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is one reason for workers' refraining from work in QIZ.

2. Foreign workers are more efficient technically than local workers, as a result of which the local workers refrain from work in Qualified Industrial Zones.
3. Organizing procedures adopted by managers in these factories are very centralized and tough, which prohibits promotion opportunities among workers.
4. The working conditions in the factories were somehow acceptable by the workers working in Qualified Industrial Zones.
5. The training programs provided by employers were not satisfactory at all.
6. Financial as well as non- financial incentives were not up to the level of workers expectations.
7. Job security is not available among the workers working in Qualified Industrial Zones.

Based on the above results, the researchers recommended the following to encourage workers to work in Qualified Industrial Zones:

1. Qualified Industrial Zones employers should enhance cooperation and coordination among different sections through decentralization, smooth procedures, clear job descriptions, and clear communication tools and techniques.
2. Qualified Industrial Zones employers should improve working conditions at the factories to encourage workers such as no discrimination issues, clear instructions, good lighting, adequate supplies, and efficient equipments.
3. Qualified Industrial Zones employers as well as the Ministry of Labor in Jordan should provide efficient training programs to workers in order to increase their efficiency and productivity.
4. Qualified Industrial Zones employers should enhance equitable financial as well as non financial programs which can have positive influence on worker's productivity and morale.
5. The government of Jordan should adopt tough procedures against the factories that refuse to improve the conditions of their workers.

hypothesis rule where the confidence interval 95 % ($\alpha = 5\%$) . This means that the null hypothesis is rejected and the alternative hypothesis is accepted which states that there is a significant relationship between job security and the reasons for refraining from work in QIZ as table (8- 1) and (8- 2) shows.

Table (8- 1)

Mean and Standard Deviation for Statements related to H6

Question No.	Statement	Mean	Std. Deviation
Q34	Social Security program adopted by company is fair.	3.38	1.192
Q35	Lack of safety for future career.	2.34	1.247
Q36	Get my salary irregularly.	3.44	1.099
Q37	High job rotation in different sections.	2.73	1.248
Q38	Lack of appropriate accommodation facilities.	3.59	1.328
Q39	Rigidity of the current salary.	3.89	1.298
Average		3.22	1.235

Table (8- 2)

One- Sample T- Test results related to H6

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
.362	4.059	19.37	1260	stab

One- Sample Test

Test Value = 18						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
2.09	.66	1.373	.000	1259	3.797	stab

Conclusion and Recommendations:

Based on the analysis of the present study, the following are the main findings and conclusions:

1. Lack of cooperation and coordination with other divisions at the factory

that the null hypothesis is rejected and the alternative hypothesis is accepted which states that there is a significant relationship between low incentives and the reasons for refraining from work in QIZ as table (7- 1) and (7- 2) shows.

Table (7- 1)

Mean and Standard Deviation for Statements related to H5

Question No.	Statement	Mean	Std. Deviation
Q27	Non availability of efficient training programs.	3.99	.984
Q28	Non- availability of efficient incentives program.	2.94	1.171
Q29	Managers are not motivators.	3.52	.944
Q30	No progress opportunity provided.	3.44	.942
Q31	Un- satisfied with salary levels.	3.56	1.330
Q32	Un- equitable incentives programs available.	3.25	1.086
Q33	Policies of the company reduce my moral.	4.52	.701
Average		3.60	1.022

Table (7- 2)

One- Sample T- Test results related to H5

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
.287	3.216	25.21	1260	thc

One- Sample Test

Test Value = 21						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
4.78	3.65	4.214	.000	1259	14.707	thc

- **HO₆**: There is no significant relationship between job security and the reasons of refrain to work in QIZ.

The above mentioned hypothesis was tested through analyzing the questions related to these hypotheses which are from (34- 39) in which the mean of the sample is (19.37) . This is greater than the test value by (1.37) . This indicates that the difference is significant according to the testing

that there is a significant relationship between the frustration and the reasons for refraining from work in QIZ as table (6- 1) and (6- 2) shows.

