

# SUMMER INTERNSHIP PROGRAM FOR 2010

**FINAL REPORT** 

June, 2011

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# CONTENTS

| 1.0 | INTF | RODUCTION  | 1  |
|-----|------|--|----|
| 2.0 | PRC  | GRAM OBJECTIVES  | 2  |
|     | 2.1  | MAIN OBJECTIVES  | 2  |
|     | 2.2  | SPECIFIC OBJECTIVES  | 2  |
| 3.0 | TAR  | GET GROUP  | 2  |
| 4.0 | PRC  | GRAM METHODOLOGY   | 3  |
|     | 4.1  | APPROACHING PRIVATE AND PUBLIC SECTOR  | 3  |
|     |      | <ul><li>4.1.1 Public sector institutions</li><li>4.1.2 Private sector institutions</li></ul> |    |
|     | 4.2  | BRANDING AND ADVERTISING   | 5  |
|     | 4.3  | HR TRAINING WORKSHOP   | 6  |
|     | 4.4  | APPLICATION AND SHORT LISTING/INTERVIEWS AND SELECTION                                       | 6  |
|     | 4.5  | CAPACITY BUILDING AND TRAINING   | 7  |
|     | 4.6  | INTERNSHIP ASSIGNMENT  | 8  |
|     | 4.7  | BI-WEEKLY MEETINGS   | 14 |
|     | 4.8  | FIELD VISITS   | 14 |
| 5.0 | CON  | IMUNITY SERVICE  | 15 |
|     | 5.1  | COMMUNITY SERVICE PROGRAM  | 15 |
|     | 5.2  | TESTIMONIALS   | 16 |
| 6.0 | SUC  | CES STORIES  | 17 |
|     | 6.1  | COMMUNITY SERVICE  | 17 |
|     | 6.2  | TESTIMONIALS   | 17 |
|     | 6.3  | JOBS OFFERED TO INTERNS  | 18 |
| 7.0 | CHA  | LLENGES  | 19 |
| 8.0 | MON  | NITORING AND EVALUATION  | 19 |
|     | 8.1  | METHODOLOGY  | 19 |
|     | 8.2  | RESULTS  | 19 |
| 9.0 | PAR  | TNERS  | 20 |

|      | 9.1  | 2010                          | 20  |
|------|------|-------------------------------|-----|
|      | 9.2  | 2011                          | 20  |
| 10.0 | GRA  | DUATION                       | 21  |
| 11.0 | APP  | ENDICES                       | . 1 |
|      | 11.1 | APPENDIX 1: ACTIVITIES PHOTOS | 2   |
|      | 11.2 | APPENDIX 2: PRESS RELEASES    | 4   |
|      |      |                               |     |

# **1.0 INTRODUCTION**

One of the major factors negatively affecting the unemployment rate and the ability of the private sector firms to hire Jordanians is the mismatch between the Jordanian academic institutions outputs and the labor demand by the private sector. One way of bridging the gap and creating the link between academic institutions and the private sector is through internship programs that expose the students to the world of work at an early stage, so that they will be ready to join the workforce upon their graduation. It is expected that LoYAC's internship program will enhance the employability skills of fresh graduates which will lead to better opportunities for employment.

In addition, this Program will help in promoting and disseminating the culture of internships among Jordanian firms so that internships become a common practice by private sector firms.

The summer internship program is a six weeks program which offers students an opportunity to expand their education into the world of work. Students between 16-24 years old who are enrolled in high schools and universities in Jordan are the target group for this program. Interns get paid 150JD during their internship and they are obliged to commit to 18 hours of community service. The program runs for 6 weeks during the summer holidays.

## 2.0 PROGRAM OBJECTIVES

### 2.1 MAIN OBJECTIVES

- Creating an early introduction and exposure for students to the business world, thus; giving the Jordanian youth the chance to acquire practical expertise, life and communication skills.
- Spreading the culture of internships, not only in Amman, but in other governorates, such as Zarqa and Irbid, yet encouraging more firms and academic institutions to engage in internship programs.
- Presenting a financial incentive in addition to a practically enlightening experience for young Jordanians during the course of their studies.
- Helping contribute to creating more employable Jordanian youth by adding practice to their theoretical background that has been naturally gained by their university/college enrollment. Interns are trained on life skills and management skills as part of the overall experience.
- Creating partnerships between the private and public sectors and other organizations. This is expressed through the HR training that LoYAC conducted with the help of USAID Jordan economic development program to top employers in Jordan on the internship program and the vitality of corporate social responsibility.

## 2.2 SPECIFIC OBJECTIVES

As youth is the target group for this program, it is expected that they should acquire the following:

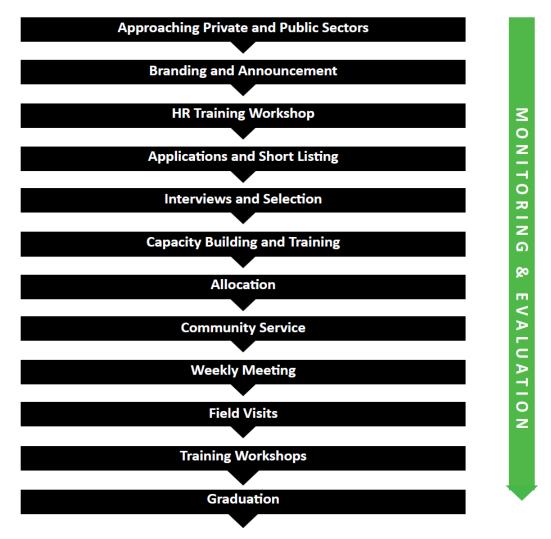
- <u>Gain valuable work experience</u>: The internship program provides the opportunity to gain hands-on work experience that a student cannot get in the classroom.
- <u>Build self esteem</u>: The internship experience is a great way to build student confidence. Also, engaging in community work helps create more effective citizens.
- <u>Transition into a job:</u> The opportunity supports first-time job seekers to become more desirable candidates in the job market.
- <u>Choose career path:</u> The internship program is an effective way for a student to try a career option without committing, thus helping them make a clear career choice.

