage in labour in these jobs, enterprises mentioned that workers were unavailable for 22.2 per cent of the requested jobs, available but unstable for 15.8 per cent of the requested jobs, available yet incompetent for 14.9 per cent of the requested jobs, and available but at high cost for 7 per cent of the requested occupations.

In addition, surveyed enterprises expected that 377 current occupations would witness potential growth in the next three years (2011–2013), of which 70.8 per cent falls within the category of “workers in the field of direct personal services, protection and safety services”, 10.6 per cent within the category of “unqualified service and sales employees” and 9 per cent in the category of “receptionists, cashiers, head of ticketing services and similar”. The remainder were distributed among other categories including “corporate managers” and “leaders and business facilitators”.

In terms of education level, the study showed that the third of current occupations with the potential for growth do not require levels of education higher than pre-primary level, while 4.8 per cent require the level of first or second phase of basic education, 5.6 per cent require the academic secondary level, 8.8 per cent require university level, while 28.1 per cent require bachelor technical education level (BT), and 18.3 per cent require superior technical education (TS). As for technical/vocational intermediate education level, this is only required for 0.8 per cent of jobs. Some 47.2 per cent of current jobs with potential growth require technical/vocational education regardless of level and jobs in the category of “workers in the field of direct personal services” could also accommodate workers with technical/vocational education levels, especially holders of superior technical education.

In terms of specializations, 91.3 per cent of occupations with potential growth require specializations of which: 36.3 per cent in “arts in hotel management and sales (service)”, 35.3 per cent in “arts in hotel management – production (cooking)”, 20.1 per cent in “hotel management”, and 2.2 per cent in “accounting” and “business management”. Additionally, most specializations belonging to arts in hotel management in both sales and production are required by jobs falling within the category of “workers in the field of direct personal services” (NEO, 2010).

4.3.5 Demand for workers in other services

According to an article published in Lebanon Opportunities (issue No. 215, published in May 2015), community managers, compliance officers, enterprise resource managers and tax managers are among the new jobs being

created in medium and large enterprises. Community management refers mainly to management of social media, as online presence has become essential for companies, especially those that are service-oriented (e.g. fashion retailing). Compliance officers are more specialized in the financial sector – for example, in positions created to ensure that banks comply with international agreements and Banque du Liban circulars. The same applies to tax managers required to ensure compliance with tax requirements. Enterprise resource planning requires developing business platforms for business analytics, helping employees access software that can provide all the information they need in a fast and efficient way.⁽⁹⁾

4.4 Trade sector

The trade sector occupies second position after the service sector in terms of employment. The distribution of employment by economic sector reveals that a quarter of the total employed in North Lebanon is in the trade sector (27 per cent for Lebanon), compared with 37.5 per cent in services in the North (36.9 per cent in Lebanon) (CAS, 2009). The trade sector has been seriously affected by the security situation in North Lebanon. According to entrepreneurs in the focus groups, the number of consumers visiting Tripoli for shopping from the surrounding cities and villages, as well as from Beirut and Mount Lebanon, has declined significantly in recent years. In addition, the trade sector has been affected negatively by difficulties in exporting goods, particularly agricultural produce, to Jordan and the Gulf countries, as a result of the precarious security situation in Syria and along the Syrian border with Jordan. The decrease in purchasing power of citizens in the North due to the significant decline in economic activities (the construction sector and tourism in particular) has negatively affected the trade sector. In addition, the proliferation of small informal and illegal businesses by Syrian refugees and Lebanese residents has been a threat to the efficacy of formal businesses. The significant decline in trade activities in the North of Lebanon has led to a decline in demand for labour in the trade sector. Potential for growth of the sector will continue to be very limited unless the security situation improves significantly.

4.5 The industrial sector: Technicians (demand and supply)

4.5.1 Overview of the demand for labour in the industrial sector

According to a 2007 study, Lebanon's industrial sector includes 4,033 establishments with five workers or more (Ministry of Industry, UNIDO and ALI, 2007). Industries are concentrated in Mount Lebanon, which includes half of the total industrial establishments in Lebanon. Only 12.8 per cent of industrial establishments are in the North. The industrial sector has faced a series of obstacles since the 1990s that are limiting its potential in both the domestic and export markets, constraining its growth through:

- extensive interruptions to energy supply and the high cost of energy;
- the high cost of land;
- limited access to finance for small and medium-sized enterprises;
- a shortage of skilled and experienced workers, due to inadequate and outdated technical education and training resources;
- low labour productivity;
- a lack of reliable infrastructure services, decreasing the competitiveness of the industrial sector;
- the limited size of the domestic market;
- lack of market information for industrial enterprises, including small and medium-sized enterprises.

According to the Ministry of Industry, the number of industrial permits reached 357 in the first half of 2015, an increase of 38 per cent on the same period last year. Most licences were provided to two industrial branches: food and textiles. Some 45 per cent of industrial licences were issued for food industries and 35 per cent for textile industries. The Mount Lebanon Governorate received the highest share of licenses (56 per cent), followed by the Bekaa (17 per cent), and the North (9 per cent).⁽¹⁰⁾

Though data on the number of newly established food factories are not available, it is likely that the increase in the number of licences can be attributed mainly to the Food Safety Campaign that was launched by the Ministry of Public Health. The presence of a high number of refugees, increasing the demand for food products, may also explain the

increased investment in the food industry. ⁽¹¹⁾

Additionally, quality control is increasingly required by the food industry in order to check the quality of food and ensure compliance with food safety requirements. According to the Indevco recruitment department, industrial companies are in need of electrical and mechanical engineers, as well as technicians. ⁽¹²⁾

According to the interview with the Association of Lebanese Industrialists:

- Some sectors, such as textiles and shoemaking, historically generated high revenues and employed a high percentage of the labour force. Nowadays those sectors are almost non-existent, due to dumping, smuggling, and the removal of customs duties due to free trade agreements, which have had a negative impact and accelerated the downfall of such sectors.
- The recovery of the textile industry remains a possibility due to the rise of a fashion industry oriented to exports, for example to the Gulf, but those enterprises remain short of highly skilled labour. The sector employs foreigners, but under new regulations the enterprises must look for skilled local workers. However, these are not available, as many have emigrated to countries in Europe, Latin America and Africa. For shoemaking, Red Shoe is the only surviving enterprise; similar establishments have shut down. The Government has introduced anti-dumping measures to protect local production by levying customs duties on imported products.
- The Syrian crisis has had a positive impact on certain industries by increasing demand for plastic, furniture, paper, cartons and food, for example.
- The food industry is the sector with the highest potential for growth in both the export and local markets. Investment in the sector has created job opportunities for both skilled and unskilled labour.
- Currently, there is a shortage in the supply of skills in certain areas, such as computer-aided design and technology. The current vocational training curriculum does not address those needs, as it is oriented towards more conventional industries, such as electricity or mechanics. Maintenance skills are also in short supply, and most industries have to hire foreign experts to train workers on machine operations.

4.5.2 Technicians in Mount Lebanon and the South: Demand and supply

The following is based on the findings of a survey on the demand for and supply of technicians in the industrial sector.

Objectives of the survey: Demand for and supply of technicians

In the context of the Seeds of Hope project, launched in Lebanon in 2007 by the IECD, a study was prepared by KDC (at the request of IECD) in the second half of 2012 that aimed to identify (a) the demand for technicians by industrial enterprises and (b) the supply of technicians by VTE institutes in Tyre and Jezzine, as well as the profiles of graduates and their perceptions and knowledge of the labour market. The two main objectives of the Seeds of Hope project were to:

- strengthen the existing training framework and propose a new electro-technical diploma after having identified the skills that companies require;
- promote structured and long-term partnerships between the training centres and the electro-technical companies.

The demand for technicians was identified in a survey of a sample of 100 industrial enterprises in Mount Lebanon, Tyre and Jezzine. The sample included all sizes of enterprises: micro and small enterprises employing less than five workers; medium-sized enterprises employing five to ten workers; and large enterprises employing more than ten workers. Almost two thirds of the sample were in Mount Lebanon, and the remainder were in the two cities in the South of Lebanon – Tyre and Jezzine. The number of workers in large enterprises varied considerably, ranging from 15 to over 500 workers. Around 15 per cent of the large enterprises of the sample had more than 51 workers. The surveyed enterprises belonged to almost all industrial branches and included manufacturers of agro-food, clothing, shoes, electrical equipment, cables, carpentry and woodwork, tiles and ceramics, electronics, agricultural machinery, soap and detergents, and construction materials (KDC and IECD, 2012). The sample distribution of the enterprises by

11 Lebanon Opportunities, issue no. 215, May 2015.

12 Lebanon Opportunities, issue no. 215, May 2015.

size and geographical location is indicated in table 28.

Table 28. Sample distribution by size of enterprises and geographical location

Size	Tyre	Jezzine	Mount Lebanon	Total
Less than 5 workers	5	8	20	33
5 to 10 workers	15	4	26	45
More than 10 workers	5	3	16	24
Total	25	15	62	102

Source: KDC and IECD, 2012.

Results of the survey

The results of the data and information collected throughout the survey are detailed below.

Enterprise profile. The nexus between small and medium-sized enterprises is an important creator of jobs. More than half of the enterprises considered in the study had created less than two jobs during the previous two years, 20 per cent had generated three to five jobs, while only 16 per cent had created over ten jobs each. More than 75 per cent of the small enterprises had created one or two opportunities during the previous two years. Almost 50 per cent of the large enterprises had created more than ten job opportunities during the previous two years, around 28 per cent had generated three to five jobs, while 14 per cent had created less than two jobs.

Generally, small enterprises and those located in Mount Lebanon had been most exposed to setbacks during the previous six years. Almost 55 per cent of the enterprises considered in the study had encountered setbacks, meaning recession or major problems, over the previous six years. Enterprises cited three main challenges: the security situation in the country, the economic situation, and foreign competition (mainly from Chinese products).

The highest rate of registered setbacks is not among enterprises in the South: 64 per cent of enterprises that encountered setbacks are located in Mount Lebanon, compared with 50 per cent in Jezzine and 24 per cent in Tyre. Small enterprises were the most exposed with almost 75 per cent of them encountering setbacks, compared with 40 per cent for medium-sized enterprises and only 35 per cent for large enterprises. Setbacks had a major impact on the number of employees, as almost 70 per cent of enterprises encountering setbacks reduced staff numbers.

Recruitment of VTE graduates. VTE graduates are recruited mainly but not exclusively by large enterprises. Almost 50 per cent of the industrial enterprises recruited VTE graduates and the other 50 per cent declared they do not do so. Large enterprises employ the most VTE graduates. Almost 50 per cent of enterprises declared receiving “very often” applications and requests for work. Of the industrial enterprises, 55 per cent did not employ, in their internal structure, any technicians, whether VTE graduates or with technical on-the-job field experience. Mainly large enterprises developed structures that include technical or maintenance departments with internal technical expertise. The number of technicians enrolled by enterprises appears relatively limited. When compared with the total number of workers in an enterprise, the number of technicians was relatively small, even in large enterprises. On average, the proportion of technicians did not exceed 10 per cent of the total number of workers.

Enterprises, however, are struggling to find technicians. Only 40 per cent of enterprises declared being able to find technicians. The enterprises that need and recruit greater numbers of technicians - i.e. the large enterprises - are the ones that struggle most to find them. For 40 per cent of the enterprises that need technical expertise, finance-related constraint is the main impediment towards the recruitment of technicians, many of whom consider the offer proposed by the industrial enterprises as not suitable, or prefer to work in other sectors where remuneration is higher. When asked to provide explanations, enterprises, mainly the small and medium-sized ones, raise the issue of relatively low-cost foreign expertise (Syrians and Egyptians) versus more expensive Lebanese human resources.

Networking remains the major means of recruiting VTE graduates. Of the enterprises that recruit VTE graduates, 40 per cent do so through networking, 15 per cent through advertisements and 15 per cent through contacting the technical schools.

Enterprises are mainly interested in BT graduates, with 51 per cent of industrial enterprises expressing an interest in those graduates (70 per cent of large enterprises and 45 per cent of small ones). There is little interest in TS, even within large enterprises. Over 70 per cent of the enterprises that recruit BT graduates offer a monthly salary ranging between LBP 600 000 and 900 000 (between US\$ 400 and US\$ 600). For TS graduates the average increases, reaching LBP 900 000 to 1 200 000 (US\$ 800). Most of the enterprises consider education and experience as the main criteria in defining the remuneration level.

VTE graduates are employed not necessarily at skilled levels but also as labourers. Only 45 per cent of the enterprises employing technicians hire VTE graduates at skilled levels, while 25 per cent employ them as labourers. Though industrial enterprises declared being satisfied with the relevant education of VTE graduates, and considered their performance as fair, they complained when asked to provide clarification about the lack of specialization and practice among VTE graduates. Enterprises revealed that for almost all difficult technical problems faced in the manufacturing process, they call upon foreign expertise from abroad.

Provision of VTE graduates and technicians with additional training. Learning dynamics within enterprises are poor and limited. Even though most industrial enterprises complained about the lack of expertise and practice among VTE graduates, only 25 per cent of enterprises sent their technicians to attend classroom training. Enterprises that provided VTE graduates and technicians with additional training declared doing so for the following reasons: to improve their skills; to adapt the skills to their work; and to update their knowledge and skills alongside the technical improvements and changes introduced into the enterprise.