Table (6- 1)

Mean and Standard Deviation for Statements related to H4

Question No.	Statement	Mean	Std. Deviation
Q20	Dealing with unsuitable tools and equipment.	2.93	1.133
Q21	Lack of adequate supplies.	2.83	.801
Q22	Bad lighting environment.	2.35	1.098
Q23	Insufficient rest time.	2.90	1.123
Q24	Working with unqualified workers.	3.42	.958
Q25	Working within unclear instructions.	2.94	1.026
Q26	Facing discrimination issues.	3.67	1.072
Average		3.00	1.030

Table (6- 2)

One- Sample T- Test results related to H4

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
.392	4.402	21.03	1260	fros

One- Sample Test

Test Value = 21						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
.81	-.74	.032	.936	1259	.081	fros

- **HO₅**: There is no significant relationship between incentives and the reasons for refraining from work in QIZ.

The above mentioned hypothesis was tested through analyzing the questions related to these hypotheses which are from (27- 30) in which the mean of the sample is (25.21) which is greater than the test value by (4.21). This indicates that the difference is significant according to the testing hypothesis rule where the confidence interval is 95% ($\alpha = 5\%$). This means

as table (5- 1) and (5- 2) shows.

Table (5- 1)

Mean and Standard Deviation for Statements related to H3

Question No.	Statement	Mean	Std. Deviation
Q 16	Decisions are centralized	3.17	1.508
Q 17	Weak opportunity for promotion	3.22	1.302
Q 18	Job description is confusing	3.24	1.007
Q 19	Mangers Preferred foreign workers.	3.63	1.537
Average		3.31	1.338

Table (5- 2)

One- Sample T- Test results related to H3

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
.358	4.023	13.27	1260	org.

One- Sample Test

Test Value = 12						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
1.98	.56	1.270	.001	1259	3.543	org.

- H_{04} : There is no significant relationship between the frustration and the reasons of refrain to work in QIZ.

The above mentioned hypothesis was tested through analyzing the questions related to this hypothesis which are from (20- 26) in which the mean of the sample is (21.03) . This is greater than the test value by (.03) , this indicates that the difference is significant according to the testing hypothesis rule where the confidence interval is 95 % ($\alpha=5\%$) . This means that the null hypothesis is rejected and the alternative hypothesis is accepted which states

Question No.	Statement	Mean	Std. Deviation
Q10	some workers are better and more efficient technically than other workers	3.06	1.455
Q 11	Working in a conflicting policies and directions atmosphere.	3.13	.971
Q12	Duties assigned are over my abilities.	3.31	1.023
Q 13	Facing dual directions in work.	3.23	1.037
Q 14	Lack of necessary resources and materials.	2.89	1.022
Q15	Working in multicultural difference atmospheres.	2.94	1.195
Average		3.14	1.126

Table (4- 2)
One- Sample T- Test results related to H2

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
0.627	7.033	34.57	1260	effe.

One- Sample Test

Test Value = 33						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
2.81	0.33	1.571	0.013	1259	2.508	effe.

- **HO₃:** There is no significant relationship between organization procedures adopted by factories in QIZ and the reasons for refraining work in QIZ.

The above mentioned hypothesis was tested through analyzing the questions related to this hypothesis which are from (16- 19) in which the mean of the sample is (13.27) which is greater than the test value by (1.27) . This indicates that the difference is significant according to the testing hypothesis rule where the confidence interval is 95% ($\alpha = 5\%$) . This means that the null hypothesis is rejected and the alternative hypothesis is accepted which states that there is a significant relationship between the procedures adopted by garment factories in QIZ and the reasons for refraining from work in QIZ

Table (3- 2)
One- Sample T- Test results related to H1

One- Sample Statistics

Std. Error Mean	Std. Deviation	Mean	N	
0.26	2.927	13.43	1260	conf

One- Sample Test

Test Value = 12						
95% Confidence Interval of the Difference		Mean Difference	Sig. (2- tailed)	df	t	
Upper	Lower					
1.94	0.91	1.429	0.000	1259	5.479	conf

- H_{O2} : There is no significant relationship between efficient workers and the reasons for refraining from work in QIZ.