## 3.0 TARGET GROUP

The program targeted high school and university students between the age of 16 and 24 years old.

# 4.0 PROGRAM METHODOLOGY

There are certain steps that take place in order to insure that the program is running successfully:



## 4.1 APPROACHING PRIVATE AND PUBLIC SECTOR

Several private and public sector entities were approached by the board of directors. Many new companies joined the family of LoYAC and were enthusiastic to cooperate and host interns at their premises. A total of 35 companies hosted LoYAC's interns for this year.

#### 4.1.1 Public sector institutions

Meetings were held in several public sector entities and LoYAC board members were able to secure a number of internships in 5 different ministries and public institutes.

#### 4.1.2 Private sector institutions

Thirty Three (33) private companies and institutions and Five (5) from the public sector joined LoYAC expanding family as shown in the following table.

### Partners of LoYAC 2010

Public and private sector

| Sector                                    | Entities   |
|---|--|
| Sector<br>Public sector<br>Private sector | Entities         • Ministry of Energy and Mineral Resources.         • Ministry of Planning and International<br>Cooperation.         • Ministry of Information Communication<br>Technology.         • Social Security Corporation.         • King Hussein Cancer Center.         • Arab Center for Engineering Studies (ACES)         • Al Amal Hospital         • Al-Ghad Newspaper         • Anabtawi Sweets         • Arabtech Jardaneh         • Bank Audi         • Capital Bank         • Chocoholic Café         • Dar Al Dawa   |
|   | <ul> <li>El Zay</li> <li>Hikma Pharmaceuticals</li> <li>International Credit Card- ICC</li> <li>Islamic Insurance Company</li> <li>Bin Izhiman</li> <li>Friends of Jordan Festivals Society</li> <li>Jordan Kuwait Bank</li> <li>La Poutchi</li> <li>LoYAC Jordan</li> <li>Maisam for Architects</li> <li>Meydan</li> <li>Miqdadi for Agricultural Equipment</li> <li>Modmills</li> <li>Nutri-Dar</li> <li>Pharmacy One</li> <li>Manaseer - Ready Mix</li> <li>Recap</li> <li>Safeway</li> <li>Shoo Fee TV</li> <li>Scientific &amp; Medical Supplies, SMS</li> <li>Zain</li> <li>Zein Travel</li> </ul> |
| Total                                     | 38 partner   |

## 4.2 BRANDING AND ADVERTISING

A. The program was promoted in the following ways:

- Newspapers: Advertisements ran in Al-Ghad and Al-Rai newspapers.
- Television: Youm Jadeed program on JTV hosted LoYAC to talk about LoYAC's programs.
- Radio: The LoYAC team was hosted by Farah El-Nas FM and Amman Radio FM to announce the beginning of the program.
- Social Media: Program information is regularly updated on Facebook and LoYAC's website SMS: LoYAC sends general text messages to students across Jordan announcing the summer program.
- Liaison offices of King Abdullah Fund for Development.
- University websites.
- Community Development Centers: Princess Basma Youth Resource Center (PBYRC), East-West Initiative (EWI) and Al-Ruwwad Center for Development.

#### **B.** Orientation Sessions

An introductory orientation package was compiled by the LoYAC team and presented to students in numerous universities to encourage eligible students to apply to the summer internship program. The universities approached by LoYAC this year were:

- The University of Jordan.
- Jordan University of Science and Technology (JUST).
- Yarmouk University.
- Princess Sumaya University for Technology (PSUT).
- Al Albayt University.
- Hashemite University.
- Petra University.
- Al-Ahliya Amman University.
- Al-Zaytoonah University.
- Zarqa Private University.
- Israa Private University.

## 4.3 HR TRAINING WORKSHOP

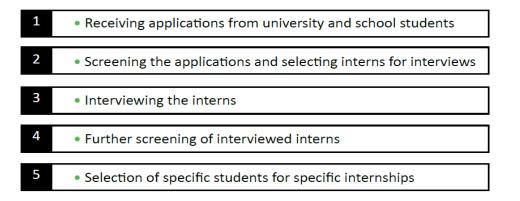
In corporation with USAID Jordan Economic Development Program, LoYAC held two workshops entitled "Managing Effective Internship Programs" since the beginning of the program in 2010. The workshops focused on promoting the benefits of internship programs for the industry, universities and interns. Successful internship models were presented by some of the participating companies. A total of 51 HR managers from top employers in Jordan attended both workshops in the years 2010 and 2011.

### 4.4 APPLICATION AND SHORT LISTING/INTERVIEWS AND SELECTION

After applications are received, they were screened then long-listed for interviews.

The criteria for the initial screening are as follows:

- Age: 16-24 years old
- Registered student
- Passing grade point average
- National ID holder



#### This process took place from March 2010 to May 2010.

- Over 2,500 applications were received from different locations and venues, of which 1200 passed the first screening.
- A total of 800 students were interviewed. The interviews were carried out by LoYAC's executive board members and management team at KAFD liaisons offices at universities. High school students were interviewed at several central locations in Amman.
- A total of 300 students/interns were selected for internships.
- For students to be accepted into the internship program, several steps took place in the process of short-listing and selecting students.

## 4.5 CAPACITY BUILDING AND TRAINING

Training workshops took place in May and June 2010 with the cooperation of the Princess Basma Youth Resource Center (PBYRC). The training focused on work and basic life skills to prepare the students for their internships and summer jobs.