Provision of training for students. Enterprises that offer training opportunities for students are mainly large industries and those located in Mount Lebanon. The percentage of enterprises that declared providing training to students (as interns) was almost 40 per cent, of which 50 per cent are large enterprises, 27 per cent medium-sized enterprises and 23 per cent small enterprises. Of enterprises providing training for students, 60 per cent are located in Mount Lebanon. Around 60 per cent of enterprises that provide training pay for the trainees. Pre-recruitment testing is the main incentive to provide students with training; 70 per cent of enterprises that provide training to students have the same incentive. They consider the training as an opportunity to test the skills of the students from a pre-recruitment perspective. Two other reasons could also be considered as motivating industrial enterprises to recruit students as trainees: to get free additional labour or to promote their good image. Most trainees are coached during the training period.

School records are the main criterion for selection, as 40 per cent of the enterprises that provide training to students select trainees based on their school records. However, 30 per cent of those enterprises recruit trainees through their network of relatives and only 20 per cent rely on the recommendations of schools or teachers. The yearly number of students provided with training by industrial enterprises varies between two and five, but it may exceed five for around 30 per cent of enterprises.

Conclusion. The findings of this study are highly relevant to the labour market in the industrial sector in North Lebanon. Several findings of the study have been confirmed in interviews with industrial firms in North Lebanon. Technicians with VTE diplomas, particularly those with BT, are attracted more by large firms than by the small ones. Firms prefer to provide on-the-job training to new workers rather than employing VTE graduates with little experience. Firms rely more on personal contacts to recruit technicians rather than on using the employment service centres.

4.6 Views of employers in agro-food and other sectors: Demand for labour in North Lebanon

The economic and social situation in Tripoli is very different from other Lebanese regions, and is characterized by high poverty rates and deskilling of the labour market as a result of the worsening security situation and the influx of Syrian refugees. Its economy is characterized by low productivity, low demand for labour, weak public infrastructure and poor governance (Kawar and Tzannatos, 2012). The focus group discussion with different employers representing various economic sectors of the North (Appendix I) affirmed this characterization of the Northern economy and revealed interesting insights regarding the demand side of the labour market, as outlined in the following paragraphs.

4.6.1 Survival of the fittest

The private sector has been struggling for some years, mostly due to the worsening security situation, which has hindered and continues to hinder the growth of private sector enterprises, as well as the demographic change in the region as a result of the refugee influx. The employers interviewed feel they are left on their own to struggle for survival, without any means of support from government or from international donor organizations. The media have played a significant role in drawing a negative picture of the region, which has scared investors away and made it more difficult to access new markets, thus decreasing exports. In addition demographic change along with the refugee influx has led to a decrease in the purchasing power of citizens, and the prevalence of demand for cheaper, low-quality goods instead of higher-quality items, which has led in turn to the proliferation of small, informal and illegal businesses, specifically in the trade and service sectors, operated by refugees and by Lebanese, fiercely competing with existing enterprises over prices.

4.6.2 Brain drain

The security situation has not only affected businesses but has also had a significant impact on the talent of the local population, forcing a large percentage of young graduates to seek jobs outside the country, and existing employees to move with their families outside the country, leading to a brain drain and a predominance of low-skilled and unskilled labour. Additionally, those who have not had the choice of leaving have had to adapt to the new situation and travel daily to their work amidst the fighting and turbulence. This has also forced employers to develop new measures to guarantee the safety of their employees while remaining productive. Some have had to develop two shifts, in the morning for employees coming from far distances and in the afternoon for those residing nearby. Some employees have had to take their annual leave while companies have had to find temporary replacements until the situation improves.

4.6.3 Temporary or “hotel accommodation”

This is a main feature and current trend of the labour market in the North, which is not related to the security situation but a common and worrying dilemma for employers in all sectors. Most newly appointed employees treat their positions as temporary until a new opportunity comes up and they leave for a better package, mostly abroad. Employers call this trend “hotel accommodation”, meaning that employees treat companies as hotels and only stay until they can find new jobs, jeopardizing loyalty schemes and incentives to invest in the growth and productivity of employees. This demotivates the employers and discourages them from registering new employees in social security or training programmes or investing in promotion schemes.

4.6.4 Demand for specific labour and vocational skills

Qualified people are always in demand by employers. Participants in the survey voiced frustration at the difficulty finding qualified people with managerial skills, including those related to human resource management, as well as specific technical skills required for the food industry, namely those of quality assurance as well as chefs and waiters in the hospitality industry. There is also demand for artisan skills in the furniture sector, including wood carving, which is in danger of disappearing. Handicrafts used to be a main pillar of the northern economy and a meeting point for consumers across Lebanon. Nowadays it is struggling and diminishing due to discontinuity in the transfer of those skills and a lack of government support for the artisans who remain. Technicians skilled in mechanics and electro-mechanics are in high demand, specifically in the oil and gas sector, including gas stations, as well as in the construction sector. Given the high demand, there is capacity for absorbing young graduates in this area. Enterprises also believe there are opportunities to create new jobs for welders and sailors at the national level, as well as in Tripoli as a main port.

In the health-care sector, there is currently a shortage of qualified nurses for intensive care units, and hospitals are constantly looking for those qualifications. However, those professionals often only work on a temporary basis until they get a better opportunity in the Gulf or elsewhere, due to the global demand for those qualifications. Employers also expressed the need to hire people to carry out simple jobs, such as plumbers or drivers, which they do not always succeed in finding. Sometimes filling those vacancies required training potential candidates. However, employers indicated that they were often unable to find Lebanese wishing to work in such positions, while Syrians faced a challenge in adapting to the country and its roads, and were thus less suited to the task.

Demand for technical skills such as IT and electro-mechanics is high, especially with technology advancement. Some of the jobs, for example in IT, electrics and administration, are successfully filled, but some others require advanced technical skills (for example electro-mechanics and advanced car mechanics) that are not easily found, creating a supply gap. Women are a main target group for NGOs, and many projects target women and aim to empower them economically, either through creating additional income or generating employment. Some projects succeed in employing women in different companies, but in regions such as Tripoli and Akkar cultural factors play a major role, and so women are often encouraged to engage in business working from home to create additional sources of income for their families, rather than seeking employment in enterprises.

4.6.5 Word-of-mouth as the most popular recruitment method

The business environment in the northern region is famous for the “family business” nature of its small and medium-sized enterprises, and traditional culture in management of those enterprises. Word-of-mouth is perceived as the most efficient and least expensive method for hiring new employees. Referrals from friends, acquaintances, business partners and families are all acceptable, and employers are keen on hiring employees from the same family or close relations. This creates a more loyal and productive environment, according to the participants, who claimed that productive and efficient people are an important resource and can attract more productive people to join the workforce.

4.6.6 Misinterpretation and the application of labour law

According to employers, labour law is a major factor hindering the recruitment of new employees, and associated with a high opportunity cost. Employers are very hesitant to fire unproductive employees for fear of having a lawsuit filed against them for “arbitrary firing”, and therefore keep such employees in their jobs with the hope they will take the personal initiative to resign. This is a lost opportunity for both employers and employees: for employers because they lose productivity and the chance of hiring a more professional replacement, and for employees as they lose the opportunity to improve their performance and grow in the company. Employers commented that there are loopholes and ambiguities in the labour law, which facilitates subjective interpretation, and sometimes misinterpretation. Even if they seek clarification, often a subjective interpretation is provided, not a standardized one.

5. Labour market information

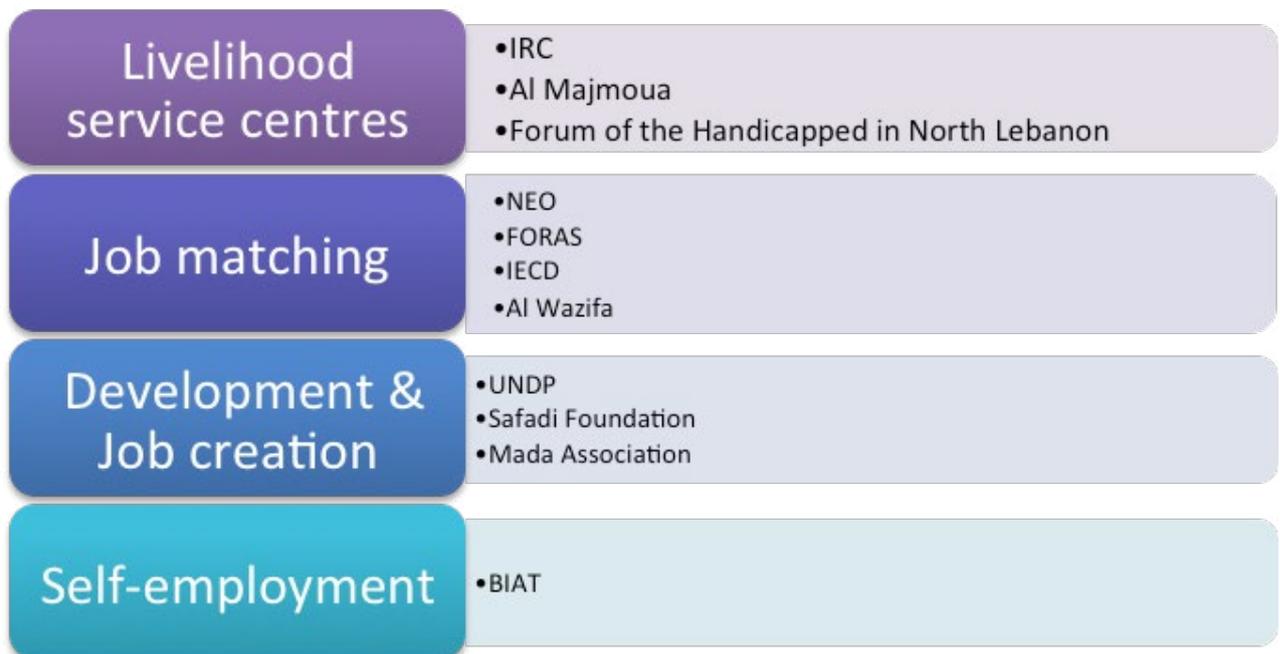
available

5.1 Mapping employment services in North Lebanon

In Lebanon, there are numerous organizations and agencies that provide employment services. These include the NEO, UNRWA,⁽¹³⁾ employment service centres, and various NGOs working with local communities. There are organizations such as the Forum for Handicapped North Lebanon, Arcenciel (AEC), and the Lebanese Physical Handicapped Union, which provides specialised services to persons with disabilities. There are also numerous private agencies engaged in recruiting high-skilled professional workers and/or workers willing to work overseas. As in many countries, jobseekers and enterprises also have a choice of online job portals and electronic bulletin boards. There are also numerous agencies within Lebanon who specialize in assisting migrant workers.

For the purpose of this study, a list of seven private recruitment agencies in North Lebanon and other regions was provided by the ILO. However, only two participated in the interviews. In addition, 14 organizations were selected based on their employment service provision in the North and other areas in Lebanon. Out of the 14 organizations, 11 non-governmental and governmental organizations in the North were interviewed, while the remainder were unavailable, either travelling abroad or overwhelmed with tight deadlines (see Appendix II for a list of organizations interviewed). The selected organizations provide various employment services, targeting Lebanese as well as refugee populations, youth, women and people with disabilities as vulnerable categories, linking them to the labour market or creating jobs for the unemployed. Figure 4 provides a categorization of the interviewed organizations based on their major employment activities.

Figure 4. Major employment activities of interviewed organizations



NGOs have been proliferating in recent years as a result of the Syrian Crisis, providing humanitarian assistance and relief to refugees escaping to northern regions of Lebanon. Lately, some have grown beyond emergency relief to building resilience and promoting livelihoods, targeting both refugee and host communities. Their activities are various, including job creation and linkages, and are spread across the North Governorate from Akkar to Tripoli, including Zgharta, Danniyeh and other northern regions. While some of these organizations are newcomers to these areas, such as the International Rescue Committee, the Danish Refugee Council, and the Norwegian Refugee Council, others have established themselves in the region, providing various services over the years in different sectors, such as UNDP, the Mada Association, and IECD. The following maps these organizations by their sectors of intervention, target population, and activities targeting the labour market.

5.1.1 Livelihood service centres

Al Majmoua, IRC, and the Forum of the Handicapped in North Lebanon have set up livelihood service centres in different locations, with different targets based on needs assessments carried out separately by these organizations. Al Majmoua set up its centre in Anfeh, Koura region, servicing both Syrians and Lebanese, while IRC set up its centre in Halba, reaching out to 12 villages in the Akkar region, targeting both Syrians and Lebanese but with more focus on Syrian refugees. The Forum of the Handicapped in North Lebanon's centre, located in Tripoli, is the oldest of the three organizations and addresses people with disabilities and special needs across the region. Its particular focus is on placing beneficiaries in sustainable jobs and increasing awareness among those beneficiaries on their rights as citizens, including their employment rights.

Al Majmoua livelihood service centre in Anfeh (funded by UNHCR) targets both Syrians and Lebanese women aged 20–45 years, offering intensive life skills and technical training programmes with the aim of linking them to the labour market. The life skills training covers topics such as household budgeting and digital communication, while the technical training, which is similar to vocational training but more intensive, covers subjects such as photography, food processing, make-up and chocolate design. Beneficiaries of both programmes receive careers counselling on CV writing, job interview preparation and job placement. The careers service also serves youth wishing to access the labour market. In parallel, a labour market assessment was carried out in order to identify the demand for particular skills, with the aim of improving the employability of beneficiaries. The centre is now closed but there are plans to open a centre in Akkar in order to better serve the population in that region.