The above mentioned hypothesis was tested through analyzing the questions related to this hypothesis which are from (5- 15) in which the mean of the sample is (43.57) which is greater than the test value by (1.57) . This indicates that the difference is significant according to the testing hypothesis rule where the confidence interval 95 % ($\alpha = 5\%$) , which means that the null hypothesis is rejected and the alternative hypothesis is accepted which states that there is a significant relationship between the non availability of efficient workers and the reasons for refraining from work in QIZ as table (4- 1) and (4- 2) shows.

Table (4- 1)

Mean and Standard Deviation for Statements related to H2

Question No.	Statement	Mean	Std. Deviation
Q 5	Difficulties to reach the required level of production	3.40	1.194
Q 6	Difficulties to attain quality required.	3.29	1.042
Q 7	Shortage of time required to implement the job required	3.40	1.147
Q 8	Execution procedure of required job is conflicting.	2.95	1.094
Q 9	Working under pressure.	2.98	1.216

Research Sample:

The population of the present study consists of all workers working in the garment sector in (QIZ) in Jordan whose total number is around (50048) employees. As mentioned earlier, the researchers distributed (1500) questionnaires to workers and recollected (1260) questionnaires which represent (84%) of the responses rate.

Results and Discussion:

After testing the hypotheses, the following results have been found:

- **H_{O1} :** There is no significant relationship between the conflict among Factories departments working in QIZ and the reason for refraining from work in QIZ.

The above mentioned hypothesis was tested through analyzing the statements related to this hypothesis which is from (1- 4) in which the mean of the sample is (13.45) which is greater than the test value by (1.4) . This indicates that the difference is significant according to the testing hypothesis rule where the confidence interval 95% ($\alpha =5\%$) , which means that the null hypothesis is rejected and the alternative hypothesis is accepted which states that there is a significant relationship between the conflict among departments of garment factories working in QIZ and the reasons of refraining from work in QIZ as table (3- 1) and (3- 2) shows.

Table (3- 1)

Mean and Standard Deviation for Statements related to H1

Question No.	Statement	Mean	Std. Deviation
Q1	Facing difficulties in communication with other sections and departments at the factory	3.19	1.164
Q2	Lack of cooperation with other divisions and departments at the factory	3.40	0.878
Q3	Intervention of heads in the responsibilities of departments.	3.35	1.233
Q4	Lack of coordination with other divisions and departments at the factory.	3.48	1.026
Average		3.35	1.075

These represent of (84%) of the total questionnaires distributed to workers working at factories of garment operating within Qualified Industrial Zones (QIZ) in Jordan. Later on, the Arabic questionnaire was translated to the English version for research purposes.

The questionnaire includes two main parts:

- ◆ Part 1: summarizes the demographic information about the worker such as sex, job area, experience, salary and qualifications.
- ◆ Part 2: contains the questions related to the reasons that lead the workers to refrain from working in Qualified Industrial Zones (QIZ) in Jordan which totaled to (39) statements ***divided in to six major sections as following:***
 - The conflict between departments (1- 4) .
 - The problem of efficiency (5- 15) .
 - Institutional organization (16- 19) .
 - Frustrations from work (20- 26) .
 - Incentives (27- 33) .
 - Job security (34- 39) .

Each statement has been measured by Likert scale which is dimensional in nature:

Answer	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Weight	5	4	3	2	1

The researchers tested the reliability of the questions of the questionnaire where the Cronbachs Alpha is (0. 894 %) which is acceptable statistically.

Reliability Statistics:

Cronbachs Alpha	N. of Items
0.849	39

In addition to the questionnaire, the researchers conducted some specific personal interviews with top official executives of the Ministry of industry and trade, Ministry of Planning, and QIZ managers to get first hand data regarding the problem.

of the fabric and garment factories works mostly within the qualified industrial zones for in Jordan to collect quantitative information from these workers, in addition to the depth interviews. Although the initial outlook to the search results indicate that these new opportunities in the textile industry, are based largely on low wages and characterization of division of work and career on gender base, it does not provide opportunities for professional development, training or effective transfer of skills to other workers. The study shows that most of these women start working from a position of weakness and inability to bargain for greater gains in employment because of lack of awareness of their rights. They suffer from poor conditions of public health, overcrowding on the workplace, and inadequate services from places allocated to break time. The study concluded that there is a an importance of adopting a mix of policies on more than one level to improve the working conditions of women in industrial zones such as promoting and strengthening social dialogue between the three parties of production, promoting the principle of equal employment legislation and laws to protect women workers against any possible discrimination, strengthening inspection procedures to work to ensure the application of labor standards, and providing higher levels of technical and life skills for women so as to expand their capacity to work.