- A Training of Trainers (TOT) workshop was delivered by PBYRC staff. 6 volunteers from LoYAC's previous intern program were enrolled in the TOT to train them to become co-trainers in the upcoming workshops for 300 interns.
- Intensive workshops were conducted in Queen Zein Al Sharaf Institute for Development (ZENID) over several weekends. Workshops were conducted for high school and university students separately.
- LoYAC's co-trainers assisted in conducting these workshops.
- During the workshops, commitment forms were distributed to the interns. High school student forms needed to be signed by parents or guardians.
- Community service sheets were distributed to the interns where every intern committed for volunteering in a number of places.
- LoYAC set up a Facebook page as a communication platform for the summer program to facilitate contact between the interns and to keep them updated.
- A total of 300 students were trained at the ZENID workshops.
- The workshops focused on the following skills:
  - Self awareness.
  - Self marketing.
  - Interviewing skills and CV writing.
  - Volunteerism.
  - Team building.
  - Problem solving.
  - Work ethics.
  - Communication and presentation skills.

## 4.6 INTERNSHIP ASSIGNMENT

After the workshops, all trained interns were assigned to their corresponding internships. High school students were selected to work in hypermarkets and retail businesses, while university students were assigned to cooperating companies according to their majors of study as well as according to the needs of the companies participating in the program.

#### In the Public Sector:

The 2010 program was the first program that the public sector organizations participated in by hosting 19 interns. Interns were paid by the King Abdullah II Fund for Development (KAFD).

| No.   | Entity name   | No. of interns | University   |
|-------|---|----------------|--|
| 1.    | Ministry of Information<br>Communication Technology   | 5              | Hashemite University<br>Zarqa Private University<br>Hashemite University<br>The University of Jordan<br>Iowa University/ USA |
| 2.    | Social Security Corporation                           | 5              | The University of Jordan<br>Princess Sumaya University for<br>Technology<br>Hashemite University<br>The University of Jordan |
| 3.    | Ministry of Planning and<br>International Cooperation | 3              | Princess Sumaya University for<br>Technology<br>Applied science Private University<br>Yarmouk University                     |
| 4.    | Ministry of Energy and<br>Mineral Resources           | 2              | Princess Sumaya University for<br>Technology<br>Jordan University of Science and<br>Technology                               |
| 5.    | King Hussien Cancer Center                            | 4              | Princess Sumaya University for<br>Technology<br>Israaa University<br>Hashemite University<br>The University of Jordan        |
| Total |   | 19             |  |

#### Public sector Interns placement

#### **Private Sector Companies:**

New companies hosted LoYAC's interns as well as companies which had previously participated in the 2009 program. A total of 171 students interned with various companies and centers, and were assigned internships according to their majors and according to their hosting capacity.

### Private sectors 2010

Majors of students placed in workplaces

| Major   | Workplace  |
|---|--|
| Finance, Accounting, Management Information System    | Jordan Kuwait Bank, Cairo Amman Bank, Audi Bank,<br>Capital Bank, El-Zay, ICC, Masafat, Dar Al Dawa, |
| IT, Computer Engineering, Computer Information System | Scientific & Medical Supplies- SMS, Shoo Fee TV,<br>Islamic Insurance Company                        |
| Business Administration, Marketing                    | Zain, Ready Mix, Meydan  |
| Pharmaceutical  | Hikma Pharmaceuticals, Pharmacy One  |
| Agriculture   | Miqdadi for Agricultural Equipment   |
| Civil Engineering                                     | Maisam for Architects, ACES, Arabtech Jardaneh   |
| Nursing, Medicine                                     | AI Amal Hospital   |
| Nutrition   | Nutri-Dar  |
| Total   | 14 different major   |

- High school students were placed in hypermarkets and retail businesses such as COZMO, Safeway, Chocoholic Café, La Poutchi, Anabtawi Sweets and Bin Izhiman.
- The companies and number of interns hosted were as follows:

#### **Public and Private sectors 2010**

#### Companies and number of internships

| Company                                    | No. of internship |
|--|-------------------|
| Arab Center for Engineering Studies (ACES) | 1                 |
| AI Amal Hospital                           | 4                 |
| Al-Ghad Newspaper                          | 2                 |
| Anabtawi Sweets                            | 6                 |
| Arabtech Jardaneh                          | 1                 |
| Bank Audi                                  | 4                 |
| Bin Izhiman                                | 4                 |
| Cairo Amman Bank                           | 6                 |
| Capital Bank                               | 3                 |
| Chocoholic Café                            | 3                 |
| Cozmo                                      | 15                |
| Dar Al Dawa                                | 2                 |
| El Zay                                     | 2                 |
| Hikma Pharmaceuticals                      | 5                 |
| International Credit Card                  | 2                 |
| Islamic Insurance Company                  | 2                 |
| Friends of Jordan Festivals Society        | 23                |
| Jordan Kuwait Bank                         | 12                |
| King Hussein Cancer Centre                 | 5                 |

#### Public and Private sectors 2010

Companies and number of internships

| Company  | No. of internship |
|--|-------------------|
| La Poutchi   | 3                 |
| LoYAC Jordan   | 3                 |
| Maisam for Architects                                    | 1                 |
| Masafat  | 1                 |
| Maydan   | 4                 |
| Ministry of Information and Communications<br>Technology | 5                 |
| Ministry of Energy and Mineral Resources                 | 2                 |
| Miqdadi for Agricultural Equipment                       | 1                 |
| Modmills   | 1                 |
| Ministry of Planning and International Cooperation       | 3                 |
| Nutri-Dar  | 2                 |
| Pharmacy One   | 5                 |
| Manaseer - Ready Mix                                     | 3                 |
| Recap  | 1                 |
| Safeway  | 28                |
| Shoo Fee TV  | 1                 |
| Scientific & Medical Supplies, SMS                       | 7                 |
| Social Security Corporation                              | 5                 |
| Zain   | 10                |
| Zein Travel  | 2                 |
| Total  | 190               |

- At the end of their internships, interns were paid a minimum of JD 150 by the host companies.
- A total of 190 interns benefited from these internships.