The IRC's livelihood service centre covers 12 villages in Akkar, providing vocational training and careers counselling to both Syrian refugees and host communities in those areas, with an additional cash-for-work component targeting only Syrian refugees. Vocational training courses are of three months duration and mostly focus on the food and hospitality industry, for example hospitality training for Lebanese beneficiaries, cooking and catering covers both nationalities and with equal gender distribution, while the food processing course targets only men of both nationalities. There are plans for other training including home electrical appliance maintenance, food processing, beekeeping, photomontage (for women only), computer and smart phone maintenance. All benefit from careers counselling, and there is an outreach officer in charge of identifying job opportunities and internships that can be linked to their beneficiaries. The search for vacancies is mostly focused on Akkar, followed by Tripoli.

The Forum of the Handicapped in North Lebanon has its own niche, focusing on vulnerable populations and people with special needs by providing accelerated vocational training (in collaboration with the NEO) and awareness sessions to improve access of their beneficiaries to the labour market. The organization started its career counselling and job matching services in 2011, with the aim of increasing employment among its beneficiaries in both public and private sectors, in accordance with Law 22/2000 on people with special needs. The organization linked some of its beneficiaries to the labour market in the education sector and in administrative positions in small companies. However, it faces challenges in changing perceptions about people with special needs and their productivity. This is important to consider as their mandate is similar to that of the other organizations but is, in reality, more challenging.

5.1.2 Job matching

In terms of employment strategies and initiatives to tackle increasing unemployment in the country, the NEO is the main arm of the Ministry of Labour, established as per Decree Law 77/80, and enjoys financial and administrative autonomy. The NEO only targets Lebanese. The office is charged with conducting various labour market studies for policy formulation, improving the employability of potential entrants through accelerated vocational training, and providing job matching for jobseekers, including people with disabilities. The NEO has regional offices, with the office for the North located in the Serail of Tripoli. It also has an online job matching system. One of the more active components of the office is the accelerated vocational training in various sectors. This training is officially certified and also provided to NGOs wishing to improve the capacities of their beneficiaries. The activities of the Tripoli office are limited to collecting job applications, mainly due to the current shortage of staff and lack of financial resources to conduct studies or engage in networking with other organizations. In a meeting with the General Director, Mr Jean Abi Fadel, he indicated that accelerated vocational training should be coupled with job placements and linked to assessment and studies. However, this is not the case due to financial hardship and a lack of prioritization by various ministries.

FORAS and IECD are NGOs that provide employment services as core activities, each in a different way but both

targeting only Lebanese nationals. FORAS is the sister organization of the René Moawad Foundation and focuses on employment and job matching. The job matching programme targets both local (public and private sector) and foreign labour markets, and involves organizing forums and linking job applicants to companies requiring staff. The main office of FORAS is in Zgharta, and activities include receiving applications, counselling services and capacity building for job applicants. The main targets are youth, graduates, students that have not completed their education, and women. FORAS acts as a recruitment agency but without profit and for social benefits. Additionally, FORAS assists the René Moawad Foundation in placing persons in various projects, the latest of which is the Baladi project.

IECD lists job matching as its core activity but targets youth, specifically graduates of vocational training centres and schools. It has been operating in Lebanon since 1989, focusing on three main areas of intervention: vocational training and professional integration, support to small enterprises, and access to education and health care for vulnerable persons. Its main target includes graduates of vocational training schools, providing them with career services and job placements. All beneficiaries undergo intensive training to improve their employability in sectors where labour is highly in demand, such as health care, IT, maintenance in different mechanical and industrial fields, electrics, and electro-mechanics. Training is practical and carried out every three and six months. IECD has developed a mobile training unit in order to reach out to all beneficiaries and adapt to the security situation by providing easy access to beneficiaries, wherever they are within the region. IECD has worked with the Tripoli municipality to train youth for the construction sector but, as a result of the worsening security situation, youth have not been able to access the centre – hence the investment in the mobile training unit. IECD is in the process of training staff of vocational schools to better orient students and assist in recruiting graduates.

5.1.3 Development and job creation

UNDP is one of the longest standing development organizations in the North Lebanon region, and focuses on building the resilience of Lebanese communities, while liaising with other organizations that provide relief and humanitarian services. UNDP is leading the Livelihoods Working Group, which meets on a regular basis to coordinate the activities of various organizations working on livelihoods in the northern region. The North Lebanon Local Economic Development Agency (North LEDA) has been the implementing partner of UNDP since 2011, mostly in improving the capacities of local actors and enhancing human resource capabilities through supporting economic activities, creating job opportunities and promoting the image of the North Lebanon region. UNDP has been working on various projects with job creation as one of their objectives, and is in the process of initiating a project that targets job creation for Akkar youth through a 6-month intensive vocational training programme, and then linking trainees to jobs, while providing incentives for employers such as reimbursing three months of trainees' wages. The training programme will also motivate participants to develop innovative ideas for a business competition to take place at a later date. North LEDA conducted the labour market assessment of the demand for skills to assist in designing the vocational training programme.

The Safadi Foundation carries out activities in both the agro-food and social sectors, covering the Akkar and Tripoli regions. The foundation has an agricultural support centre in Deir Dalloum, Akkar, providing technical assistance to farmers and implementing projects aimed at developing the agricultural sector in Akkar. It also operates a Women's Academy in Tripoli that focuses on women's economic empowerment through business management, and a Handicrafts Production Unit that provides on-the-job training for women of all ages. The work produced by the unit is sold at Artisanat du Liban stores across Lebanon. Job creation in the agricultural sector centres around forming women's cooperatives for selling processed foods, while creating in-house jobs for men and women through various production units (e.g. honey wax, pomegranate molasses and thyme) that have been financed by international donors. The Safadi Foundation also has youth centres in Tripoli and Beddawi, mostly working on increasing awareness of local society on youth delinquency and developing the intellectual, educational and cultural capacities, and skills of young people. The organization has a job helper programme that provides online employment services where jobseekers can post their CVs online and employers are able to post job vacancies and search for CVs of qualified jobseekers. This service facilitates the matching of jobseekers with vacancies and targets all jobseekers, including recent graduates, as well as enterprises seeking local and international workers. It also provides referral services to vocational training and life-skills programmes, offered through life-skills centres.

The Mada Association is a small-scale association that began in the field of eco-tourism through the Jurd project in Hermel and Akkar. The association has since worked on promoting development through teaming up with municipalities. It targets mainly underprivileged women, and has developed programmes to help empower women economically in Akkar. Its latest project operated in collaboration with the René Moawad Foundation and the Digital Opportunity Trust and was aimed at empowering women in Akkar and Danniyeh, increasing their economic participation and

understanding of women's economic rights. The Mada Association was involved in the selection of beneficiaries, namely women from communities (including representatives of associations and committees), cooperatives, small businesses, and community mobilization organizations, while the Digital Opportunity Trust focused on training sessions in ICT, digital literacy, setting up email accounts, CV writing and interview preparation. Training focused mainly on gaining the right IT and business management skills for starting and managing a successful enterprise. Further to this collaboration, the Mada Association, with the help of municipalities in three villages in Akkar, is currently in the process of launching a new project targeting youth and linking them to the labour market through creating a database of job applicants and matching them with potential employers.

5.1.4 Self-employment and entrepreneurship

The Business Incubator Association of Tripoli (BIAT) is focused on promoting entrepreneurship in rural areas; an additional incubator recently opened in Halba to cater for the Akkar region. It was established in 2006, with the assistance and back-up of the Integrated Small and Medium [-sized] Enterprise Support Programme (ISSP), in order to identify, incubate, host, network, train and support value-added businesses with a commitment to assist and promote potential growth sectors in North Lebanon. BIAT targets all entrepreneurs in North Lebanon, whether university students, women, and existing or start-up small and medium-sized enterprises in different economic sectors viable to the region. The incubator also provides a cost-effective portfolio of eight training courses designed to accommodate all levels and to equip entrepreneurs with skills to improve their businesses or shape their ideas to turn them into successful businesses. BIAT also provides access to finance for entrepreneurs.

5.1.5 Private recruitment agencies

Private recruitment agencies, other than for migrant workers, are not common in North Lebanon. Only two agencies are evident, one of which, Al Wazifa, is more active than the other. This agency was established seven years ago to "provide solutions to help organizations seek continuous improvement leading to excellence". It is a consulting company specializing in the food and hospitality sector by providing various services in the areas of recruitment, training, resource management, audit needs, and assessment and development of hospitality solutions. The agency is sector specific. Private agencies in other regions are focused more on job matching, as in Beirut, Mount Lebanon, and the Gulf countries.

Headhunter Lebanon, a private recruitment agency based in Mount Lebanon, was set up in 1993. The business then expanded to the Middle East with branches in Dubai and Erbil, covering job matching in the industry, retail, pharmaceutical, fast-moving consumer goods, construction, and education sectors. The General Manager of Headhunter Lebanon considers there is a supply gap for all skills and it is increasingly difficult to find good talent. There are two main reasons: (a) students lack soft skills, such as presentation and communication, which are very important in the recruitment process; and (b) a decrease in salaries, making jobs unattractive for local labour. Additionally, higher positions became underpaid, as companies failed to allocate the right budget for such positions.

According to Headhunter Lebanon, the hospitality sector used to employ the highest percentage of labour, but it remained seasonal and started to decline as a result of the deteriorating security situation. Still, hotels or restaurants are currently unable to find graduates, as many have moved outside the country. Industry was also flourishing but is now stagnant and relies on foreign labour as a cheaper alternative. There is also a shortage of skills in the sales field, evident in the high turnover of salespersons in the current market. There is a trend towards hiring pharmacists for pharmaceutical industries and engineers for construction businesses. There is a high demand for technicians, plumbers, electricians, welders and carpenters, but it is difficult to find the right people to fill such jobs. The automotive sector is short of qualified workers for technical and commercial positions.

5.2 Employment service centres: Data analysis

Within the framework of this study, the ILO requested eight organizations operating employment service centres, in addition to organizations that provide labour market information, to provide administrative data for the period October 2013 to October 2014, in order to have a better understanding of the labour market's needs and job opportunities. The data will serve as a reference on the status of the labour market, and help identify gaps in information provision. The data supplied by these organizations were based on a questionnaire prepared by the ILO (Appendix IV).

Of the eight organizations, seven provided data. These organizations were subsequently interviewed for their views regarding the demand for workers. Analysis was conducted on data provided in six main categories:

- jobseekers registered at employment centres;
- jobseekers referred to vacancies;
- jobseekers referred and employed;
- jobseekers referred to vocational training;
- job vacancies collected;
- job vacancies filled.

However, comparison between different organizations could not be carried out across all categories as some data were missing. General observations can be summarized as follows:

- Only two organizations provided the most detailed data in accordance with the ILO standard labour market information template (Appendix III), taking gender, age and education level into consideration across all categories.
- Data were not harmonized or consistent across the organizations, evident in the case where some data was based on different age brackets. In some cases the classification of jobseekers did not include their status (whether they had been previously employed, currently unemployed, or first time jobseeker). This was also the case for vacancies (whether permanent or temporary, wages offered, the level of education required, and preferred age brackets).
- ISIC and ISCO coding systems to classify jobseekers, vacancies and employers are not adopted by all organizations nor consistent across categories, which made comparisons difficult. Thus it was difficult to determine which sectors had the highest demand for labour and at which skill levels.
- While some organizations target both Syrian and Lebanese beneficiaries, percentages of Syrians and Lebanese accessing jobs by occupation, sex and age were missing.
- With regard to referrals to vocational training, only three organizations provided data on the vocational training courses in demand. Also, data on education levels of trainees were lacking. In general, there was no indication of the soft or hard skills required for improving the employability of jobseekers.
- The job vacancies collected did not detail the salaries on offer, type of employment, or geographical location. Therefore, it is difficult to conclude which regions are more in need of labour than others.
- The “vacancies filled” category did not indicate of the type of contracts, the geographical locations covered, or the sectors with the highest demand for labour.

With the above caveats, the following sections summarize the main findings.

5.2.1 Jobseekers registered with employment centres

Around 7,400 jobseekers in total were registered among the seven organizations. Jobseekers ranged between the ages of 14 and 65 years, though most fell in the range 15–45 years. Gender was not specified by all organizations. The majority of job applicants have completed their vocational and undergraduate education, while others completed their primary and secondary education.

5.2.2 Jobseekers referred to vacancies

A total of 1,756 jobseekers were referred to vacancies. Sex and education levels of jobseekers referred to open positions were not always specified. Therefore, comparisons could not be made between the selected organizations.

5.2.3 Jobseekers referred and employed

A total of 948 jobseekers referred to vacancies were employed. The majority of jobseekers applying with the selected organizations were mostly aged 15–24 years. Other applicants were aged 25–35 years. Jobseekers referred and subsequently employed included Lebanese, Syrians, and Palestinians.

With regard to the economic sectors in which they were employed, these included science and education, business and administration, food industry, military, tourism, IT, construction and maintenance, transportation, health care, customer service, social services, media and marketing, manufacturing, hospitality, cleaning, and sales and distribution. While

the education levels of employed applicants is unknown for most of these organizations, the majority of applicants in one organization had completed their secondary level education.