Research methodology:

To achieve the objective of the present study, the researchers adopted the descriptive statistical methods to test the research hypotheses through using (SPSS) such as frequencies, percentages, mean, standard deviations, One T-Test Sample analysis etc. which enable the researchers to identify the main reasons for which workers refrain from working in Qualified Industrial Zones (QIZ) in Jordan?

Research Instrument:

The researchers designed a self administered questionnaire both in Arabic as well as English language through which the research objectives can be achieved. Then it was distributed to a self selected sample of local and foreign labors in garment factories working in QIZ⁽¹⁾, and was personally recollected later on. The researchers distributed (1500) questionnaire and recollected (1260) questionnaire which were valid for statistical analysis.

(1) It is worth mentioning that all the factories working in Jordan QIZ are engaged in garment industry.

- Workers' trust in individuals and institutions to resolve problems was highest in factories with 3000- 4999 workers.

Al- hasan (2007), emphasized the need to improve working conditions in the qualifying industrial zones and increase the field inspection teams to catch and punish violators of the Labor rule, residence and occupational health and safety. The study concludes that the most important reasons for the dispute of Jordanian young people and workers in QIZ pointed to low wages, the commitment of the majority of factories in the minimum wages, long working hours, career unsafely feeling, the possibility of dismissal at any time, and the distance between the location of housing and the qualified industrial zones.

Pater (2006), argued that the Qualifying Industrial Zones in Jordan is the opportunity that has not been exploited properly to achieve progress in the development of sustainable social and environmental dimensions in particular. These Zones have been able to achieve significant success in increasing the volume of exports to the U. S. market from 13 million dollars in 1999 to about one billion dollars in 2005, but this index conceal the fact of the continuation of poor working conditions and the small proportion of Jordanian employment compared to the foreigner workers, low value added for these exports and restricted capital gains to investors in industrial zones without providing adequate financial support for the Jordanian budget to achieve national development goals. The study shows that, Although there are no systematic studies to evaluate the benefit of development of social communities near these industrial zones, the approaches and evidence accumulated over the years point out the lack of clear benefit to the level of development, where there is still poor working conditions which include lack of commitment in Minimum wages, poor labor, health, environmental oversight, lack of job security and health insurance, and transportation.

Quwar (2003), aims to assess the impact of the contribution of Jordanian women in the labor market, specifically in the textile and clothing industry in terms of providing job opportunities and challenges for women, and therefore the main objective of this study was to identify the trends of women's work, working conditions in this sector that has arisen recently and a steady growth in light of economic restructuring and globalization in Jordan. The research sample included (176) working women and 50 men selected from 12 factories

and even imprisonment if they complained to authorities. The report also pointed to the complaints of some foreign workers who work in Jordanian factories producing bridal marks like “ Wall Marth” and “ Target” and other retail American factories. These complained of grim working conditions in factories which included 20 hours of work per day and non- payment of their salaries for several months and beaten by supervisors and even imprisonment if they complained to the authorities. The report also pointed out that some textile manufacturers in Jordan and some sub- contractors who provide them with foreign workers are engaged in smuggling people. Some workers from Bangladesh said they have paid 1000- 3000 \$ in order to work in Jordan, but when they arrived these contractors confiscated their passports and immobilized their movement and ability to leave and they were given less than what has been agreed upon and much lower than the minimum worker wages in Jordan.

