

REPORT ON THE RESULTS OF THE LABOUR FORCE ASSESSMENT AMONG REFUGEES FROM NAGORNO-KARABAKH IN ARMENIA

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KEY FINDINGS

Movement intentions

- Intentions to move among refugee households tend to be greater in the marzes of Tavush (96%), Armavir (91%) and Gegharkunik (91%).
- Only around 30 per cent of both employed and unemployed refugee households intend to stay in the same location more permanently.
- The migration intentions of unemployed and employed households are relatively similar, with the exception that unemployed households are slightly more likely to want to move to Yerevan (38% compared to 25% among employed) while employed households are slightly more likely to want to move abroad (25% compared to 15%), with The Russian Federation as the most cited foreign destination.

Vulnerabilities of employed refugees

- 25 per cent have a verbal as opposed to a written contract.
- Among those with a written contract: 66 per cent do not have (or do not know whether they have) access to annual leave; 76 per cent do not have (or do not know whether they have) access to sick leave; and 61 per cent pay income tax themselves (or do not know who is responsible for paying tax).
- Less than half (48%) of the refugees engaged as employers, own-account workers or contributing family workers can confirm that their personal or family business or farm has been registered.

Unemployment

- The unemployment rate is much higher among refugees (49%) than among the general population (14% according to ARMSTAT's 2022 Labour Force Survey) and the unemployment rate of refugees is highest in the marzes of Kotayk, Lori and Tavush.
- The unemployment rate is also higher among female (53%) compared to male refugees (45%) and among refugees with a vocational diploma or lower level of education (51%) compared to those with a university diploma (45%).

KEY FINDINGS

- Although employed refugees are generally higher educated than unemployed refugees, unemployed refugees are still much more likely to hold a university diploma (40%) than unemployed persons in the general population (12% according to ARMSTAT's 2022 LFS).
- 77 per cent of unemployed refugees had their previous place of work in Nagorno-Karabakh and displacement (81%) is the main reason unemployed refugees left their previous job.
- The most common occupational backgrounds for unemployed refugees are professionals (25%), service and sales workers (19%), armed forces (11%), technicians and associate professionals (11%) and craft and trade workers (10%).
- 99 per cent of unemployed refugees reported having searched for a job in the week prior to enumeration, 64 per cent of whom would like to have a full-time job, compared to 36 per cent who prefer a part-time job.
- The demand for a part-time as opposed to a full-time job is considerably higher among unemployed women (56%) than among unemployed men (14%)

Over- or under-qualification

- 40 per cent of employed refugees believe they are overqualified for their current occupation and the share of overqualified persons is greater among women (60%), persons between 22 and 44 years old (62%) and persons employed in services and sales (40%) or elementary occupations (17%).
- 30 per cent of (paid) domestic workers and 60 per cent of unpaid household workers reported having obtained a university diploma which suggests potential overqualification.
- The above finding is further reinforced by the fact that quite significant shares of refugees employed in lower-skilled occupational categories have obtained a university diploma. For example, 39 per cent of service and sales workers, 38 per cent of craft and trade workers, 29 per cent of plant and machine operators and assemblers and 19 per cent of elementary workers reported being university-educated.

Time-related underemployment

- A quarter (25%) of employed refugees reported working part-time as opposed to full-time jobs and 40 per cent have a temporary, seasonal or casual work arrangement as opposed to a permanent/indefinite one.
- 37 per cent of employed refugees worked less than 35 hours – which the national statistical agency (ARMSTAT) labels as “part-time work” –

compared to 18 per cent among the general population. 41% of employed refugees are identified as “under-employed” meaning they would have liked to work additional hours during the previous week.

- The main reasons for being underemployed (as reported by the respondents) are lack of customers, administrative obstacles or the seasonality/temporality of work.
- The shares of underemployed refugees are greater in the marzes of Lori, Shirak and Kotayk and among those with occupational backgrounds as plant and machine operators and assemblers, craft and trade workers and professionals.