5.2.4 Jobseekers referred to vocational training

The majority of jobseekers referred to vocational training were female. One explanation for this high rate could be that most of the women residing near the livelihood centres are in greater need of skills-upgrading than men, who may already be employed or completing their education outside the region. Computer literacy and foreign languages were most in demand by job applicants with disabilities.

5.2.5 Vacancies announced and collected

In total, 1,419 vacancies were collected by the seven organizations. Vacancies were mainly in science and education, business and administration, food industry, military, tourism, IT, construction and maintenance, transportation, health care, customer service, social services, media and marketing, manufacturing, hospitality, cleaning, finance/banking, and sales and distribution. There were insufficient data for analyses of vacancies with respect to experience required, professional level, or wages offered. Neither did the data indicate which sectors had a high labour demand.

5.2.6 Vacancies filled

Some 851 vacancies were filled through organizations' jobseeker databases. Vacancies were filled in the sectors of management and administration, health care, construction, customer service, education and science, hospitality, IT, media, maintenance, social services, food production, manufacturing, and agriculture. However, the data do not indicate whether these jobs were seasonal or permanent.

5.3 Information gaps

There are significant gaps in labour market information. Labour market figures are outdated, the most recent being the survey published by CAS in 2009, and the household living conditions survey carried out in 2007. However, the ILO, in partnership with CAS and funded by the European Union, initiated a labour force survey in 2015 (ongoing). Some contradictions exist between these data and those produced by international organizations (UNDP and the World Bank), particularly on unemployment.

There is a lack of labour market data in Lebanon, at both national and regional levels, for both supply and demand sides. There is a need to improve survey data as well as administrative data. Labour market data are part of "official statistics" and thus should be produced by official national bodies. A strategy for developing labour market information should be developed and implemented with the support of international organizations.

Data provided by organizations on the labour market generally lacked sufficient detail. Organizations highlighted a lack of data on the demand for specific jobs, and data for the region where they operate. However, there are gaps in the collection of labour data by these organizations, as evident in the types of data they provided.

All of the organizations interviewed shared common features in the services they provide and their targeted beneficiaries, despite the apparent diversity in their scope of work and regions covered. One exception is the NEO, which is mandated to provide employment services, in addition to other services that are currently on hold due to financial and human resource shortages. The following paragraphs describe the main findings observed during interviews.

Employment services as a by-product activity. With the exception of NEO and FORAS, the organizations interviewed did not provide employment services as a core activity, nor as a consistent service to their beneficiaries. Such services depend on the project currently implemented by such organizations, target beneficiaries, donors' priorities, and the region of implementation. They provide intensive vocational training on specific skills based on needs assessments and the requirements of the activity itself. However, there is little follow-up or monitoring to evaluate whether such skills have facilitated access to new jobs or whether such employment was sustainable or just in the short term. NEO, IRC, UNRWA and FORAS provide capacity building for job candidates, such as CV writing and tips on job interviews, in order to facilitate matching. For NEO and FORAS, the matching process is not limited to Lebanon but also extends to Gulf and African countries. It depends on the demand and the companies requesting specific skills. The Safadi Foundation also

facilitates job matching outside Lebanon, but only acts as the intermediary, and is not involved in capacity building for candidates, due to a shortage of human resources.

Labour market data existing at national rather than regional level. The World Bank, ILO and UNDP are the major organizations that publish studies and labour market statistics at the national level. Labour market information becomes less accessible or available for specific regions. According to the organizations interviewed, little information is available on unemployment and labour market statistics in the northern region. Moreover, international organizations do not publish on a regular basis, nor update their information regularly. Information is neither centralized, consistent nor updated. In fact, these organizations do not undertake labour market assessments regularly, and the information available is scattered. The CAS publishes information on household conditions, but it is not always relevant to the scope of the organizations interviewed. The organizations highlighted the need for conducting a regional survey that would tackle the regional economic data pertaining to the North, the active economic sectors, the current prevalence of skills, the shortage of specific skills, and poverty indicators in the region. In general, the data available on Lebanon are perceived as weak and lack credibility. The interviewees also questioned the credibility of national statistics and preferred to conduct their own assessments to identify labour needs.

5.4 Matrix of labour market information producers, processors and users

Information type	Use in labour market information system	Producer	Processor	User
Macroeconomic statistics (foreign direct investment, market intelligence, balance of trade) Annually	Provides economic context for understanding employment and unemployment (out of labour force or seeking work) and for understanding trends	Ministry of Economy and Trade, Investment Development Authority of Lebanon ⁽¹⁴⁾	Investment Development Authority of Lebanon, Ministry of Economy and Trade, research centres	All government departments All chambers of commerce Association of Lebanese Industrialists International organizations (World Bank, ILO, etc.) Recruitment agencies Universities Research centres
Annual economic performance of the country (financial, private sector performance, public sector performance, sectoral focus) Annually	Provides economic context for understanding economy of the country and emerging trends	Banks (Bank Audi, BLOM, BankMed, BLF ⁽¹⁵⁾)	Central Bank, chambers of commerce, research centres	All government departments All chambers of commerce Association of Lebanese Industrialists International organizations (World Bank, ILO, etc.) Universities
Industrial survey on status of Lebanese industries nationwide Biannual survey	Provides information on industrial sector performance and the potential growth for employment Provides information on registered factories per region, size, and economic performance per sector Helps users see trends and opportunities	Ministry of Industry ⁽¹⁶⁾	Investment Development Authority of Lebanon, chambers of commerce, Central Bank, research centres	All government departments All chambers of commerce Association of Lebanese Industrialists International organizations (World Bank, ILO, etc.) Research centres Recruitment agencies Education institutions

14 www.economy.gov.lb; www.investinlebanon.gov.lb.

15 www.bankaudi.com.lb, www.bankmed.com.lb, www.blominvestbank.com, www.eblf.com.

Information type	Use in labour market information system	Producer	Processor	User
Multiple Indicators Cluster Survey Labour force survey of employment, unemployment (out of labour force or seeking work), incomes, family, education Bi-annual survey	Provides information on employment and unemployment (out of labour force or seeking work) in the current period Averages help users see trends and opportunities Used to construct occupational profiles	CAS (new in 2009–2010) ⁽¹⁷⁾ www.cas.gov.lb	CAS,	All government departments Bank of Lebanon International organizations (World Bank, ILO, etc.) Universities Recruitment agencies Research centres Employment service centres
Socio-economic assessment studies (health, gender, social, family, youth, geographical area) Annual assessment	Provides a snapshot of the current living conditions and the emerging needs amidst the current situation Used in understanding the current regional context of unemployment and priorities of the active population	International organizations: UNDP, United Nations Economic and Social Commission for West Asia (ESCWA) ⁽¹⁸⁾	All NGOs	All government departments (NEO, Ministry of Labour, Ministry of Industry, Ministry of Social Affairs), Association of Lebanese Industrialists, chambers of commerce, NGOs, International organizations, non-government research institutes, Labour unions/professional associations Universities
Household survey of employment, unemployment (out of labour force or seeking work), incomes, family, health, housing, age, gender, level of education, geographical area, municipality, training received Planned for every five years	Provides a picture of living conditions and proportion of household incomes contributed by each family member by region of Lebanon Used in estimating employment and unemployment (out of labour force or seeking work) rates	CAS, Ministry of Social Affairs ⁽¹⁹⁾	CAS, Non-governmental Research Institute,, Ministry of Social Affairs, research centres	All government departments Bank of Lebanon International organizations (World Bank, ILO, etc.) National organizations Universities
ILO database for over 200 countries on labour statistics	Economically active population, employment, unemployment, hours of work, wages and labour cost	ILOSTAT website ⁽²⁰⁾	National and international organizations NEO Research centres	All government departments Bank of Lebanon International organizations (World Bank, ILO, etc.) National organizations Universities Research centres

16 www.industry.gov.lb.

17 www.cas.gov.lb.

18 www.lb.undp.org, www.escwa.un.org.

19 www.socialaffairs.gov.lb.

Information type	Use in labour market information system	Producer	Processor	User
New survey of the labour force and employers, and a general equilibrium model of the Lebanese economy (World Bank, 2012)	<p>Characteristics of the Lebanese labour market</p> <p>Current initiatives regarding active labour market programmes</p> <p>Labour market distortions</p> <p>Potential impacts on labour market outcomes of alternative macroeconomic and social insurance policies</p>	World Bank ⁽²¹⁾	<p>International organizations</p> <p>National organizations</p> <p>Universities</p> <p>Research centres</p>	<p>International organizations</p> <p>National organizations</p> <p>Universities</p> <p>Research centres</p>
Supply of labour from the general and higher education system and VTE	<p>Graduates from the various universities by main fields of study</p> <p>Graduates from VTE by specializations</p>	Centre for Educational Research and Development	<p>CAS</p> <p>International organizations</p> <p>Research centres</p>	<p>Governmental and non-governmental organizations</p> <p>International organizations</p> <p>Universities</p> <p>Research centres</p>
Labour force of host communities and Syrian refugees	<p>Mapping and analysis of labour market systems for host communities and Syrian refugees in three sectors: construction, agriculture and services</p>	IRC, Danish Refugee Council, Oxfam, Save the Children, UKaid, UNHCR ⁽²²⁾	<p>National and international organizations</p> <p>Research centres</p>	<p>All government departments</p> <p>International organizations</p> <p>Universities</p> <p>Recruitment agencies</p>
Labour force in the hospitality sector	<p>Survey of enterprises in hotels and restaurants sector in Lebanon</p> <p>Labour force in the hospitality sector</p> <p>Demand for skills</p> <p>Foreign labour</p>	NEO ⁽²³⁾	<p>National and international organizations</p> <p>Research centres</p>	<p>All government departments</p> <p>International organizations</p> <p>Universities</p> <p>Recruitment agencies</p>

6. The demand for labour: Analysis of announced job vacancies

20 <http://laborsta.ilo.org/>.

21 <http://documents.worldbank.org/>.

22 data.unhcr.org/syrianrefugees.

23 www.neo.gov.lb

6.1 Classification of job vacancies

A total of 2,791 job vacancies covering Beirut, Mount Lebanon and North Lebanon were collected from local newspapers and websites during the months December 2014 to February 2015. The search for job vacancies was made in the following newspapers: Al Waseet, Annahar, Al Safir, L'Orient-Le Jour and Daily Star, though very few vacancies were announced in the last two newspapers. The websites covered in the search for jobs included Labora, Daleel Madani, Bayt.com and Hirelebanese.com. All job vacancies appearing in the local newspapers were posted by the private sector. Vacancies in the public sector were found on the Labora website, vacancies in NGOs and international organizations on the Daleel Madani website only, and those in the private sector in newspapers and on websites.

Vacancies relating to North Lebanon accounted for only 12.5 per cent of total vacancies. Around 63 per cent of all vacancies were posted by the private sector. The share of North Lebanon in total vacancies announced by the private sector was very low, accounting for slightly less than 2 per cent, while the share was higher for the public sector vacancies (27.5 per cent), mainly because of the distribution of these vacancies among all regions in Lebanon. The share for North Lebanon was much higher for vacancies posted by NGOs (47 per cent) and international organizations (25 per cent). This can be explained by the current programmes being implemented by these organizations in areas affected by the Syrian crisis.

The vacancies were analysed according to the following sectors: public sector, private sector (newspapers and websites), NGOs and international organizations (figure 5 and table 29). The vacancies were classified according to the ILO International Standard Classification of Occupations (ISCO-08) at the two-digit level. In some cases, details were provided at the three-digit level for relevant and significant vacancies.

Figure 5. Distribution of job vacancies in different sectors

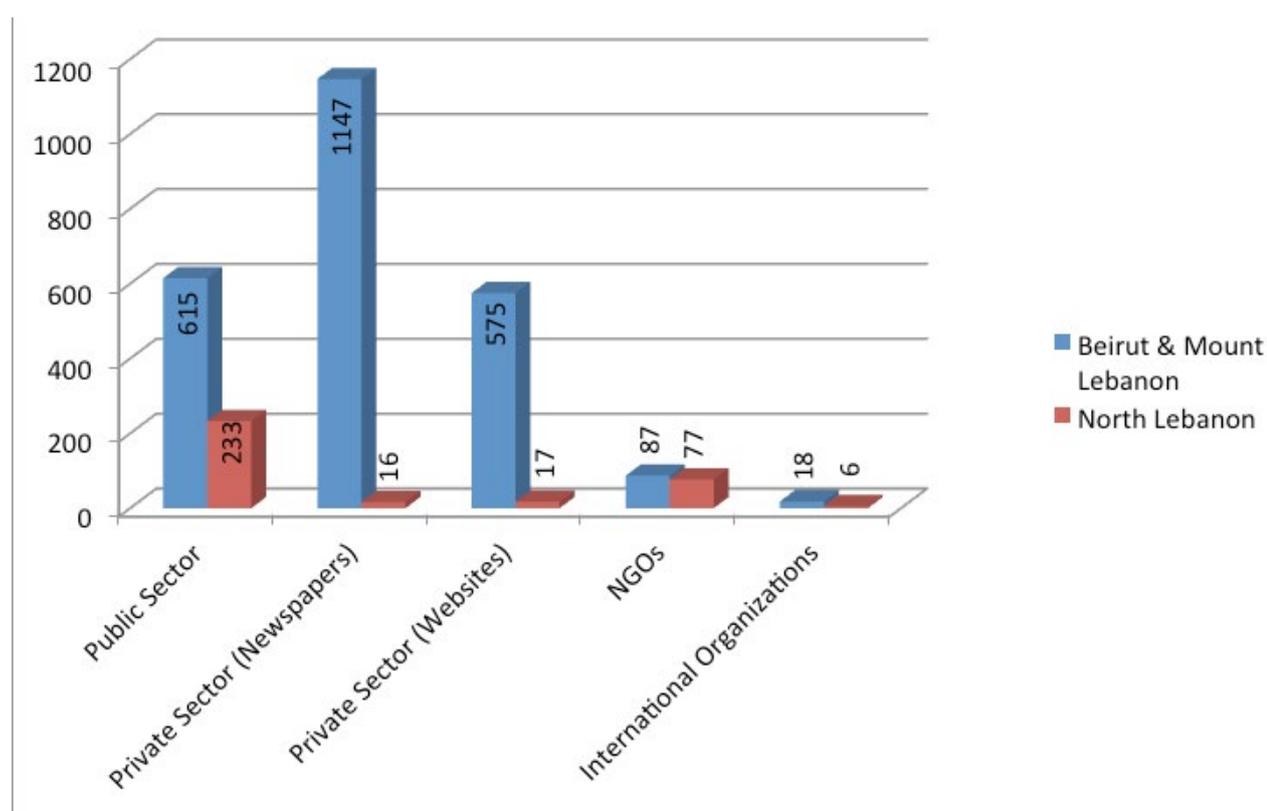


Table 29. Job vacancies in Beirut and Mount Lebanon and the North by sector of interest, according to source of vacancies