Huy Vong et al. (2006), designed a study to provide more detailed data on critical issues identified. The study consisted of a survey designed to explore workers’ and managers’ knowledge, attitudes and practices around a number of issues: health and nutrition, breastfeeding and childcare, personal security, harassment including sexual harassment, and workplace relations and dispute resolution. The results of the survey enable better policy and program responses on these issues to improve the wellbeing of women workers whilst improving productivity and quality. The survey instruments were designed following a series of Participatory Learning and Action (PLA) discussion sessions with workers and HR/administrative managers. A total of 981 workers and 80 HR/ administrative managers participated in the surveys. ***The key findings of the study show the following:***

- Most disputes are resolved internally; managers’ satisfaction with the outcome of disputes is higher for internally- resolved disputes.
- Disputes which are resolved externally most commonly involve the Mo LVT, union federations and/or GMAC.
- Managers believe that the number and time lost to disputes has decreased in the past 5 years, and factory capacity to prevent and manage disputes has increased. They attribute this to training, both internal and external (from the ILO, GMAC, unions and the ministry) .
- Confidence that problems would be fairly resolved was positively linked to safety levels in the factory and fair treatment of unions by management.

Research Objectives:

The study aims to identify the reality of employment conditions in the qualifying industrial zones, and to analyze the reasons for the phenomenon of reluctance to work in these zones. The importance of study is the adoption of diagnostic and preventive aspects, so that the public and private sectors could take appropriate decisions accordingly.

The study seeks in particularly to:

- ◆ Understanding the social and economic background of the targeted workers.
- ◆ Understanding the reasons and motives that led workers to refrain from working in QIZ.
- ◆ Realizing real working conditions in QIZ.
- ◆ Providing suitable recommended actions for related parties.

Research Hypotheses:

To answer the question of the study, the present study has the following null hypothesis:

HO ₁	There is no significant relationship between the conflict among Factories departments working in QIZ and the reasons of refrain to work in QIZ.
HO ₂	There is no significant relationship between efficient workers and the reasons of refrain to work in QIZ.
HO ₃	There is no significant relationship between organization procedures adopted by factories in QIZ and the reasons of refraining to work in QIZ.
HO ₄	There is no significant relationship between workers frustration and the reasons of refraining to work in QIZ.
HO ₅	There is no significant relationship between incentives and the reasons of refraining to work in QIZ.
HO ₆	There is no significant relationship between job security and the reasons of refraining to work in QIZ.

Review of Literature Works:

The New York Times (2006), in its report pointed out that some foreign workers are starving and working in difficult conditions, including working for twenty hours a day, and non- payment of their salaries for several months,

paid. However, the NLC has subsequently received reports from workers about serious problems in those and other factories. In July and August of 2006, the AFL- CIO also dispatched researchers to the QIZs to conduct interviews with workers to assess the efficiency of the Ministry of Labor’s enforcement efforts. Long after the “ crackdown” on illegal employment practices, however, the researchers found many of the same problems. Workers continue to work extremely long hours, do not receive their full wages, have their wages withheld, work in dangerous or unhealthy environments and have their passports withheld by the employer.

Domestic workers, on the other hand, often find themselves in degrading conditions akin to forced or compulsory labor. Indeed, the practice has been described as “contract slavery, “because domestic workers” often work under employment contracts that are not respected and because they face a combination of abuse and violence, denial of freedom to move and communicate, and exploitative working conditions” (Solidarity Report, 2006). A recent study conducted by UNIFEM found that up to 50% of domestic workers suffer abuse (Solidarity Report, 2006) .

In 2003, the Ministry of Labor instituted a number of new requirements for employment agencies that provide ministry oversight of foreign domestic workers’ recruitment and employment. The Ministry closed unlicensed recruiting agencies. Initiatives included imposing mandatory bonds on recruitment agencies to secure back wages and return tickets for unpaid or abused domestic workers, a designated contact person for each domestic worker, and a new standard work contract that applies to all migrant domestic workers arriving after July 2003 (Solidarity Report, 2006) .

Research Problem:

It is to be noted that the working conditions in QIZ face many problems related to wages, long working hours, lack of stability, accommodation facilities, working environments, inhospitality, multicultural differences, lack of rights awareness, poor condition of public health, and inadequate supporting services. All these problems motivated the researchers to conduct the present study to understand the real reasons that led workers to refrain from working in Jordan QIZ. *Accordingly, the problem of the study lies in the following question:*

Why do workers refrain from working in the Qualified Industrial Zones (QIZ) in Jordan?

numerous factories in the QIZs. *The report's findings include:*

- ◆ extreme working hours, including multiple consecutive shifts, without rest;
- ◆ no sick days, requiring the sick to work despite intense pain;
- ◆ extremely low wages, allegedly as low as a few cents an hour, and unpaid overtime;
- ◆ non- payment of wages for months at a time;
- ◆ hazardous working conditions and inadequate or non- existent safety equipment or procedures;
- ◆ beatings and other physical and psychological abuse as a means of discipline.
- ◆ unsanitary living conditions, where workers are forced to share cramped quarters with no running water, bathing facilities or adequate bedding;
- ◆ Threat of deportation used as a means to intimidate and quash demands for recognition and enforcement of basic labor rights.