Labour underutilization

- The main reasons for working age refugees being outside the labour force are family responsibilities/household chores (33%), education/training (28%) and retirement (26%).
- Although a larger share of female (41%) compared to male (8%) refugees were outside the labour force due to family responsibilities/household chores, 6 per cent of women engaged in these activities reported trying to search for a job nonetheless.
- Although only 4 per cent of the total sample of refugees outside the labour force attempted to find a job/start a business in the weeks prior to enumeration, 38 per cent indicated that they would start working if an opportunity presented itself, suggesting an unrealized labour market potential among the economically inactive.
- Those who reported willingness to start working are mostly located in the marzes of Yerevan (46%), Kotayk (13%) and Ararat (12%).

The demand for training

- Around 30 per cent of 1050 primary respondents reported that they would be open to additional training or vocational education.
- The proportions of refugee households with additional training needs are greatest in the provinces of Kotayk (38%), Tavush (33%), Shirak (33%) and Syunik (32%).
- The demand for additional training is two times greater among female (34%) compared to male refugees (17%).
- Male refugees with additional training needs are either employed (40%) or unemployed (42%), while female refugees with training needs are more likely to be unemployed (40%) or outside of the labour force (33%) than employed (27%).

KEY FINDINGS

- A key finding, further detailed in the relevant section of this report, is that the occupational backgrounds of refugees seeking additional training differs between male and female refugees and between employed and unemployed refugees.
- The main reasons for seeking additional training are to find a job in general (52%) or to find a job in another field (16%). However, female refugees seeking additional training place more emphasis on the desire to “get promoted in their current role” than do male refugees seeking additional training (18% among women compared to 10% among men).
- The majority of respondents (65%) would prefer a training that lasts between 1 and 3 months.

Digital, language and soft skill needs

- Around 50 per cent of refugees who desire additional training do not feel confident with basic digital tools, such as email applications, internet browsers, Microsoft Office applications, video communication applications and social media.
- However, more than 20 per cent reported having the potential to feel confident if provided with additional training in the use of more advanced digital tools, such as photo and editing design software, sales and marketing software and bookkeeping and accounting software. These persons are mostly located in the marzes of Yerevan, Kotayk and Ararat.
- More than 60 per cent of refugees with additional training needs reported a lack of soft skills such as public speaking, drafting reports, communicating technical information to a generalist audience, managing personnel and preparing CVs or cover letters. These persons are most likely to be older (45+ years), lower educated (vocational diploma or lower level) and outside the labour force.

Sample bias

- It is important to note that while basic socio-demographic information is available for all household members, the more detailed questions about one’s primary job, joblessness, working hours or training needs were answered by the primary respondent, most of whom were women (72%). Therefore (although results are often shown separately for male and female refugees), the more detailed findings on the labour market profiles of refugees may be biased towards the experiences of women and girls.

INTRODUCTION

According to the Migration and Citizenship Service of The Republic of Armenia's Ministry of Internal Affairs, just over 115,000 refugees arrived in Armenia since September 2023 as a result of heightened tensions in the Nagorno-Karabakh (UNHCR, 2023; UNICEF, 2024). According to the Inter-Agency Armenia Refugee Response Plan for October 2023 to March 2024, 28 per cent of refugees are children and 18 per cent are older persons. Refugees have settled in different provinces or marz within the country, but the highest numbers are found in the capital, Yerevan, and the surrounding Kotayk and Ararat marzes (UNCHR, 2023). Many refugees travelled to Yerevan in search of employment, but the capital remains the most expensive part of the country and local authorities say there are far more refugees than available housing (Vartanyan, 2024).

The large and rapid influx of refugees – resulting in an increase of approximately 3 to 4 per cent of Armenia's population over the course of a few weeks – requires a robust integration and inclusion strategy. The government has facilitated the reception and settlement of incoming refugees, who are mostly housed with family, in government-run shelters or in their own accommodation, instead of in refugee camps. All refugees are eligible for citizenship (although not all have acquired citizenship) and every adult received a one-off payment followed by a monthly stipend equivalent to the minimum wage, in order to cover rent and basic needs (Vartanyan, 2024).