#### Name of interns 2010

Companies and number of internships

| Company                                    | No. of internship | Names of interns   |
|--|-------------------|--|
| Arab Center for Engineering Studies (ACES) | 1                 | رنا "محمود علي"  |
| Al Amal Hospital                           | 4                 | امال ابو العون<br>احمد زيادة<br>الاء النجداوي<br>سارة ابو جاموس                                  |
| Al-Ghad Newspaper                          | 2                 | صىھيب العطار<br>نادين الردايدة   |
| Anabtawi Sweets                            | 6                 | ابر اهيم امعيدي<br>يعرب نعيم على<br>فر اس علاونة<br>خالد غيث<br>محمد نبيل الاغا<br>احمد العدلوني |
| Arabtech Jardaneh                          | 1                 | انس ابو خضرة   |
| Bank Audi                                  | 4                 | عبد الله الحصر ي<br>نادية ابة قشة<br>احمد معدي   |

# Name of interns 2010 Companies and number of internships

| Company                             | No. of internship  | Names of interns                 |
|-------------------------------------|--|----------------------------------|
|                                     |  | ميسون الحواش                     |
| Bin Izhiman                         | 4  | مي الحمدان                       |
|                                     |  | ہدی ابو دوش<br>ایات الشاذلی      |
|                                     |  | عمار غيث                         |
| Cairo Amman Bank                    | 6  | دعاء اللحام                      |
|                                     | -  | ريم قطاميٰ                       |
|                                     |  | مر ام موسى سليمان                |
|                                     |  | مناف عبد المجيد عصفور            |
|                                     |  | سوز ان مجيد<br>صبر <i>ي</i> جابر |
| Capital Bank                        | 3  | ثائر المصري                      |
|                                     | , Contraction of the second se | زيد الحجي                        |
|                                     |  | احمد السعيد                      |
| Chocoholic Café                     | 3  | مارييت خضر                       |
|                                     |  | مجد النابسلي                     |
| Cozmo                               | 15   | وائل النابلسي<br>زينب الغضبان    |
| Cozilio                             | 15   | ريتب العصبان<br>اية عجور         |
|                                     |  | نورابو عودة                      |
|                                     |  | ديمة اهرام                       |
|                                     |  | محمد الحدق                       |
|                                     |  | عمار الصاحب<br>ولاء القطيشات     |
|                                     |  | علا الريان                       |
|                                     |  | حمزة صبح                         |
|                                     |  | تالا بيترو                       |
|                                     |  | شادي الاقحش                      |
|                                     |  | میشیل الاشر م<br>سار ة خلف       |
|                                     |  | أسامة هيثم مطر                   |
|                                     |  | شاكر النسور                      |
| Dar Al Dawa                         | 2  | ر غد ابر اهيم محمود              |
|                                     |  | اسامة زايد                       |
| El Zay                              | 2  | ياسر المصري                      |
| Hikma Pharmaceuticals               | 5  | معن اندر اوس<br>لیندا بر کات     |
| HIKINA FIIAIMACEULICAIS             | 5  | ر ها العساف                      |
|                                     |  | اسماء علي                        |
|                                     |  | حنان بر هم                       |
|                                     |  | اريج قفاف                        |
| International Credit Card           | 2  | دعاء الكردي<br>دعاء نوفل         |
| Islamic Insurance Company           | 2  | دعاء نوس<br>اسیل جبر             |
| Islamic insurance Company           | 2  | اروى الاحمد                      |
| Friends of Jordan Festivals Society | 23   | سارة خلف                         |
|                                     |  | اسامة مطر                        |
|                                     |  | حنان الزعبي                      |
|                                     |  | نضال الخلايلة<br>مروة السيد      |
|                                     |  | مروه السيد<br>معاذ قطناني        |
|                                     |  | روان الزواوي                     |
|                                     |  | لبنى البلبيسي                    |
|                                     |  | بتول نصر                         |
|                                     |  | أينا اسعد                        |
|                                     |  | الدهر مدار                       |
|                                     |  | لیٹ مہیار<br>احمد الز عاریر      |