The report created an immediate reaction in Jordan. Following its release, the Ministry of Labor investigated the findings of the NLC report by conducting a series of field visits and off- site interviews with workers that were facilitated by the relevant embassies. However, the Ministry of Labor acknowledged that the information it obtained might not have reflected the actual conditions in the factories, as the workers feared reprisals for testifying (Ministry of Labor Report, 2007) .

The Ministry of Labor acknowledged that violations exist as to overtime hours (hours worked and payment) , wages that do not include holiday and weekend pay, failure to observe social security laws (including deducting employers' mandatory contributions from workers' wages), overcrowded housing and sanitary facilities which did not meet basic standards, and violations of health and safety standards. According to the Ministry of Labor, 200 penalties were assessed and two factories were closed. By mid- July, 2006, a total of seven factories had been closed by order of the government and the workers transferred to other companies (Ministry of Labor Report, 2006) .

National Labor Committee (2006) , acknowledges that the Ministry of Labor took steps to address some of the violations in the QIZs. In some factories, for example, passports were returned, hours were reduced and wages

deportation. Additionally, workers receive airline tickets to go back home only upon the completion of their contracts. Workers who wish to leave before their contract expires are trapped, having no way to pay the fare home. Given their vulnerability, employers frequently take advantage of foreign QIZ workers, forcing them to work long hours without breaks, subjecting them to forced overtime, and delaying or withholding pay (Solidarity Report, 2006) .

In 2005, the Solidarity Center provided a report on Jordan in which a chilling example of life in the QIZs was described as following:

“In 2004, at the Silver Planet factory in the Al- Tajamout QIZ, a Chinese worker collapsed on the shop floor. She was rushed to the hospital but died there. The woman had visited the company clinic repeatedly seeking a medical leave, but the doctor there had denied that anything was wrong with her. Following her death, her 400 Chinese co- workers went on strike, demanding shorter shifts. They remained in their residences and refused to go back to work. Finally, managers agreed to end shifts at 7:00 p.m. rather than midnight” .

Another worker, Ebtisam Ayad Muosbahe, vividly described her working conditions in an interview with the International Confederation of Free Trade Unions (ICFTU) .

“Imagine a hangar with 500 people inside without heating or air-conditioning. In winter it’s terribly cold; in summer, the heat is unbearable. That’s what it’s like in my factory. I have just arrived. In April the temperature is just about bearable. I can’t imagine what it’s going to be like this summer... The company has installed fans, but within five minutes they do nothing but blow hot air. That’s what the conditions are like in the zone. And when work inspectors come to visit the companies working here, to check that the law is being duly applied, the managers ask us to wear our masks, to place protection on the machines and to wear our uniforms. Once they are gone, life reverts back to its usual course...” (ICFTU, 2005) .

In March 2006, the National Labor Committee (NLC) released a 162-page report titled, “ U. S. Jordan Free Trade Agreement Descends into Human Trafficking and Involuntary Servitude” . The report portrayed in details the brutal working conditions suffered by migrant workers in the QIZ. Based upon interviews with migrant workers in Bangladesh and clandestine factory visits and interviews in Jordan, the report sketches the working conditions in

the past years, valued at approximately \$ 364 million (Jordan Investment Board). The agreement has contributed in creating 15,000 new jobs (Ministry of Labor, statistical data, 2006) .

Concrete results were achieved also over the past years, including the establishment of more free zones to amount to 13 qualifying zone, 53 factories. These have had a demonstrable impact on the increasing of the Jordanian exports to the USA markets.

In addition, it offers the world's largest markets for Jordanian goods, it is a great opportunity for the transfer of technology and modern techniques and experiences. It also formed an important milestone in the development of investment environment in Jordan, and led to the creation of a new climate of economic growth which put it in a competitive atmosphere aimed at improving the competitiveness of Jordanian products domestically and internationally.