Sources	Job vacancies by sector	Beirut and Mount Lebanon	North Lebanon	Total
Websites	Public sector	615	233	848
	Private sector	575	17	592
	NGOs	87	77	164
	International organizations	18	6	24
Newspapers	Private sector	1 147	16	1 163
Total		2 442	349	2 791

6.2 Demand for labour by the public sector

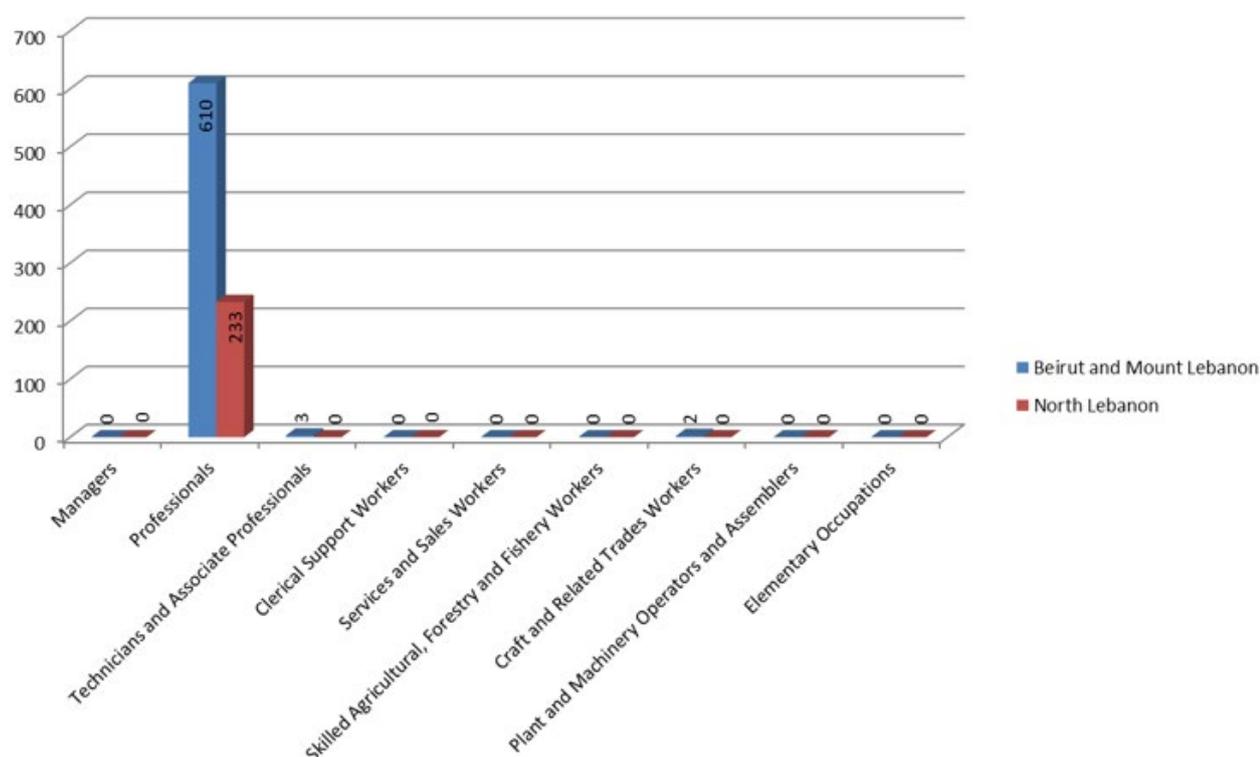
A total of 848 jobs were announced by the public sector. Demand was overwhelmingly for professionals (99.4 per cent of total vacancies), particularly for teaching, legal, social and cultural professionals. The demand for teaching professionals alone accounted for 79.3 per cent of total vacancies announced by the public sector, a third of these for North Lebanon (table 30 and figure 6).

Table 30. Demand for labour by the public sector

ISCO classification	Beirut/Mount Lebanon	North Lebanon	Total	Per cent of total
2. Professionals	610	233	843	99.4
23. Teaching professionals	440	233	673	(79.3)
26. Legal, social and cultural professionals	170		170	(20.1)
3. Technicians and associate professionals	3		3	0.4
32. Health associate professionals	1		1	
33. Business and administration associate professionals	1		1	
34. Legal, social, cultural and related associated professionals	1		1	
7. Craft and related trades workers	2		2	0.2
72. Metal, machinery and related trades workers	1		1	
74. Electrical and electronic trades workers	1		1	
Total	615	233	848	100

Figure 6. Distribution of demand for labour in the public sector

Distribution of Demand for jobs in the public sector



6.3 Demand for labour by the private sector

The analysis of the demand for labour by the private sector was made separately for the vacancies announced on websites and those in newspapers, since jobs advertised on websites seek different levels of education. The findings revealed differences in the type of vacancies.

The main economic sectors where demand for skills was relatively high were industry, services (mainly the hospitality and IT sectors) and trade.

The majority of vacancies (58.6 per cent) announced on the websites were related to demand for professionals, compared with 17.7 per cent in vacancies announced in the newspapers. In the latter, almost 38 per cent were related to the category of services and sales workers.

The demand for professionals (websites and newspapers) was mainly for business and administration professionals, particularly accountants. The demand on the websites was related more to vacancies for ICT professionals (11.3 per cent of total vacancies).

In the newspapers, the demand for services and sales workers was related mainly to demand for personal service workers, particularly waiters (restaurants) and shop salespersons. Under the category technicians and associate professionals, there was also relatively high demand for chefs (restaurants) and business and administration associate professionals. Almost 10 per cent of vacancies were related to demand for drivers and mobile plant operators (table 31 and figure 7; table 32 and figure 8).

Table 31. Job vacancies in the private sector (websites)

ISCO classification	Beirut/Mount Lebanon	North Lebanon	Total	Per cent of total
1. Managers	38	1	39	6.6
2. Professionals	337	10	347	58.6
21. Science and engineering professionals	(38)		(38)	(6.4)
22. Health professionals	(13)		(13)	(2.2)
23. Teaching professionals	(7)	(1)	(8)	(1.4)
24. Business and administration professionals	(199)	(7)	(206)	(34.8)
241. Accountants	(52)	(2)	(54)	(9.1)
243. Marketing professionals	(53)	(1)	(54)	(9.1)
Others	(94)	(4)	(98)	(16.6)
25. Information and communications technology professionals	(65)	(2)	(67)	(11.3)
26. Legal, social and cultural professionals	(15)		(15)	(2.5)
3. Technicians and associate professionals	67	1	68	11.5
4. Clerical support workers	41		41	6.9
5. Services and sales workers	67	2	69	11.7
6. Skilled agricultural, forestry and fishery workers	1		1	0.2
7. Craft and related trades workers	11		11	1.9
8. Plant and machinery operators and assemblers		3	3	0.5
9. Elementary occupations	13		13	2.1
Total	575	17	592	100

Figure 7. Distribution of job vacancies in the private sector (websites)

Distribution of Demand for Jobs (from websites) in the private sector

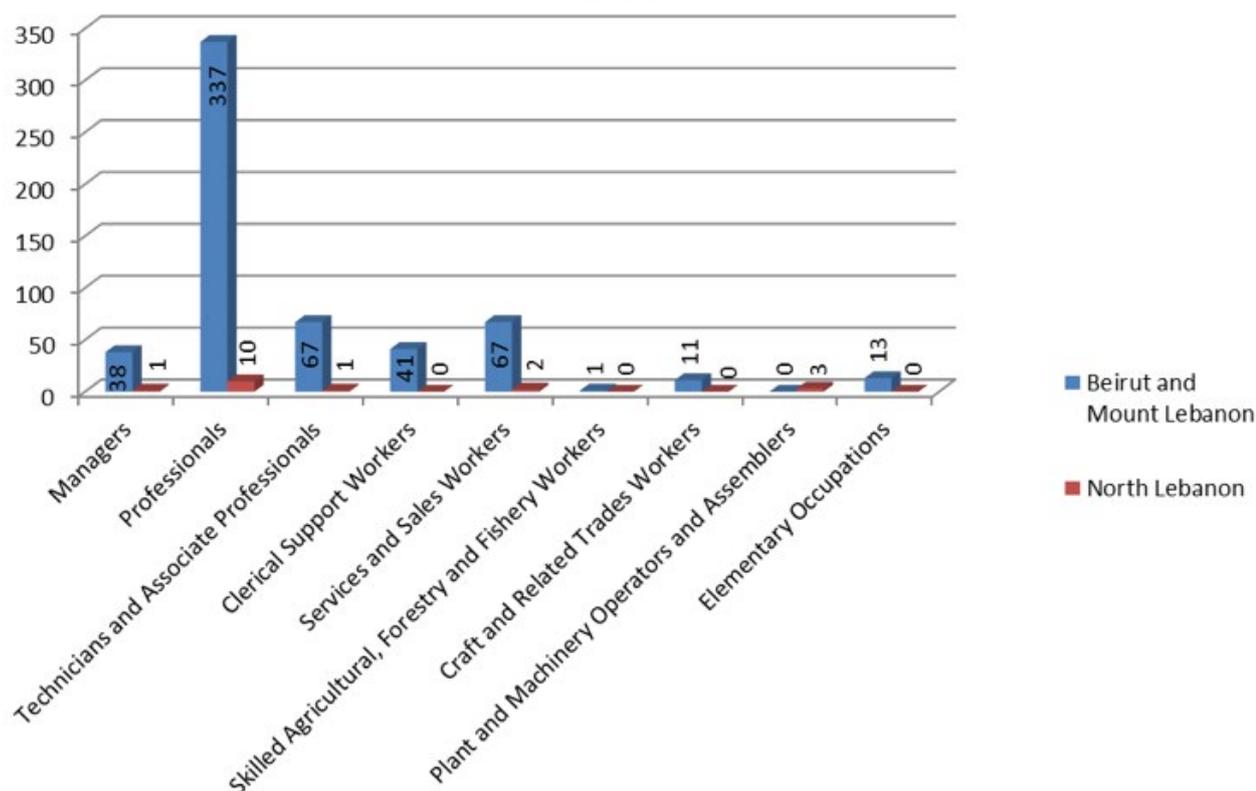


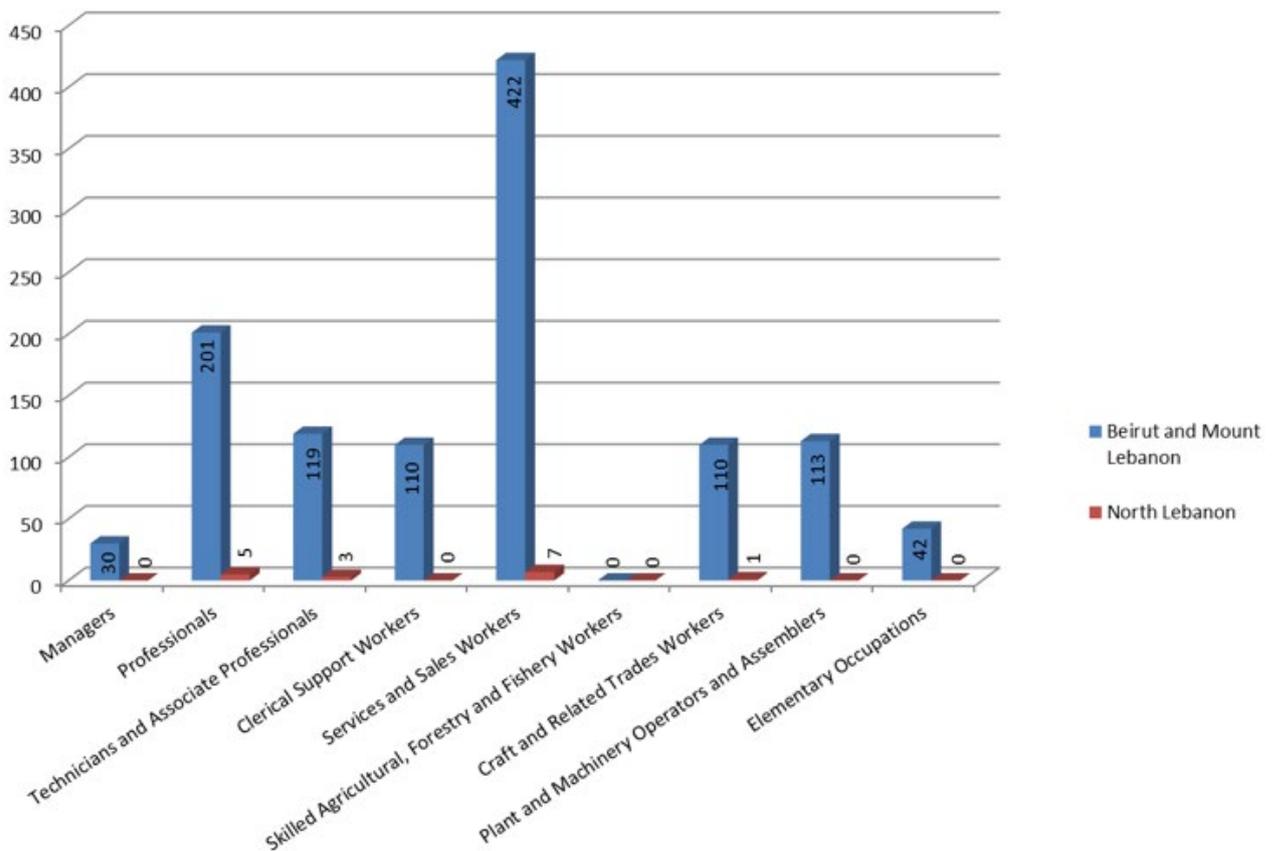
Table 32. Job vacancies in the private sector (newspapers)