# Name of interns 2010 Companies and number of internships

| Company                                | No. of internship | Names of interns                          |
|--|-------------------|---|
|  |                   | روان عباسي                                |
|  |                   | دعد الجو هري                              |
|  |                   | ريتا مطر                                  |
|  |                   | أمل نصر بني نصر                           |
|  |                   | ألاء زكريا الكاتب                         |
|  |                   | أماندا نائل النصر اوين<br>نادين محمد عباس |
|  |                   | خالد جمال الفاص                           |
|  |                   | أسيل صلاح أبو السندس                      |
|  |                   | زينة عقل                                  |
| Jordan Kuwait Bank                     | 12                | دعاء السروجي                              |
|  |                   | اسيل صالح                                 |
|  |                   | ميس الحواش - اربد                         |
|  |                   | مالك ابر اهيم صالح - الزرقاء              |
|  |                   | عمار عقل                                  |
|  |                   | ايفا جريسات                               |
|  |                   | احمد الأمام                               |
|  |                   | ديمة القواسمي<br>١٠ ١٢ ٠                  |
|  |                   | روان الاخرس                               |
|  |                   | موسى ابراهيم<br>صلاح العكش                |
|  |                   | مازن العجلوني                             |
| King Hussein Cancer Centre             | 5                 | هبة الطويل                                |
| Thing Husselli Galicel Gentie          | 5                 | قمر هند عثمان                             |
|  |                   | ياسر بركات                                |
|  |                   | رشا الحجاحجة                              |
|  |                   | عائشة بينو                                |
| La Poutchi                             | 3                 | وئام ريال                                 |
|  |                   | عبلة خليفة                                |
|  |                   | هبة الشريف                                |
| LoYAC Jordan                           | 3                 | معاذ قطناني                               |
|  |                   | روان الزواوي                              |
|  |                   | زينة عقل                                  |
| Maisam for Architects                  | 1                 | هديل ابو سنينة                            |
| Masafat                                | 1                 | بشار ابو سباع                             |
| Maydan                                 | 4                 | داليا ابو عمير                            |
|  |                   | بلال حجير                                 |
|  |                   | روان البيك                                |
|  |                   | سارة القباني                              |
| Ministry of Information and            | 5                 | دیانا داوود                               |
| Communications Technology              |                   | ليث عباس<br>سعد القيسي                    |
|  |                   | اللهام اسماعيل                            |
|  |                   | دانية ابو فودة                            |
| Ministry of Energy and Mineral         | 2                 | رزان المومني                              |
| Resources                              | 2                 | روان ملحس                                 |
| Miqdadi for Agricultural Equipment     | 1                 | محمد المغاريز                             |
| Modmills                               | 1                 | محمد ابراهيم ابو حامدة                    |
| Ministry of Planning and International | 3                 | محمد ببراهیم بو عامده<br>مراد دلقمونی     |
| Cooperation                            | 5                 | مراد ديموني<br>عمر الهاشمي                |
|  |                   | انيس ابو غوش                              |
| Nutri-Dar                              | 2                 | فلك الشيشاني                              |
|  | <u> </u>          | ديمة خضير                                 |
| Pharmacy One                           | 5                 | اية الكباريتي                             |
|  |                   | اية الحباريقي<br>اية مهيار                |
|  |                   | خالد العرمان                              |
|  |                   | ابر اهیم بنات                             |
|  |                   | اية دراوشة                                |