However, as emphasized in the Refugee Response Plan designed by government stakeholders and international humanitarian organizations, a sustainable solution to the displacement of refugees from the Nagorno-Karabakh depends on their access to livelihood opportunities (UNHCR, 2023). The Government has therefore made plans to create new jobs and re-skill refugees in order to prevent their protracted displacement (Vartanyan, 2024). To facilitate the economic integration of refugees, the assessment of the occupational and educational profiles of refugees from the Nagorno-Karabakh was developed through consultations between The Ministry of Labour and Social Affairs and The International Organization for Migration (IOM). This report will present the results of this assessment with the aim of facilitating the design of policies and interventions for the labour market integration of refugees.

METHODOLOGY

The data collection was carried out by the company Prisma Research and Analysis. 1,050 Refugee households were interviewed in all marzes of the country during March 2024 (see Table 1 for the distribution of interviews planned and completed). 4,555 respondents were enumerated in total, with an average of 4.33 respondents per household.

The interviews were carried out by 25 enumerators equipped with tablets. The average duration of the survey was 24 minutes. Household visits were scheduled at different times of the day, including evenings and weekends, to prevent a response bias based on availability. The average household response rate was 73 per cent. In order to ensure quality control, 20 per cent of all interviews were recorded and analysed by the fieldwork manager.

While basic socio-demographic information, e.g., sex, age, educational attainment and employment status was collected for all household members, it is important to note that more detailed questions, such as questions about one's employment history, reasons for joblessness, or vocational and educational training needs and skills, are based on a smaller sub-sample of respondents (ranging between 150 and 350 respondents). This is most likely related to the fact that the head of household or primary respondent cannot accurately answer more detailed questions about the labour market profiles of all household members who are not present at the time of the interview. It is also important to note that the primary respondent was often female (i.e., 72% of primary respondents), most likely because women and girls were physically present in the household at the time of enumeration. Therefore, the more detailed findings on the labour market profiles of refugees may be biased towards the experiences of women and girls.

Table 1: distribution of interviews planned and completed by marz

	Number of planned interviews	Number of completed interviews
Yerevan	485	482
Aragatsotn	34	35
Ararat	138	140
Armavir	79	81
Gegharkunik	18	19
Lori	28	28
Kotayk	147	142
Shirak	30	30
Syunik	67	69
Tavush	24	24
Total	1050	1050

METHODOLOGY

All of the key statistics, e.g., on the employed, unemployed, economically inactive and underemployed, were calculated in line with the recommendations of the International Labour Organization's (ILO) International Conference of Labour Statisticians (ICLS). The calculations were made using an SPSS Software syntax provided by the Statistical Committee of the Republic of Armenia (ARMSTAT). All relevant variables were recoded or computed in SPSS while the data visualizations were constructed in excel.

POPULATIONS OF CONCERN

The four key statistics presented in this report are statistics of *employment, unemployment, persons not in the labour force and time-related underemployment*. These categories are defined in the International Labour Organization's (2013) Report on "Statistics of work, employment and labour underutilization" for discussion at the 19th International Conference of Labour Statisticians (ICLS). The definitions and their measurement have been adopted by the Statistical Committee of the Republic of Armenia (ARMSTAT).

Labour resources or the working age population is an overarching category referring to the sum of the labour force (which includes both employed and unemployed persons) as well as persons not in the labour force, i.e., persons who are neither employed nor unemployed. The working age population includes persons aged 15-75, in line with ARMSTAT's usual practice for Labour Force Surveys and is not to be confused with the legal working age of 16-62 years².