ISCO classification	Beirut/Mount Lebanon	North Lebanon	Total	Per cent of total
1. Managers	30		30	2.6
2. Professionals	201	5	206	17.7
21. Science and engineering professionals	(22)		(22)	(1.9)
22. Health professionals	(25)		(25)	(2.1)
23. Teaching professionals	(19)	(2)	(21)	(1.8)
24. Business and administration professionals (excl. 241 and 243)	(125)	(3)	(128)	(11.0)
241. Accountants	(78)		(78)	(6.7)
243. Marketing professionals	(10)	(1)	(11)	(0.9)
Others	(37)	(2)	(39)	(3.4)
25. Information and communications technology professionals	(4)		(4)	(0.3)
26. Legal, social and cultural professionals	(6)		(6)	(0.6)
3. Technicians and associate professionals	119	3	122	10.5
4. Clerical support workers	110		110	9.5
5. Services and sales workers	422	7	429	36.9

ISCO classification	Beirut/Mount Lebanon	North Lebanon	Total	Per cent of total
51. Personal services workers	(200)		(200)	(17.2)
513. Waiters	(46)		(46)	(4.0)
Others	(154)		(154)	(13.2)
52. Sales workers	(215)	(6)	(221)	(19.0)
522. Shop salespersons	(135)	(4)	(139)	(12.0)
Others	(80)	(2)	(82)	(7.0)
53. Personal care workers	(3)		(3)	(0.3)
54. Protective services workers	(4)	(1)	(5)	(0.4)
6. Skilled agricultural, forestry and fishery workers				
7. Craft and related trades workers	110	1	111	9.5
8. Plant and machinery operators and assemblers	113		113	9.7
9. Elementary occupations	42		42	3.6
Total	1 147	16	1 163	100

Figure 8. Distribution of job vacancies in the private sector (newspapers)

Distribution of Demand for jobs (from newspapers) in the private sector



6.4 Demand for labour by NGOs and international organizations

A total of 188 vacancies in NGOs and international organizations were recorded on the Daleel Madani website. Most of them (75 per cent) were related to demand for professionals, particularly in business and administration, and legal, social and cultural professionals. Other vacancies under the same category of professionals were related to health, teaching and ICT. North Lebanon accounted for a significant part of the demand, 44.1 per cent of total vacancies (table 33).

Table 33. Job vacancies in NGOs and international organizations

ISCO classification	Beirut/Mount Lebanon	North Lebanon	Total	Per cent of total
1. Managers	8	3	11	5.9
2. Professionals	83	58	141	75.0
24. Business and administration professionals	(39)	(21)	(60)	(31.9)
26. Legal, social and cultural professionals	(22)	(21)	(43)	(22.9)
Others	22	16	38	(20.2)
3. Technicians and associate professionals	11	11	22	11.7
4. Clerical support workers				
5. Services and sales workers	2	1	3	1.6
6. Skilled agricultural, forestry and fishery workers				
7. Craft and related trades workers		3	3	1.6
8. Plant and machinery operators and assemblers	1	4	5	2.7
9. Elementary occupations		3	3	1.5
Total	105	83	188	100

7. Conclusions and recommendations

7.1 Skills in high demand: A synthesis

There is high demand for technicians in Lebanon, particularly in the North. The skills in highest demand are in plumbing and electricity, IT, electro-mechanics, advanced car mechanics, and specific technical skills required for the food industry (namely quality assurance and chefs and waiters in the hospitality industry), and sales workers (particularly in retail). There is also a demand for artisan skills in the furniture sector, including wood carving, which is declining to the point of extinction. In the health-care sector, there is currently a shortage of qualified nurses for intensive care units, and hospitals are constantly seeking such workers. There is a high demand for professionals, particularly in business and administration, particularly accountants, as well as in ICT.

The majority of enterprises, particularly the larger ones, have difficulty finding technicians with relevant experience in various industrial fields, especially in maintenance of machines that utilize the latest technology. Qualified people with managerial skills are also difficult to recruit, including those related to human resource management. Those who have expertise prefer to work in the Gulf, where remuneration is much higher than in Lebanon. Most newly appointed employees treat their positions as a temporary situation until a better opportunity arises, mostly abroad.

Most enterprises, particularly the large ones, are interested in recruiting technicians with BT diplomas. Industrial enterprises, however, underline the need for VTE graduates who can learn and practise on the job. This applies to all technical jobs required in the various manufacturing activities. Though most of the industrial enterprises complain about the lack of expertise and practice among VTE graduates, only a few send technicians for training, as most of the training is done on the job. This is despite the fact that graduates of VTE institutions are mostly in fields in high demand by firms, mainly in electricity, mechanics, business, services and health.

NGOs and international organizations have become an important source of employment, including in the North. There is demand for professionals in business and administration, legal, social and cultural fields, as well as in health and ICT.

7.2 Skills mismatch

The majority of jobseekers fall within the age bracket 15–24 years. Early departure from the educational system impacts the skills level of many young jobseekers. When reviewing unemployment rates based on age and gender in Lebanon, the highest rates of unemployment are found in the age group 15–24 and, within this age range, females have roughly twice the rate of unemployment as their male counterparts. The difference in rates of unemployment between males and females continues to be reflected between the ages of 25 and 49, with women experiencing double or, sometimes, triple the rate of unemployment. The rate of unemployment is much higher in North Lebanon and the distribution between males and females is again much greater. When comparing economic activity rates according to education level, we find that the highest rate is among university graduates, then those who attained elementary level and intermediate level. The highest activity rate among women is for those who are university graduates.

The mismatch between labour demand and supply is not due mainly to a lack of skills. The Lebanese economy is small in size and cannot absorb a high percentage of university and VTE graduates. In addition, university and VTE graduates and other skilled workers prefer to look for jobs in the Gulf countries, for reasons stated above. Moreover, industrial enterprises have a greater demand for low-profile jobs that do not require a BT diploma, in view of the characteristics of the industrial sector, which is dominated by small and micro enterprises. Very few VTE graduates work in the area of their expertise.

Despite the presence of some recruitment agencies and Internet job search platforms, most skilled and unskilled labourers find jobs through informal networks and personal connections. Only professionals use formal means to search for employment, though many do not due to inefficiency. On the other hand, the majority of enterprises choose to recruit staff through word-of-mouth referrals from existing employees, friends and family, through direct application by jobseekers (cold calls) and by publishing vacancy notices on websites and/or in newspapers. While in many countries employment services are considered to be a source of labour market information, this role is limited in Lebanon due to such recruitment practices. The reluctance of employers to participate as clients of employment service centres creates a significant gap in information on the labour market demand side, making it difficult to adequately prepare for shifts in demands for skills. It also means that employment officers advising students and other jobseekers on careers that offer the highest prospect of employment must do so with less than complete information.

7.3 Main challenges

There are a number of challenges that are hindering employment in the North and affecting the region as a whole. Among the major challenges facing organizations are the following:

- The volatile security situation in the North. The security situation in the North is a major factor acting against labour market interventions. Road blocks, sporadic violent clashes and explosions not only chase away investment, but also compel youth to flee the country in search of a better life and deter international organizations from operating until the situation improves. Attracting investment to the area is crucial for generating employment, but this seems a distant goal amid the current situation.
- Remoteness of rural areas and their links to central areas. Rural areas suffer from remoteness due to weak infrastructure and a lack of political will to improve it. In the absence of public transportation, workers must spend large sums of money to commute. This added financial burden is a main factor hindering participation. Current wages are generally low and insufficient to cover expenses, forcing some to work two or three shifts to sustain a decent standard of living.
- Fragmented collaboration and coordination among organizations. Duplication of work, double targeting of beneficiaries, and lack of collaboration are some of the problems commonly reported by the organizations interviewed, creating challenges to generating greater employment. Each organization conducts its own employment assessment, with little sharing of results. Each conducts its own capacity building and vocational training without coordinating curricula or the timing of those trainings. Some target only Syrian refugees and exclude host communities, while others target both, but without differentiation in the services offered such that specific services would be offered by one organization, complementing those offered by others. Thus a proliferation of training for youth and women has been developed without any perceptible impact. Greater networking and communication is required among organizations, as well as establishing an effective referral system for jobseekers, mainly in the northern region.
- Lack of application and enforcement of the law. Enforcement of labour law, and Law 22/2000 relating to the rights of people with special needs, including access to jobs, is a major challenge facing organizations. People with special needs are rarely employed, as they are perceived to be “non-productive” by some employers.

Labour law ensures social security and other benefits for Lebanese employees. However, nowadays is very different, as several employers are not granting Lebanese employees social security rights due to the economic crisis. Also, Lebanese workers are increasingly being replaced with Syrian and Egyptian workers who work for much lower salaries and are not legally registered for social security. While the Ministry of Labour allows low-skilled foreign labour in the agriculture, construction and cleaning sectors, its efforts to apply labour regulations are directed at preventing foreign workers from employment in activities that compete with Lebanese workers. The Ministry has imposed penalties on firms that illegally employ foreign workers, but faces serious difficulties in controlling the employment of foreigners. The Ministry is currently understaffed, as only 47 per cent of positions are filled and only 17 labour inspectors operate across the entire country.⁽²⁴⁾ These factors have led to demotivation and created mistrust between jobseekers and enterprises, impacting efforts to reduce unemployment.

Another crucial factor is the delay in settling business lawsuits pertaining to workers’ rights and harassment in the workplace. Such cases are taking five to six years to settle, discouraging employees from seeking justice. A further challenge identified by organizations, beneficiaries and recruitment agencies is the lack of awareness among employees regarding their employment rights.

Some organizations, including those who participated in an ILO capacity-building workshop on employment services and LMI in December 2014, reported the difficulty in guaranteeing workers’ rights in the workplace, such as the minimum wage, maximum number of working hours, and entitlements to social security and leave (including sick leave, annual leave and holidays). Also, a number of jobseekers who approach employment centres have a negative perception of employers and lack knowledge about labour laws.

- Lack of labour market information. Concern was voiced regarding the lack of accurate data. Many of the data available are outdated and lack credibility, according to the majority of organizations participating in the ILO

workshop in December 2014. This lack of data makes it difficult for employment service providers to help jobseekers make more informed career choices. Moreover, labour market studies carried out by individual organizations often do not build on existing data, since these studies are not shared among organizations.

- Cultural barriers. Jobseekers are bound by cultural, social and community traditions that impose limitations on the desirability of working in certain professions, or limit the hours that women can work, the sectors in which they work, and the distance from home they are allowed to travel. These traditions and issues may cause problems for jobseekers and for employment officers.
- Lack of clarity of job descriptions. Job descriptions are sometimes unclear or do not include further tasks that may be added by the employer relating to more than one job (secretary, cleaning, data entry and others), with the result that the employer burdens the workers with responsibilities beyond their capacity. As a consequence, the employee may soon resign. Sometimes employers lack knowledge about the job's requirements, so job descriptions are lacking or vague, and may include more tasks than necessary.
- Shortage of soft skills. Jobseekers visiting employment centres often do not possess the soft skills that can improve their employment prospects. They may have university degrees but lack other skills required, such as computer literacy, knowledge of languages or communication skills.

7.4 Recommendations

The following recommendations are derived from the views expressed by enterprises and organizations providing employment services in the region, as well as findings from the study.