# Name of interns 2010 Companies and number of internships

| Manaseer - Ready Mix         3         بالمعانيف<br>اميرة مقبل           Recap         1         بالمعانيف           Safeway         28         بالمعاني البيداني           Safeway         28         بالمعاني البيداني           معن الصافي البيداني         بالمعاني البيداني         بالمعاني البيداني           معن الصافي البيداني         بالمعاني البيداني         بالمعاني البيداني           مالاق البيداني         محمد جوابيرة         بالمعاني البيداني           محمد جوابيرة         بالمعاني البيداني         بالمعاني البيداني           معد جوابيرة         بالمعاني البيداني         بالمعاني البيداني           موابي البيداني         بالبيداني         بالمعاني           معاني المعاني         بالمعاني         بالمعاني           معاني المعاني         بالمعاني         بالمعاني           معاني الجذابي         بالمعاني         بالماليراني           مال البراني         بالماليراني         بالماليراني           مال البراني         بالمالي البياني         بالمالي الماليراني           مال الماليراني         بالماليراني         بالماليراني           مال الماليراني         بالماليراني         بالماليراني           مال الماليراني         بالماليراني         بالماليراني           مالماليراني         بالماليراليرالي |  |
|--|--|
| امیرة مقبل         امیرة مقبل           Recap         1           على اربيحات         على اربيحات           Safeway         28           العرزة الهنداوي         العرزة الهنداوي           محد جوابرة         الحد فائق حد           محد جوابرة         احد فائق حد           معز البليسي         احد فائق حد           معز البليسي         احد فائق حد           معز البليسي         العرف المالير الوي           معز المالير الوي         العرف المالير           معز المالير الوي         العرف المالير           معز المالير الوي         العرف المالير           معز المالير الوي         المالير           معز المالير الوي         المالير           معز المالير         المالير           معز المالير         المالير          معز المالير         المالير           مالير الوي         المالير           مالير الور         المالير           مالير الور         المالير           مالير الور         المالير           مالير الور         المالير           مالير الورالور         المولير  |  |
| Recap         1         على اربيحات           Safeway         28         انس عادي<br>الاس عادي<br>الحمد فائق<br>محمد جوابرة<br>الحمد فائق حمد           محمد جوابرة<br>العيداوي<br>المحل العردي<br>العيد البليسي<br>العيدي<br>العيد الحسنات<br>فراس البراوي<br>العيد الحسنات<br>فراس البراوي<br>العيد الحسنات<br>العيد الحسنات<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الحسنان<br>العيد الله الحين         28  |  |
| على اربيحات السعادي<br>انس عادي<br>بكر العورتاني<br>محمد جوابرة<br>احمد فائق حمد<br>معيد اللبيسي<br>فازي مرقة<br>اسيل الجندي<br>ملاك شحادة<br>اسيل الجندي<br>فر اس البراوي<br>خلاد الحسنات<br>فر اس علاونة<br>محمد معار المعوش<br>بشار حون<br>حصام العموش<br>عامر علان<br>عبد الجيش<br>عبد الجيش   |  |
| آنس عادي         طارق الهنداوي         بكر العورتاني         محمد جوابرة         احمد فائق حمد         عازي مرقة         سعيد البليسي         عازي مرقة         اسيل الجندي         ملك شحادة         اسيل الجندي         ملك شحادة         اسيل الجندي         ملك شحادة         اسيل الجندي         ملك شحادة         مالك شحادة         مالك شحادة         مالك شحادة         ماسيل الجندي         ماسيل الجندي         ماسيل الجندي         مالك شحادة         البيل الوي         ماسيل الجندي         مراد خان         مالك شحادة         مراد خان         مواسيل الجندي         بشار حون         موسيل الجندي         بشار حوالية         موسيل الجندي         بالياس ابو موسي         بالياس ابو موسي         باليابي ابو موسي         باليابي ابو موسي         باليابي ابو موسي         باليابي ابو موسي         ماليابي موسي         ماليابي موسي         ماليابي موسي         ماليابي موسي         ماليابي موسي  |  |
| طارق الهنداوي<br>بكر العورتاني<br>محمد جوابرة<br>احمد فائق حمد<br>عازي مرقة<br>اسيل الجندي<br>ملاك شحادة<br>فر اس البر اوي<br>خلاد الحسنات<br>خلاد الحسنات<br>بشار حنن<br>عامر علان<br>بوسف الحيش<br>عبدارة الخب   |  |
| بكر العورتاني<br>محمد جوابرة<br>احمد فائق حمد<br>عازي مرقة<br>اسيل الجندي<br>فر اس البر اوي<br>فر اس البر اوي<br>خالد الحسنات<br>حصام العموش<br>حسام العموش<br>عامر علان<br>اياس ابو موسى<br>عبدانش الخب   |  |
| محمد جو ابرة<br>احمد فائق حمد<br>غازي مرقة<br>اسيل الجندي<br>ملاك شحادة<br>فر اس البر اوي<br>فر اس البر اوي<br>خالد الحسنات<br>حسام العموش<br>حسام العموش<br>بشار حذن<br>حمام علان<br>عامر علان<br>بيوسف الجبش<br>عبدالش الخب  |  |
| احمد فائق حمد<br>غازي مرقة<br>اسيد البلبيسي<br>ملاك شحادة<br>فر اس البر اوي<br>فر اس البر اوي<br>خالد الحسنات<br>حسام العموش<br>حسام العموش<br>موسف الجبش<br>بيوسف الجبش<br>عبدار ملان<br>عبدار الخب   |  |
| غازي مرقة<br>سعيد البلبيسي<br>اسيل الجندي<br>فر اس البراوي<br>فر اس علاونة<br>حسام العموش<br>حسام العموش<br>صفاء اسبير<br>الباس ابو موسى<br>عبدار علان<br>عبدار الجبش  |  |
| سعيد البلبيسي<br>اسيل الجندي<br>ملاك شحادة<br>فر اس البراوي<br>خالد الحسنات<br>حسام العموش<br>بشار حنن<br>صفاء اسبير<br>يوسف الحيش<br>اياس ابو موسى<br>عبدالله الخب  |  |
| ملاك شحادة<br>فر اس البراوي<br>خالد الحسنات<br>حسام العموش<br>بشار حنن<br>صفاء اسبير<br>يوسف الحيش<br>اياس ابو موسى<br>عبدالله الخب  |  |
| فر اس البر اوي<br>فر اس علاونة<br>خالد الحسنات<br>حسام العموش<br>بشار حنن<br>صفاء اسبير<br>عامر علان<br>يوسف الحيش<br>عبدالله الخب   |  |
| فراس علاونة<br>خالد الحسنات<br>حسام العموش<br>بشار حنن<br>صفاء اسبير<br>عامر علان<br>يوسف الحيش<br>عبدالله الخب  |  |
| خالد الحسنات<br>حسام العموش<br>بشار حنن<br>صفاء اسبير<br>عامر علان<br>يوسف الحيش<br>عبدالله الخب   |  |
| حسام العموش<br>بشار حنن<br>صفاء اسبير<br>عامر علان<br>يوسف الحيش<br>اياس ابو موسى<br>عبدالله الخب  |  |
| بشار حنن<br>صفاء اسبير<br>عامر علان<br>يوسف الحيش<br>اياس ابو موسى<br>عبدالله الخب   |  |
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| فيصل المرادوة Shoo Fee TV 1  |  |
| Scientific & Medical Supplies, SMS 7 ايمان عربيات  |  |
| خالد الدلادعة  |  |
| لیٹ مہیار  |  |
| سجی خلیل   |  |
| هيا حمدان  |  |
| حسن عبد الله<br>صفاء الور  |  |
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| ايمان القباني Social Security Corporation 5 ربي سليمان   |  |
| ر <u>بی سب</u> ان<br>نداء دریدي  |  |
| ياسمين وآدي  |  |
| محمد حمدان   |  |
| التميمي Zain 10 باسل التميمي   |  |
| ياسمين حيلوز   |  |
| مرام النابلسي  |  |
| ر ايا الخطيب<br>محمد التل  |  |
| محمد اللل<br>صفاء الغزاوي  |  |
|  |  |
| صفاء العدوان   |  |
| صفاء العدوان   |  |
| صفاء العدوان<br>ايمن عزيز<br>حسام البطش  |  |
| صفاء العدوانَ<br>ايمن عزيز<br>حسام البطش   |  |
| صفاء العدوانَّ<br>ايمن عزيز<br>حسام البطش  |  |
| صفاء العدوانَ<br>ايمن عزيز<br>حسام البطش<br>ايمن يوسف 2 Zein Travel  |  |

• A total of 24 interns were offered jobs at their designated hosting companies.

### Interns offered jobs 2010

Private and public sectors

| Major             | No. of interns | Names of interns |
|-------------------|----------------|------------------|
| Zain              | 3              | مر ام النابلسي   |
|                   |                | محمد التل        |
|                   |                | صفاء الغزاوي     |
| CAB               | 1              | سوزان مجيد       |
| KHCC              | 1              | رشا الحجاحجة     |
| SSC               | 1              | نداء دريدي       |
| JKB               | 1              | موسى ابراهيم     |
| Amal Hospital     | 1              | سارة ابو جاموس   |
| Chocoholic        | 2              | وائل النابلسي    |
|                   |                | مارييت خضر       |
| Nutri-Dar         | 1              | ديمة خضير        |
| Safeway           | 5              | غازي مرقة        |
|                   |                | ملاك شحادة       |
|                   |                | بشار حنن         |
|                   |                | صفاء اسبير       |
|                   |                | يوسف الحبش       |
| COZMO             | 3              | سارة خلف         |
|                   |                | اية عجور         |
| 100               |                | الاء الغضبان     |
| ICC               | 1              | دعاء الكردي      |
| Pharmacy One      | 1              | خالد عرمان       |
| Islamic Insurance | 1              | اسیل جبر         |
| SMS               | 1              | ايمان عربيات     |
| El-Zay            | 1              | معن اندر اوس     |
| Total             | 24             |                  |

### 4.7 BI-WEEKLY MEETINGS

As part of maintaining effective communication between LoYAC and its interns, two meetings were held during the summer internship program. The meetings were a means for interns to express their opinions about the program, give feedback on their internships and to become better acquainted with other interns. The Royal Jordanian Film Commission and Muhtaraf Al-Rimal for Arts hosted these LoYAC meetings with its interns. The meetings also included different interactive activities like games, music and a stand-up comedy show.