Persons in employment are defined in terms of two main status in employment categories, i.e. paid employment and self-employment, distinguishing between two main groups: persons at work and persons with a job or an enterprise but not at work. According to the resolution adopted by the 13th ICLS, the employed thus comprise all persons in the working age population who during the reference week were either:

- a) in "paid employment" (regardless of whether they were at work or were temporarily absent from work but had a formal attachment to their job);
- b) in "self-employment" (regardless of whether they performed work for profit or family gain in cash or kind or were temporarily absent from their business or farm for any specific reason).

For employed persons at work, the 13th ICLS resolution stipulates that the notion of "some work" should be interpreted as work for at least one hour during the reference period.

Persons in *unemployment* are defined as all members of the working age population who during the reference period satisfied all three of the following conditions:

- a) "without work", i.e., not in paid employment or self-employment;
- b) "currently available for work", i.e. available for paid (self) employment during referend period;

² Please note that while the preliminary analyses initially provided were based on all persons 15 years and older, this report also takes into the consideration the upper age limit of 75 years, as persons older than 75 would not be relevant for a study on labour market integration. In total there are 170 persons older than 75, 4 of whom would be identified as "unemployed" and 166 of whom would be identified as "outside the labour force" according to the calculation methods provided by ARMSTAT.

- c) “seeking work”, i.e. had taken specific steps to seek paid employment or self-employment.

The category of the unemployed also includes persons who during the four weeks prior to enumeration did not have a job and did not search for a job because they had made arrangements to take up paid (self)employment in the two weeks following enumeration.

Finally, the working age population also includes the population outside the labour force, which refers to persons who neither worked nor searched for a job during the one-week reference period and remained economically inactive. The population outside the labour force might include full-time students, housekeepers, pensioners, persons with a disability, care-givers or other persons not looking for a job for various reasons, e.g., receiving rent from real estate. Please note that persons older than 75 years have been excluded from this category, in line with the upper working age limit.

Figure 1: Distribution of the working age population in Armenia (2022) and among refugees

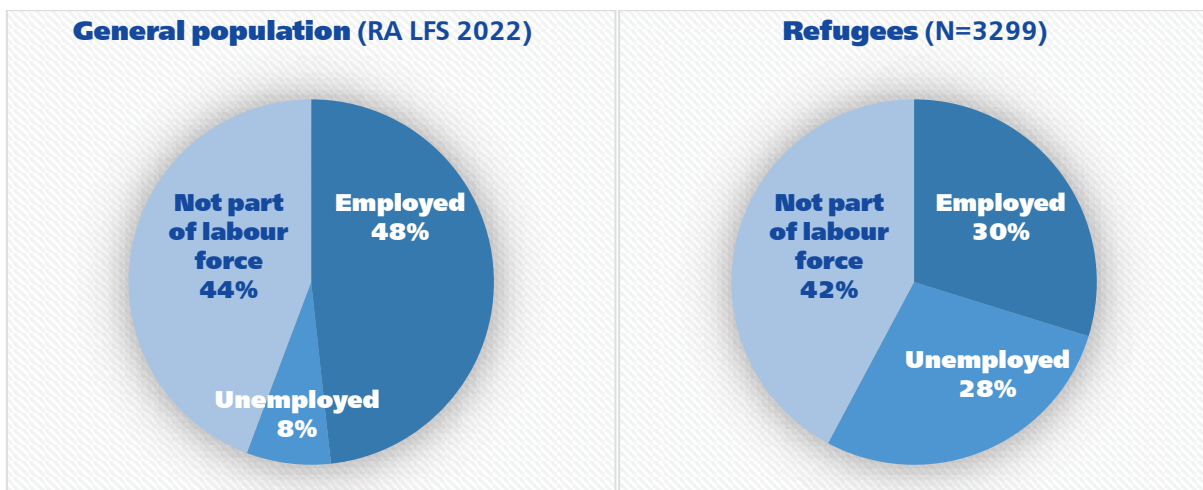


Figure 1 compares the distribution of the working age population among the general population (based on a Labour Force Survey conducted by ARMSTAT in 2022) and among the sample of refugees from the Nagorno-Karabakh. Among the refugees, the working age population comprises 3,299 out of 4,555 persons sampled (the remaining 1,256 being either younger than 15 years or older than 75 years). As shown in the figure, the proportion of unemployed persons is considerably higher among the refugees than among the general population (28% compared to 8%) while the proportion of employed persons is considerably higher among the general population than among the refugees (48% compared to 30%).