Table (2) shows the development of employment in Qualified Industrial Zones in Jordan:

Table (2)

Development of Employment in QIZ of Jordan (2001- 2008)

year	Employment		
	Local	Foreigners	Total
2001	7255	10217	17472
2002	10411	13832	24243
2003	11908	16731	28639
2004	16322	31044	47366
2005	18510	36162	54672
2006	17004	37058	54062
2007	13241	37807	50048
2008	12597	34845	47442

Sources: - Ministry of Industry and Trade, QIZ Unit.

- Ministry of Labor, Monthly Report, March, 2009.

By law, non- Jordanian workers in the QIZ must apply for a special work visa (Solidarity Report, 2006) . This visa, however, allows them to work only for the factory that hires them, preventing foreign workers from moving to another employer in search of better pay or conditions of work. Workers who leave their employer become undocumented and subject to immediate

Name	Location	Responsibility	Status	Total Area m2
Al- Aqaba Industrial Estate	Aqaba	Institute of Industrial Estates	Under Construction	*
Al- Tajamouat Industrial park	Sahaab	Private Sector	Operated	300000
Al- Dulayl Industrial park	Dulayl	Private Sector	Operated	345000
Gateway park	Jordan Valley	Private Sector	Under Construction	50000
Al- Qastal Industrial park	Qastal	Private Sector	Operated	4000
Al- Mushata Qualified Industrial Complex	Qunitera	Private Sector	Under Construction	4000
Al- Zey park	Rusifa	Private Sector	Operated	2000
Cyber City Park	Science and Technology university	Private Sector	Operated	4000
Hill wood	Hashemite University	Private Sector	Under Construction	150,000
Al- Hallabat Industrial park	Dulayl	Private Sector	Under Qualification	*
A- Mawred Industrial park	Muwaqar	Private Sector	Under Qualification	*

Source: Ministry of Industry and Trade, QIZ Unit (2008) .

* Not available

The industrial sector operating within the Qualified Industrial Zones has been developed steadily during the period (1999- 2006) . In 1999 the private enterprises was operating three plants only, the value of their investments was (20) million \$, whereas the number in 2006 was (53) firms, with a total investments of (364) million \$ (Ministry of Industry and Trade, QIZ Unit Report, 2006) . Exports values of the Qualified Industrial Zones increased remarkably during the previous years. They amounted to (1.5) billion \$ in 2006 compared with (850.7) million \$ in the year 2004, (520.4) million \$ in the year 2003, and (27.7) million \$ in the year 2000 (Department of Statistics), in addition to creating new investments in the Kingdom during

Introduction:

To enhance the level of trade between Jordan and United States of America, through establishing tariff reductions and the granting of other incentives associated with it, the Qualified Industrial Zones (QIZ) has been established, which contain many of the commercial advantages that contribute to increasing the levels of commercial exchange between the two countries, as well as to improve the business environment in Jordan through attracting manufacturing techniques and production and stimulating joint ventures in industry, services and electronic trade.

The Qualified Industrial Zones are areas granted by Jordanian and American governments a special status so that the exporting of goods produced in these zones to the United States are exempted from paying customs duties or taxes, without a request for similar benefits. Hence there are no quotas on goods produced in Jordan and exported to the United States of America.

The qualified Industrial Zones in the Hashemite Kingdom of Jordan allow distinct importance to invest in it. Investors in these areas are granted incentives when exporting their products to the United States free of all customs and duties and without ceilings of quotas (Quota) . They are also exempted by 100% from income and social services taxes (Ministry of Industry and Trade, 2005) .

The Hassan Industrial Estate in Irbid was selected on 16th October 1997, to be the first and most qualified industrial zone in Jordan. Currently, there are a total of (13) qualified industrial zones located throughout Jordan, three located in publicly owned industrial estates, and ten privately owned as shown in the table (1)

Table (1)
Main Indicators of QIZ of Jordan

Name	Location	Responsibility	Status	Total Area m2
Al- Hassan Industrial Estate	Irbid	Institute of Industrial Estates	Operated	1,005,00
Al- Hussein Bin Abdullah II Industrial Estate	Karak	Institute of Industrial Estates	Operated	580000

Abstract:

The industrial sector operating within the Qualified Industrial Zones has been developing steadily during the period (1999- 2008) . This resulted in establishing more free zones amounted to 13 qualifying zones, 53 garment factories, which have had a demonstrable impact on the increasing of the Jordanian exports to the USA markets.