An open mike session at each meeting gave interns the opportunity to tell others about their internship and community service experiences.

### 4.8 FIELD VISITS

As part of LoYAC's monitoring and evaluation process, field visits were scheduled with the human resources departments in all the participating companies. These field visits were used to assess students' commitment and performance in the workplace and were conducted by LoYAC executive board members and staff. During field visits, supervisors and interns also updated LoYAC on the progress of their internships. Problems were discussed and appropriately handled.

# **5.0 COMMUNITY SERVICE**

Interns enrolled in the summer program are required to commit to at least 18 hours of community service at a place of their preference. The volunteering part of the program aims to engage youth in community work, strengthen their sense of civic duty, engagement and community, as well as to help broaden their horizons by interacting with people from different backgrounds and communities.

### 5.1 COMMUNITY SERVICE PROGRAM

- Different volunteer opportunities were set up at various NGOs and community centers. Volunteering mostly took place during interns' weekends. Some NGOs provided transportation to and from the volunteering location.
- Several centers hosted LoYAC volunteers such as Madrasati, Zaha Center, Tikyet Um Ali, Ruwwad, The Children's Museum, KHCC, Intel Club House, Bader Society and Dawlieyeh Society. Some students were already involved in community work with certain organizations such as East-West Initiatives, Ruwwad, Al-Farouk Society, Mercy Corps and Amideast, and continued volunteering in these centers throughout their summer intern program.

LoYAC'S SLOGAN:

WE GIVE OPPORTUNITY.. YOU SERVE COMMUNITY

• Community service details:

#### **Community Service 2010**

Volunteering at community centers

| Community service     | No. of interns | Community work   |
|-----------------------|----------------|--|
| Zaha Centre           | 15             | Ushering for the "We Love Reading"<br>Conference             |
| Madrasati             | 60             | Painting school walls in Jerash,<br>Zarqa and Ma'in          |
| Tikyet Um Ali         | 50             | Packaging of food packets for<br>Ramadan; stuffing envelopes |
| Ruwwad                | 6              | Volunteering in Jabal Nathif area                            |
| Hamzet Wasel          | 3              | Research work  |
| Bader Society         | 27             | Orphanage iftars and clothing distribution                   |
| Intel Club house      | 3              | Monitoring and helping youth in the club                     |
| The Children's Museum | 17             | Monitoring the children and assisting them with activities   |
| Energy Festival/USAID | 27             | Ushering   |
| LoYAC                 | 18             | Data entry; managerial tasks                                 |
| KHCC                  | 7              | Data entry; managerial tasks                                 |
| Mercy Corps           | 1              | Activities coordination                                      |
| Al Farouk Society     | 1              | Organizing   |
| Amideast              | 1              | Data entry   |
| Total                 | 190            |  |

## 5.2 TESTIMONIALS

#### Sara Khalaf

"Volunteering day was an unforgettable day! I had so much fun" Nour Abu Awwad "We had a great day volunteering!" Zaid Hajji "I loved volunteering; they made us make a playground."

# 6.0 SUCCES STORIES

The interns regularly expressed their satisfaction and enthusiasm about the internship program as well as their community service opportunities. The following success stories describe the intern's experiences:

- There are several students who joined the program with no previous experience or training in the workplace. The internship provided the students with an opportunity to discover themselves, build their confidence, and become more involved in activities with LoYAC.
- After the internship was completed many of the students were able to bring what they have learned and apply their experiences to the workplace. Their ideas were welcomed and well received by their colleagues with constructive feedback.
- There were many interns who applied to the summer internship program more than once (as shown in the statistics). The success of the program also convinced other students to join and participate in the internship program and other LoYAC programs.
- After the completion of the internship program there were several students who were requested by their host company to continue working for them.

### 6.1 COMMUNITY SERVICE

- A total number of 118 interns completed their community service hours as a way of giving back to their community.
- 45 students did more than the 18 required hours for community service, committing to more than 70 hours of community work during the internship period.
- Overall, this program developed passion for volunteering among the interns and helped instill a sense of responsibility towards their community.

## 6.2 TESTIMONIALS

#### <u>Haya Hamdan – 18 years old</u>

"I participated in the LOYAC internship program this summer. At first I thought it might be fun rather than wasting my time at home; I would meet some new friends and try some work, but actually I'm thankful for LOYAC now. It didn't give me a normal opportunity; it gave me a chance to meet a group of amazing engineers who welcomed me. I was organizing their schedules with many different companies and writing official letters,

#### Khalid Arman- 21 years old

"When I first started training at Pharmacy One, I felt like I belonged there immediately. Everyone there treated me with kindness and I was given important tasks which helped me to improve myself as a pharmacist. I realized then that I may not be given such an opportunity in the future and if it wasn't for LOYAC I wouldn't have gotten this far."