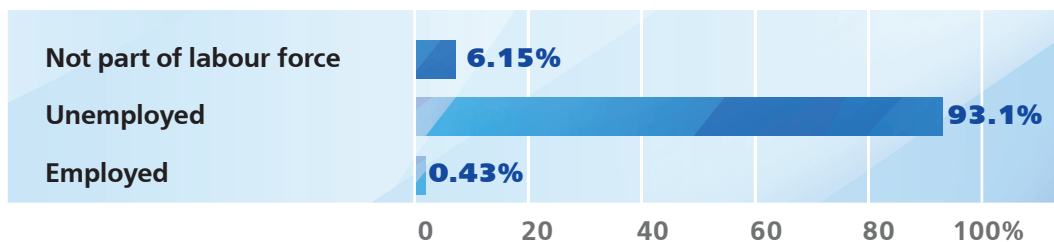
Also of interest to this report is the proportion of *time-related underemployment*. As defined in the 16th ICLS, persons in time-related underemployed are all those in employment who satisfy the following three criteria:

- a) were willing to work additional hours;
- b) were available to work additional hours;
- c) worked less than a national threshold relating to working time.

Based on the operationalization of time-related underemployment provided by ARMSTAT (which is a composite measure of persons who a) wanted to work more hours; b) wanted to change their current job situation; AND c) worked less than the national threshold of 36 hours), the proportion of employed refugees with time-related underemployment is only 3.10 per cent. However, if we broaden the criteria to all employed refugees who were willing to work additional hours during the one-week reference period, then the proportion of persons with time-related underemployment increases to 41 per cent. For the purpose of this report, we have adopted the latter more encompassing definition of time-related underemployment. It is important to note that underemployment refers to a sub-group of persons within the category of employed persons.

Although not a statistically defined category of persons, *jobseekers* are of particular relevance to this report. In total, 927 persons interviewed reported having searched for a job during the four weeks prior to enumeration. However, the distribution of jobseekers across the different categories of the working age population (see Figure 2), indicates that jobseekers largely overlap with unemployed persons; 93 per cent of jobseekers are unemployed persons, whereas less than 1 per cent are employed persons and only 6 per cent are not part of the labour force. This report therefore treats unemployed persons as a proxy for jobseekers.

Figure 2: Distribution of refugee jobseekers across the working age population (N=927)



CHARACTERISTICS OF EMPLOYED PERSONS

Socio-demographic characteristics

Only 8 per cent of employed refugee households, i.e., the head of household was employed, reported having changed their place of residence in the 3 months prior to enumeration, i.e., December 2023 to March 2024 (which is very similar to the rate of movement among unemployed refugee households, i.e., 9%). Among employed households that have not migrated recently, 31 per cent intend to stay in the same place of residence permanently, 17 per cent intend to stay for less than one year, 10 per cent intend to move after one year and 40 per cent do not know whether they want to stay or move. Employed households that do not plan on staying permanently intend to move either to Yerevan (25%), to another country (25%) or to an undefined destination (27%). Among the 47 employed households that intend to move to another country, the majority plan to move to The Russian Federation (70%). When looking at refugee households in general (see Figure 3), intentions to move tend to be greater among households in the marzes of Tavush (96%), Armavir (91%) and Gegharkunik (91%).

The top three marzes for employed refugees are Yerevan (53%), Ararat (14%) and Kotayk (10%), whereas only between 1 and 2 per cent of employed refugees are located in the marzes of Gegharkunik, Tavush, Shirak and Lori, respectively. The vast majority (82%) of employed refugees reported that their main job was in an urban area as opposed to a rural area (although this information is only available for 260 of 983 employed refugees). This proportion is considerably higher than among the general population, where 59 per cent of employed persons work in an urban area as opposed to a rural area, based on data from ARMSTAT's 2022 LFS.