The study aims to identify the reality of employment conditions in the qualifying industrial zones, and to analyze the reasons for the phenomenon of reluctance to work in these zones. The importance of this study is the adoption of diagnostic and preventive aspects, so that the public and private sectors could take appropriate decisions accordingly.

To achieve the objective of the present study, the researchers adopted the descriptive statistical methods to test the research hypotheses through using statistical computer programs such as frequencies, percentages, mean, mode and standard deviations, which enable the researchers to identify the main reasons which refrain workers from working in the Qualified Industrial Zones (QIZ) in Jordan.

The researchers designed a self- administered questionnaire through which the research objectives can be achieved. Then it was distributed to a selected sample of workers in garment factories, and was recollected later on. The researchers distributed (1500) questionnaire and recollected (1260) questionnaires which were valid for statistical analysis. These represent (84 %) of the total questionnaires distributed to workers working at the garment factories operating within the Qualified Industrial Zones (QIZ) in Jordan.

The results show that although the working conditions in the factories were somehow acceptable by the workers working in Qualified Industrial Zones, the main reasons for workers’ refrain to work in the Qualified Industrial Zones (QIZ) in Jordan are the centralized procedures adopted by the managers in these factories, lack of cooperation and coordination with other divisions at the factory and lack of communication skills among divisions of factories working within the Qualified Industrial Zones. Finally, the researchers gave some recommendations to encourage workers to work in the Qualified Industrial Zones.

Key Words: Industry, Labor force, Garment sector, QIZ, Jordan.

ملخص:

شهدت المناطق الصناعية المؤهلة نمواً متسارعاً خلال الفترة (١٩٩٩-٢٠٠٦) والتي أدت إلى ظهور أكثر من (٥٣) مصنعاً يعملون في (١٣) منطقة صناعية مؤهلة. والتي كان لها أثر واضح في زيادة الصادرات الأردنية إلى أسواق الولايات المتحدة الأمريكية.

تهدف هذه الدراسة إلى التعرف على واقع أوضاع العمالة في المناطق الصناعية المؤهلة، وتحليل أسباب ظاهرة عزوف العمال عن العمل في هذه المناطق، وتنبع أهمية هذه الدراسة من اعتمادها على الجوانب التشخيصية والوقائية في نفس الوقت، مما يتسنى للقطاعين العام والخاص إمكانية اتخاذ القرارات المناسبة تبعاً لذلك.

لتحقيق الهدف من هذه الدراسة قام الباحثون باعتماد الأساليب الإحصائية الوصفية لاختبار فرضيات البحث من خلال استخدام برامج الحاسوب الإحصائية مثل التكرارات والنسب المئوية والوسط الحسابي والانحراف المعياري والتي تمكن الباحثين من تحديد الأسباب التي تجعل العمال يعزفون عن العمل في المناطق الصناعية المؤهلة في الأردن.

قام الباحثون بتصميم استبانة البحث والتي وزعت على عينة مكونة من (١٥٠٠) عامل، وتم اعتماد (١٢٦٠) استبانة صالحة للتحليل الإحصائي والتي تمثل (٨٤٪) من مجموع ما تم توزيعه من الاستبانات.

ودلت نتائج البحث على أن أهم الأسباب التي تجعل العمال يعزفون عن العمل في المناطق الصناعية المؤهلة هي الإجراءات المعتمدة من إدارات المصانع، الافتقار للتعاون والتنسيق بين مختلف الأقسام في المصنع، الافتقار لمهارات التواصل داخل الأقسام وعليه فقد أوصى الباحثون ببعض التوصيات التي من شأنها تعزيز ثقة العمال للعمل في المناطق الصناعية المؤهلة.

“Reasons for Worker's Refrain to work in the Qualified Industrial Zones (QIZ) - A case of Jordan”

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