## 6.3 JOBS OFFERED TO INTERNS

A number of graduating interns were offered to continue working for the designated companies. The numbers were as shown in the following table:

| Interns offered jobs 2010<br>Public and private sectors |                        |                          |
|---|------------------------|--------------------------|
| Community service                                       | No. of interns (males) | No. of interns (females) |
| Zain  | 1                      | 2                        |
| CAB   | 1                      | 0                        |
| KHCC  | 0                      | 1                        |
| SSC   | 0                      | 1                        |
| JKB   | 1                      | 0                        |
| Amal Hospital   | 0                      | 1                        |
| Chocoholic  | 2                      | 0                        |
| Nutri-Dar   | 0                      | 1                        |
| Safeway   | 5                      | 0                        |
| COZMO   | 0                      | 3                        |
| ICC   | 0                      | 1                        |
| Pharmacy One  | 1                      | 0                        |
| Islamic Insurance                                       | 0                      | 1                        |
| SMS   | 0                      | 1                        |
| El-Zay  | 1                      | 0                        |
| Total   | 12                     | 12                       |

# 7.0 CHALLENGES

Some challenges faced:

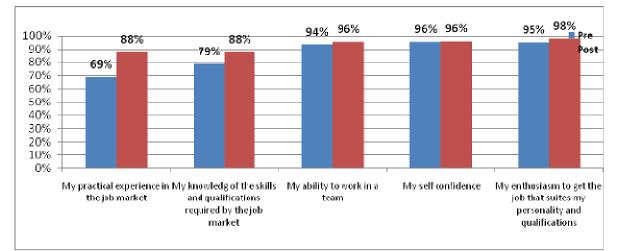
- Lack of commitment from some interns, who did not complete their 6-week internship
- Some interns did not take the program seriously and did not completely abide by the rules of their workplaces.
- Some interns did not complete their community service requirements.

## 8.0 MONITORING AND EVALUATION

## 8.1 METHODOLOGY

The method used for conducting an impact assessment on the program includs using preand post-program evaluation. This process included the following:

- All enrolled interns received the pre-evaluation form before commencing in any activity with the program.
- The forms were collected and the data collected from these forms was entered into a database.
- Every intern was given a code number, which included symbols indicating his/her gender, education level and ID number. This technique was used to ensure that preand post-evaluation forms were matched for the same interns.
- At the end of the program, only interns who completed the program and who completed the pre-evaluation form were approached to fill a post-evaluation form.



### 8.2 RESULTS

#### Chart (1): Impact on Interns

As the chart above demonstrates, the program had a magnificent impact on the intern's practical experience in the job market, which is the main objective of this program.

# 9.0 PARTNERS

### 9.1 2010

Loyac's network expanded over the year 2010 to include around 40 partners from different sectors and specialties

#### **Public sectors:**

Ministry of Energy and Mineral Resources, Ministry of Planning and International Cooperation, Ministry of Information Communication Technology, Social Security Corporation, King Hussien Cancer Center

#### **Private Sectors:**

Arab Center for Engineering Studies, Al Amal Hospital, Al Rai, AlGhad, Anabtawi, Arabtech Jardaneh, Bank Audi, Cairo Amman Bank, Capital Bank, Carrefour, Chocoholic, Cozmo, Dar Dawa, El Zay, Hikma, ICC, Islamic Insurance Company, Bin Izhiman, Jordan Festival, Jordan Kuwait Bank, LoYAC, Maisam, Masafat, Maydan, Miqdadi, Modmills, NutriDar, Packaging Industry, Pharmacy One, Ready Mix, RMCCS, Re-cap, Safeway, Sho Fee TV, SMS, Zain, Chocoholic, La Poutchi, Zein Travel

### 9.2 2011

#### **Public sectors:**

Ministry of Energy and Mineral Resources, Ministry of Planning and International Cooperation, Ministry of Information Communication Technology, Social Security Corporation, King Hussien Cancer Center, Central Bank, Ministry Of Environment, Queen Rania Al AbdullaAward for Excellence in Education

#### **Private Sectors:**

Arab Center for Engineering Studies, Al Amal Hospital, Al Rai, AlGhad , Anabtawi, Arabtech Jardaneh, Bank Audi, Cairo Amman Bank, Capital Bank, Carrefour, Chocoholic, Cozmo Dar Dawa, El Zay, Hikma, ICC, Islamic Insurance Company, Bin Izhiman, Jordan Festival, Jordan Kuwait Bank, LoYAC, Maisam, Masafat, Maydan, Miqdadi Modmills, NutriDar , Packaging Industry ,Pharmacy One, Ready Mix, RMCCS, Re-cap, Safeway, Sho Fee TV, SMS, Zain, Chocoholic, La Poutchi , Zein Travel, Zalatimo Sweats, Juthour, Leadership Training Academy, Ali Jibour Corporation, Ahli Bank, Arab Jordan Investment Bank AJIB , Union Bank, Modern Electronic Scientific Co. (MOSECO), Play FM, Jormall, Landmark Hotel, Mercedes, TOYOTA, FLAVOURS, Ernst & Young, Delta, ITG, Midas, Optikos Shami, Professionals for Fire Fighting, Consolidated Contractors Company Building, Jordan Cables, Beyond Discovery, Jordan Steel, Azadea Group, Akhtaboot, AlFarida Investments Company, Rum Air Services, Hide & Seek, Bashka, Plaza Mall, Philadelphia Consulting

# **10.0 GRADUATION**

LoYAC Jordan celebrated the completion of its 2010 Summer Internship Program on October 20, 2010. The closing ceremony was held at the Grand Hyatt Hotel in Amman in the presence of representatives from the Ministry of Labor, USAID Jordan Economic Development Program and a wide variety of private and public sector entities, as well as many of LoYAC's partners and friends. The event celebrated the successful completion of the 2010 Summer Internship Program that placed 190 interns at 33 private sector companies and 5 public institutions.

## **11.0 APPENDICES**

## **11.1 APPENDIX 1: ACTIVITIES PHOTOS**

Pictures for community service At the Children's Museum









#### Volunteering with Madrasati





#### Soft skills training



### **Bi-weekly meetings**



#### LoYAC graduation



## **11.2 APPENDIX 2: PRESS RELEASES**

#### **Community service**

Layalina magazine



170

#### Graduation day 2011

Al Rai newspaper



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