As shown in Table 2, employed refugees are more likely to be male (59%) than female. This imbalance is slightly greater than among the general population, where men account for 56% of employed persons, according to data from ARMSTAT's 2022 LFS. Furthermore, the gender imbalance is most characteristic of the 25-34 and 65-74 age groups where employed persons are almost twice as likely to be male. Whereas employed men are mostly between the ages of 25 and 44, employed women are more evenly spread across age groups.

Figure 3: Percentage of refugee households with intentions to move (N=737)

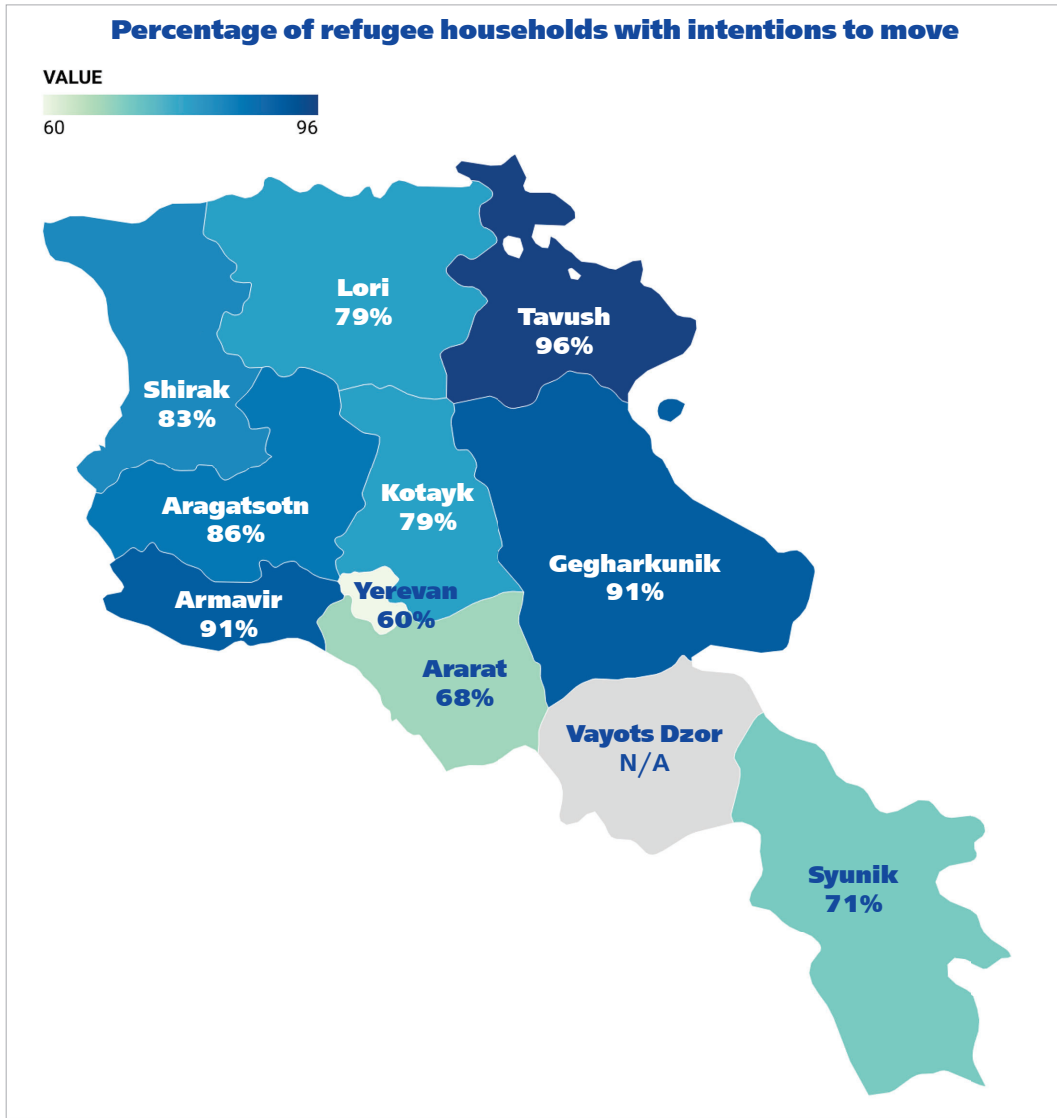


Table 2: Distribution of employed refugees by sex and age-group (N=983)

Age groups		Male (%)	Female (%)	Total
15-24 (%)	% within age group	51.1	48.9	100.0
	% within gender	12.2	17.0	14.1
25-34 (%)	% within age group	66.7	33.3	100.0
	% within gender	26.8	19.5	23.8
35-44 (%)	% within age group	60.4	39.6	100.0
	% within gender	30.4	28.9	29.8
45-54 (%)	% within age group	55.6	44.4	100.0
	% within gender	17.9	20.7	19.0
55-64 (%)	% within age group	53.8	46.2	100.0
	% within gender	9.8	12.2	10.8

65-74 (%)	% within age group	70.8	29.2	100.0
	% within gender	2.9	1.7	2.4
Total (%)	% within age group	59.2	40.8	100.0
	% within gender	100.0	100.0	100.0

As shown in Table 3, 47 per cent of employed refugees have a university diploma, 18 per cent have a vocational post-secondary diploma and 30 per cent have a secondary school diploma. Only 6 per cent of employed persons have less than a secondary school diploma, i.e., primary school or less. The proportion of employed persons with a university diploma is higher among women (56%) than among men (40%) while the proportions of employed persons with a secondary school diploma or lower level of education are higher among men than among women. These findings suggest that refugee women are more likely to be employed when they have a university degree, whereas having a university degree is slightly less important for the employment of refugee men, more than half of whom have a secondary, vocational or lower level of education.