- (1) Provide regular, consistent and accurate labour market data. This is essential for organizations as it can better equip them to provide quality employment services. The provision of consistent data on the labour market would help organizations adjust to the needs of the region. There is a need to strengthen the role of the NEO in the provision of labour market data; the NEO suffers from shortages in staff and financial resources. Labour market information should be collected, analysed, and disseminated on a regular basis in order to better assess market needs and trends. This would improve career guidance services and address skills mismatches.
- (2) Promote better synchronization of employment services. In addition to ensuring that all organizations use ISCO and ISIC classification systems for coding jobseekers and vacancies, the sharing of job vacancy and jobseeker registration information is encouraged in order to streamline services for both enterprises and jobseekers, as well as to avoid duplication and overlap of services. Industrial associations and labour representatives should be encouraged to collaborate in the preparation of occupational profiles for the most frequently required skills in their economic sector. Social partners, such as employers' organizations and trade unions, have a critical role in this area and efforts should be increased to generate greater collaboration between employment service providers and these partners.
- (3) Establish a coordination and referral mechanism among organizations. Coordination among organizations operating in the North can be improved by establishing a referral system that not only reduces duplication of work, as currently observed, but also improves job matching and creates a recruiting mechanism for employers. It is also important to create a medium for sharing information about the labour market, say in the assessments carried out by different organizations. This could act as a database that would help associations reduce redundancy. The Livelihoods Working Group headed by UNDP could act as the main coordination platform since it currently includes all associations involved in job creation and matching.
- (4) Develop close linkages between the VTE sector and the business sector. Close, regular and sustained linkages between the VTE and business sectors could improve the efficiency of matching specialized technical positions with qualified workers. Under the supervision of the Minister of Education and Higher Education, the High Council for VTE is mandated to create and maintain linkages between the Ministry and productive sectors. It is necessary, though, to first identify the causes behind the inactivity and inefficiency of the High Council for VTE and to develop relevant solutions, such as restructuring or providing the Council with the necessary resources. An alternative approach would be to create a new platform involving key stakeholders to ensure the creation and maintenance of close relations between VTE, businesses and chambers of commerce.

- (5) Promote investment in agriculture and other economic sectors that are viable for the northern region. This is important as investment improves sectoral performance, creates new jobs and motivates the population to upgrade their present skills and gain new skills to improve their employability. Investment also helps to create equal opportunities for youth, women and people with special needs.
- (6) Create expertise in newly emerging fields such as welding and sailing. This was a key recommendation from enterprises that foresee the creation of new jobs requiring welders and sailors. The former is in high demand nationwide, and the latter is rising due to the upgrade of the port of Tripoli and its strategic location.
- (7) Target the untargeted population. As mentioned, the North is characterized by high rates of school dropouts. While some organizations target youth for training programmes, a large percentage are neglected, mainly those who have dropped out of school before the age of 14 and who could not pass the Brevet exams, and are thus unqualified to be enrolled in any education scheme. They are among the poorest and most in need of support to reintegrate into the labour market and increase their productivity. It is therefore recommended that future programmes target those populations. Skills training programmes combined with basic educational upgrading could provide the opportunities for young jobseekers to increase their employability. It is recommended that the Ministry of Labour, in collaboration with the NEO and the Ministry of Education and Higher Education, explore the possibility of introducing training programmes specifically targeting the large number of school dropouts.
- (8) Design a clear labour market strategy. Such a strategy should be sustainable and should have the potential to be implemented in the North, and generate employment for vulnerable communities. Ideally, it should be jointly developed with all social partners, educational institutions, employment service providers, as well as other key labour market actors. While entrepreneurship has proven to be a successful solution for many jobseekers who wish to make labour market transitions, a large number of jobseekers rely on paid employment opportunities. Investment in sectors with potential growth will encourage the population to invest in upgrading and training to align their skills with the needs of the market. Additionally, in order to address issues of gender inequality, either voluntary or imposed by cultural norms, gender mainstreaming strategies should be considered into the delivery of employment services, career counselling, and active labour market programmes.
- (9) Focus on sectors with potential growth and demand for labour in Lebanon. There is a need to build the capacities of jobseekers to facilitate their access to jobs in the sectors with the highest potential for growth and to absorb new jobs, mainly in media (more specifically in production, post-production and broadcasting), IT (software development), and telecommunications (mainly call centres).
- (10) Focus on creating opportunities for small business development. The government has been focusing its efforts, through ministries and investment authorities, on increasing support to start-ups operating in the fields of ICT, technology and media, considered priority sectors by Investment Law No. 360. The northern region has witnessed an upsurge in entrepreneurial support, with more than 100 start-ups operating in creative industries, ICT and education, among others. In addition to support services provided to start-ups through the Business Incubator Association of Tripoli (BIAT), a new incubator targeting ICT is in the process of being set up in Akkar in partnership with a local university. New labour policies should therefore take into consideration support for entrepreneurship as an important economic pillar and one that can foster innovation and build the skills of youth for a more productive future.
- (11) Build synergies among ministries that harmonize strategies to accelerate growth and organization of the labour market. The Ministry of Economy and Trade, through its Small and Medium Enterprise Unit, has recently launched the Lebanese national Small and Medium Enterprise Strategy, which calls on all stakeholders to work together for “fostering the creation of vibrant and globally competitive small and medium-sized enterprises that contribute to employment opportunities and high value-added economy”. The Ministry of Industry is also launching programmes, with the support of the United Nations Industrial Development Organization (UNIDO), aimed at promoting the growth of agro-food industries through compliance with manufacturing and food safety standards, especially for dairy, meat, poultry and traditional food sectors. This entails technical assistance as well as capacity building for improved trade performance. Capacity building will also facilitate access to new jobs created in those sectors and improve performance among current companies.

- (12) Support the VTE sector. The Ministry of Education and Higher Education needs to reform the VTE sector, which is highly fragmented, and unify the monitoring and accreditation system. Closer coordination with the business community is required in order to improve the implementation of the dual system by providing incentives to firms, taking into account the difficulties they face in implementing curricula in the required sequence and the costs they incur in securing the time needed for training students.
- (13) Enforce the labour law. There is unanimous agreement among organizations and enterprises on the need for: (a) labour law enforcement; (b) a more focused approach, as well as transparency in law enforcement; and (c) increased awareness of the rights and obligations of both employees and enterprises.

Appendix I. List of stakeholders consulted

Contact Name	Organization
Ms Isabelle Peillin	MADA Association
Mr Jean Abi Fadel	National Employment Office (NEO)
Mr Jarrett Basedow	International Rescue Committee (IRC)
Mr Roy Abi Jaoude	International Rescue Committee (IRC)
Mr Hassan Mostafa	Forum of the Handicapped in North Lebanon
Mr Mohamad El Dheiby	Al Majmoua
Ms Vanessa Yakan	Safadi Foundation
Mrs Samira Baghdadi	Safadi Foundation
Mr Ghassan Srour	Safadi Foundation
Mr Johnny Namnoun	FORAS – René Mouawad Foundation
Mrs Delphine Compain	Institut Européen de Coopération et de Développement (IECD)
Ms Marianne Bitar	Digital Opportunity Trust
Mr Fadi Denno	United Nations Development Programme (UNDP)
Mr Abdullah Muhieddine	United Nations Development Programme (UNDP)
Mr Ali Mohamad	Trade Union of Workers in Construction Sector - North Lebanon
Mr Mounir Bsati	Syndicate of Lebanese Food Industries
Mr Amer Ghanem	Al Wazifa
Mr Bilal Maaz	CNAM
Mr Fawwaz Hamdi	Business Incubator Association of Tripoli (BIAT)
Ms Nada Barakat	United Nations Industrial Development Organization (UNIDO)
Mr Khalil Cherri	Association of Lebanese Industrialists
Ms Zeina Khoury	Small and Medium Enterprise - SME Unit at Ministry of Economy and Trade
Mr Joseph Naous	Ministry of Labour
Mrs Marlene Atallah	Ministry of Labour
Ms Faten Adada	Council for Development and Reconstruction (CDR)
Mr Oussama Ghneim	Centre for Educational Research and Development (CERD)
Mr Elie Mourad	Headhunter Lebanon
Mr Rami Hallab	Refaat Hallab and Sons
Mr Ahmad Chanouha	Cedars Premium
Mr Ahmad Amine	Al Amine Roastery
Mr Fady Tannous	Al Dayaa Foods
Mr Karam Ghemrawi	Van Belle Chocolate
Mr Rabih Helou	Bella Flex Furniture
Mr Walid Hajjeh Apec Gas	Apec Gas
Mr Raed Skaff Edso Group	Edso Group
Ms Rouba Masri	Mazloum Hospital
Mr Osama Alayan	Alayan Decoration

Appendix II. Demand for labour classified by ISCO

1. Demand for labour by NGOs and international organizations

		Beirut and Mount Lebanon		North Lebanon	
		NGOs	International organizations	NGOs	International organizations
1. Managers	11. Chief executives, senior officials and legislators				
	12. Administrative and commercial managers	2		1	
	121. Marketing managers				
	Others	2		1	
	13. Production and specialized services managers	5		2	
	14. Hospitality, retail and other services managers	1			
	141. Hotel and restaurant managers				
	Others	1			
	Subtotal	8	0	3	0
2. Professionals	21. Science and engineering professionals			1	
	22. Health professionals	6	2	11	
	23. Teaching professionals	5		4	
	24. Business and administration professionals	28	11	18	3
	241. Accountants				
	243. Marketing professionals	2			
	Others	26	11	18	3
	25. Information and communications technology professionals	7	2		
	26. Legal, social and cultural professionals	21	1	21	
	Subtotal	67	16	55	3

		Beirut and Mount Lebanon		North Lebanon	
		NGOs	International organizations	NGOs	International organizations
3. Technicians and associate professionals	31. Science and engineering associate professionals			1	1
	32. Health associate professionals	2		6	
	33. Business and administration associate professionals	4	1	1	1
	331. Accounting associate professionals				
	Others	4	1	1	1
	34. Legal, social, cultural and related associated professionals	3	1	1	
	343. Chefs				
	Others	3	1	1	
	35. Information and communications technicians				
	Subtotal	9	2	9	2
4. Clerical support workers	41. General and keyboard clerks				
	42. Customer Services Clerks				
	43. Numerical and material recording clerks				
	44. Other clerical support workers				
	Subtotal	0	0	0	0
5. Services and sales workers	51. Personal services workers				
	513. Waiters				
	52. Sales workers				
	522. Shop salespersons				
	53. Personal care workers				
	54. Protective services workers	2		1	
	Subtotal	2	0	1	0
6. Skilled agricultural, forestry and fishery workers	61. Market-oriented skilled agricultural workers				
	62. Market-oriented skilled forestry, fishery and hunting workers				
	63. Subsistence farmers, fishers, hunters and gatherers				
	Subtotal	0	0	0	0

		Beirut and Mount Lebanon		North Lebanon	
		NGOs	International organizations	NGOs	International organizations
7. Craft and related trades workers	71. Building and related trades workers (excluding electricians)			1	
	72. Metal, machinery and related trades workers				
	73. Handicraft and printing workers			2	
	74. Electrical and Electronic Trades Workers				
	75. Food processing, woodworking, garment and other craft and related trades workers				
	Subtotal	0	0	3	0
8. Plant and machinery operators and assemblers	81. Stationary plant and machine operators				
	82. Assemblers				
	83. Drivers and mobile plant operators	1		4	
	Subtotal	1	0	4	0
9. Elementary occupations	91. Cleaners and helpers			1	
	92. Agricultural, forestry and fishery labourers				
	93. Labourers in mining, construction, manufacturing and transport				
	94. Food preparation assistants			1	1
	95. Street and related sales and services workers				
	Subtotal	0	0	2	1
Total		87	18	77	6

2. Demand for labour by the private sector (websites)

		Beirut and Mount Lebanon	North Lebanon
1. Managers	11. Chief executives, senior officials and legislators	5	
	12. Administrative and commercial managers	14	
	121. Marketing managers	8	
	Others	6	
	13. Production and specialized services managers	10	
	14. Hospitality, retail and other services managers	9	1
	141. Hotel and restaurant managers	6	1
	Others	3	
	Subtotal	38	1

		Beirut and Mount Lebanon	North Lebanon
2. Professionals	21. Science and engineering professionals	38	
	22. Health professionals	13	
	23. Teaching professionals	7	1
	24. Business and administration professionals	199	7
	241. Accountants	52	2
	243. Marketing professionals	53	1
	Others	94	4
	25. Information and communications technology professionals	65	2
	26. Legal, social and cultural professionals	15	
	Subtotal	337	10
3. Technicians and associate professionals	31. Science and engineering associate professionals	2	
	32. Health associate professionals		
	33. Business and administration associate professionals	21	
	331. Accounting associate professionals	1	
	Others	20	
	34. Legal, social, cultural and related associated professionals	33	1
	343. Chefs	20	1
	Others	13	
	35. Information and communications technicians	11	
	Subtotal	67	1
4. Clerical support workers	41. General and keyboard clerks	5	
	42. Customer services clerks	35	
	43. Numerical and material recording clerks	1	
	44. Other clerical support workers		
	Subtotal	41	0
5. Services and sales workers	51. Personal services workers	33	
	513. Waiters	23	
	Others	10	
	52. Sales workers	34	2
	522. Shop salespersons	11	
	Others	23	2
	53. Personal care workers		
	54. Protective services workers		
Subtotal	67	2	

		Beirut and Mount Lebanon	North Lebanon
6. Skilled agricultural, forestry and Fishery workers	61. Market-oriented skilled agricultural workers	1	
	62. Market-oriented skilled forestry, fishery and hunting workers		
	63. Subsistence farmers, fishers, hunters and gatherers		
	Subtotal	1	0
7. Craft and related trades workers	71. Building and related trades workers (excluding electricians)	3	
	72. Metal, machinery and related trades workers	1	
	73. handicraft and printing workers	3	
	74. electrical and electronic trades workers	4	
	75. Food processing, woodworking, garment and other craft and related trades workers		
	Subtotal	11	0
8. Plant and machinery operators and assemblers	81. Stationary plant and machine operators		
	82. Assemblers		
	83. Drivers and mobile plant operators		3
	Subtotal	0	3
9. Elementary occupations	91. Cleaners and helpers	6	
	92. Agricultural, forestry and fishery labourers		
	93. Labourers in mining, construction, manufacturing and transport	1	
	94. Food preparation assistants	3	
	95. Street and related sales and services workers		
	96. Refuse workers and other elementary workers	3	
	Subtotal	13	0
Total		575	17

3. Demand for labour by the private sector (newspapers)

		Beirut and Mount Lebanon	North Lebanon
1. Managers	11. Chief executives, senior officials and legislators		
	12. Administrative and commercial managers	15	
	121. Marketing managers	9	
	Others	6	
	13. Production and specialized services managers	1	
	14. Hospitality, retail and other services managers	14	
	141. Hotel and restaurant managers	12	
	Others	2	
	Subtotal	30	0
2. Professionals	21. Science and engineering professionals	22	
	22. Health professionals	25	
	23. Teaching professionals	19	2
	24. Business and administration professionals	125	3
	241. Accountants	78	
	243. Marketing professionals	10	1
	Others	37	2
	25. Information and communications technology professionals	4	
	26. Legal, social and cultural professionals	6	
	Subtotal	201	5
3. Technicians and associate professionals	31. Science and engineering associate professionals	16	
	32. Health associate professionals	18	3
	33. Business and administration associate professionals	34	
	331. Accounting associate professionals	4	
	Others	30	
	34. Legal, social, cultural and related associated professionals	48	
	343. Chefs	48	
	35. Information and communications technicians	3	
Subtotal	119	3	
4. Clerical support workers	41. General and keyboard clerks	30	
	42. Customer services clerks	76	
	43. Numerical and material recording clerks	4	
	44. Other clerical support workers		
	Subtotal	110	0

		Beirut and Mount Lebanon	North Lebanon
5. Services and sales workers	51. Personal services workers	200	
	513. Waiters	46	
	Others	154	
	52. Sales workers	215	6
	522. Shop salespersons	135	4
	Others	80	2
	53. Personal care workers	3	
	54. Protective services workers	4	1
	Subtotal	422	7
6. Skilled agricultural, forestry and fishery workers	61. Market-oriented skilled agricultural workers		
	62. Market-oriented skilled forestry, fishery and hunting workers		
	63. Subsistence farmers, fishers, hunters and gatherers		
	Subtotal	0	0
7. Craft and related trades workers	71. Building and related trades workers (excluding electricians)	14	
	72. Metal, machinery and related trades workers	13	
	73. Handicraft and printing workers	3	1
	74. Electrical and electronic trades workers	23	
	75. Food processing, woodworking, garment and other craft and related trades workers	57	
	Subtotal	110	1
8. Plant and Machinery Operators and Assemblers	81. Stationary plant and machine operators		
	82. Assemblers		
	83. Drivers and mobile plant operators	113	
	Subtotal	113	0
9. Elementary Occupations	91. Cleaners and helpers	14	
	92. Agricultural, forestry and fishery labourers		
	93. Labourers in mining, construction, manufacturing and transport	1	
	94. Food preparation assistants	26	
	95. Street and related sales and services workers	1	
	Subtotal	42	0
Total		1 147	16

4. Demand for labour by the public sector (website)

		Beirut and Mount Lebanon	North Lebanon
1. Managers	11. Chief executives, senior officials and legislators		
	12. Administrative and commercial managers		
	121. Marketing managers		
	13. Production and specialized services managers		
	14. Hospitality, retail and other services managers		
	141. Hotel and restaurant managers		
	Subtotal	0	0
2. Professionals	21. Science and engineering professionals		
	22. Health professionals		
	23. Teaching professionals	440	233
	24. Business and administration professionals		
	241. Accountants		
	243. Marketing professionals		
	25. Information and communications technology professionals		
	26. Legal, social and cultural professionals	170	
Subtotal	610	233	
3. Technicians and associate professionals	31. Science and engineering associate professionals	1	
	32. Health associate professionals		
	33. Business and administration associate professionals	1	
	331. Accounting associate professionals		
	Others	1	
	34. Legal, social, cultural and related associated professionals	1	
	343. Chefs		
	Others	1	
	35. Information and communications technicians		
Subtotal	3	0	
4. Clerical support workers	41. General and keyboard clerks		
	42. Customer services clerks		
	43. Numerical and material recording clerks		
	44. Other clerical support workers		
	Subtotal	0	0

		Beirut and Mount Lebanon	North Lebanon
5. Services and sales workers	51. Personal services workers		
	513. Waiters		
	52. Sales workers		
	522. Shop salespersons		
	53. Personal care workers		
	54. Protective services workers		
	Subtotal	0	0
6. Skilled agricultural, forestry and fishery workers	61. Market-oriented skilled agricultural workers		
	62. Market-oriented skilled forestry, fishery and hunting workers		
	63. Subsistence farmers, fishers, hunters and gatherers		
	Subtotal	0	0
7. Craft and related trades workers	71. Building and related trades workers (excluding electricians)		
	72. Metal, machinery and related trades workers	1	
	73. Handicraft and printing workers		
	74. Electrical and electronic trades workers	1	
	75. Food processing, woodworking, garment and other craft and related trades workers		
	Subtotal	2	0
8. Plant and machinery operators and assemblers	81. Stationary plant and machine operators		
	82. Assemblers		
	83. Drivers and mobile plant operators		
	Subtotal	0	0
9. Elementary occupations	91 Cleaners and helpers		
	92. Agricultural, forestry and fishery labourers		
	93. Labourers in mining, construction, manufacturing and transport		
	94. Food preparation assistants		
	95. Street and related sales and services workers		
	Subtotal	0	0
Total		615	233

Appendix III. ILO standard labour market information template

This template was developed by the ILO for exchanging data between employment service centres in North Lebanon. Information shared and analysed will serve to:

- provide guidance on labour market trends and job opportunities;
- help combine information from other sources;
- identify opportunities for planning more effective services for unemployed and vulnerable persons and developing specific programme responses to labour market trends.

The data should be compiled and analysed on a quarterly basis. The data collection and analysis of labour market information should be presented in a form that can easily be understood and compared with labour market information from other sources. The purpose is to produce tables – listed below – regularly over time so as to generate a time series for analyses of trends and patterns.

1. Number of jobseekers registered during the reporting period, by sex, age and education

Categories	Age group				
Jobseekers registered	15-24	25-34	35-44	45-54	55 and above
Male					
Female					

Categories	Education level					
Jobseekers registered	Illiterate	Complementary	Secondary	Vocational	University undergraduate	University post-graduate
Male						
Female						

2. Number of jobseekers matched ⁽²⁵⁾ to vacancies within the reporting period by sex, age and education

Categories	By age group				
Jobseekers matched	15-24	25-34	35-44	45-54	55 and above
Male					
Female					

Categories	Education level					
Jobseekers matched	Illiterate	Complementary	Secondary	Vocational	University undergraduate	University post-graduate
Male						
Female						

3. Number of jobseekers employed ⁽²⁶⁾ within the reporting period by sex, age and education

Categories	Age group				
Jobseekers placed	15-24	25-34	35-44	45-54	55 and above
Male					
Female					

Categories	Education level					
Jobseekers placed	Illiterate	Complementary	Secondary	Vocational	University undergraduate	University post-graduate
Male						
Female						

4. Jobseekers (a) either registered according to their past experience (to be noted in blue), (b) matched and referred to a particular occupation (to be noted in green), (c) employed in a particular occupation (to be noted in red), by sector and occupation level

	Sector (economic industry)															
	Agriculture, forestry and fishing	Manufacturing	Electricity, gas, steam and air conditioning supply	Water supply; sewerage, waste management and remediation activities	Construction	Wholesale and retail trade; repair of motor vehicles and motorcycles	Transportation and storage	Accommodation and food service activities	Information and communication	Administrative and support service activities	Real estate activities	Public administration and defence; compulsory social security	Arts, entertainment and recreation	Education	Human health and social work activities	Other service activities
Occupation level																
Managers																
Professionals																
Technicians and associate professionals																
Clerical support workers																
Service and sales workers																
Skilled agricultural, forestry and fishery workers																
Craft and related trades workers																

	Sector (economic industry)															
	Agriculture, forestry and fishing	Manufacturing	Electricity, gas, steam and air conditioning supply	Water supply; sewerage, waste management and remediation activities	Construction	Wholesale and retail trade; repair of motor vehicles and motorcycles	Transportation and storage	Accommodation and food service activities	Information and communication	Administrative and support service activities	Real estate activities	Public administration and defence; compulsory social security	Arts, entertainment and recreation	Education	Human health and social work activities	Other service activities
Plant and machine operators, and assemblers																
Elementary occupations																
Armed forces occupations																

5. Vacancies registered (to be noted in blue) or filled (to be noted in red), by sector and occupation level

	Sector (economic industry)															
	Agriculture, forestry and fishing	Manufacturing	Electricity, gas, steam and air conditioning supply	Water supply; sewerage, waste management and remediation activities	Construction	Wholesale and retail trade; repair of motor vehicles and motorcycles	Transportation and storage	Accommodation and food service activities	Information and communication	Administrative and support service activities	Real estate activities	Public administration and defence; compulsory social security	Arts, entertainment and recreation	Education	Human health and social work activities	Other service activities
Occupation level																
Managers																
Professionals																
Technicians and associate professionals																
Clerical support workers																
Service and sales workers																

	Sector (economic industry)															
	Agriculture, forestry and fishing	Manufacturing	Electricity, gas, steam and air conditioning supply	Water supply; sewerage, waste management and remediation activities	Construction	Wholesale and retail trade; repair of motor vehicles and motorcycles	Transportation and storage	Accommodation and food service activities	Information and communication	Administrative and support service activities	Real estate activities	Public administration and defence; compulsory social security	Arts, entertainment and recreation	Education	Human health and social work activities	Other service activities
Skilled agricultural, forestry and fishery workers																
Craft and related trades workers																
Plant and machine operators, and assemblers																
Elementary occupations																
Armed forces occupations																

Appendix IV. List of administrative data requested from organizations providing employment services

Number of registered jobseekers sorted by:

- sex (male or female);
- age (age group 15–24, 25–35, 36–45, 46–55, 55 and above) or classification used;
- geographical area at caza (district) level (Akkar, Tripoli, Beirut, etc.);
- nationality (Lebanese, Palestinian, Syrians, etc.);
- ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- educational attainment/education level (illiterate, secondary level, university graduate, etc.);
- status (unemployed, underemployed, first time jobseeker).

Number of jobseekers referred to vacancies sorted by:

- sex (male or female);
- age (age group 15–24, 25–35, 36–45, 46–55, 55 and above) or classification used;
- geographical area at caza level (Akkar, Tripoli, Beirut, etc.);
- nationality (Lebanese, Palestinian, Syrians, etc.);
- ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- educational attainment/education level (illiterate, secondary level, university graduate, etc.);
- status (unemployed, underemployed, first time jobseeker).

Number of jobseekers referred and employed sorted by:

- (a) sex (male or female);
- (b) age (age group 15–24, 25–35, 36–45, 46–55, 55 and above) or classification used;
- (c) geographical area at caza level (Akkar, Tripoli, Beirut, etc.);
- (d) nationality (Lebanese, Palestinian, Syrians, etc.);
- (e) ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- (f) educational attainment/education level (illiterate, secondary level, university graduate, etc.);
- (g) status (unemployed, underemployed, first time jobseeker).

Number of jobseekers referred to vocational training sorted by:

- (a) sex (male or female);
- (b) age (age group 15–24, 25–35, 36–45, 46–55, 55 and above) or classification used;
- (c) geographical area at caza level (Akkar, Tripoli, Beirut, etc.);
- (d) nationality (Lebanese, Palestinian, Syrians, etc.);
- (e) ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- (f) educational attainment/education level (illiterate, secondary level, university graduate, etc.);
- (g) status (unemployed, underemployed, first time jobseeker);
- (h) type of vocational training (CV, interviewing skills, entrepreneurship, vocational skills such as cooking, broidery, car maintenance, electronics, etc.)

Number of vacancies announced/collected sorted by:

- (a) ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- (b) ISIC sector/industry of companies or classification used;
- (c) wage level;
- (d) contract duration;
- (e) geographical area;
- (f) if age and gender were prerequisites in the vacancy to be mentioned and specify.

Number of vacancies filled (out of vacancies collected) sorted by:

- (a) ISCO or classification used (business, management, media, manufacturing, trade, etc.);
- (b) ISIC sector/industry of companies or classification used;
- (c) wage level;
- (d) contract duration;
- (e) geographical area;
- (f) if age and gender were prerequisites in the vacancy, note and specify.

In brief or bullets points:

- (a) What were the main reasons/challenges for not filling these vacancies?

(b) What were the main reasons/challenges for not being able to match jobseekers with a vacancy?

(c) What is the average duration of employment for those jobseekers who are referred to vacancies and obtain work? How long did it take for a jobseeker to obtain work from the date of registration (e.g. a month, three months, a year)?

(d) What is the number of repeat jobseeker registrations (re-registered after a certain time)? How many jobseekers have registered more than once at the centre? How many jobseekers are still active from those who are registered?

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