Table 3: Distribution of employed refugees by sex and educational attainment (N=983)

Education		Male (%)	Female (%)	Total (%)
Less than primary (%)	% within education	100.0	0.0	100.0
	% within gender	0.5	0.0	0.3
Primary (%)	% within education	75.0	25.0	100.0
	% within gender	7.2	3.5	5.7
Secondary (%)	% within education	69.3	30.7	100.0
	% within gender	34.5	22.2	29.5
Vocational Post-Secondary (%)	% within education	58.0	42.0	100.0
	% within gender	17.4	18.2	17.7
University (%)	% within education	51.1	48.9	100.0
	% within gender	40.4	56.1	46.8
Total (%)	% within education	59.2	40.8	100.0
	% within gender	100.0	100.0	100.0

Employment characteristics

Turning to the status in employment of refugees (see Table 4), 74 per cent are engaged as employees (compared to 67% in the general population), 7 per cent as employers (compared to 2% in the general population), 15 per cent as own-account workers (compared to 31% in the general population) and 1 per cent as contributing family workers (compared to 1% in the general population). There are, therefore, more employees and employers and fewer business owners among refugee persons relative to the general population. It is important to note, however, that the data on status in employment is available for only 260 out of 983 employed refugees. Among

refugees, employees, own-account workers (i.e., business owners) and contributing family workers are generally more likely to be female (64, 56 and 100% respectively) while employers, are more likely to be male (58%).

Table 4: Distribution of employed refugees by status in employment and sex (N=260)

Status in employment		Male (%)	Female (%)	Total (%)
Employee	% within employment status	35.9	64.1	100.0
	% within gender	69.7	76.4	73.8
Employer	% within employment status	57.9	42.1	100.0
	% within gender	11.1	5.0	7.3
Own-account worker	% within employment status	43.6	56.4	100.0
	% within gender	17.2	13.7	15.0
Contributing family worker	% within employment status	0.0	100.0	100.0
	% within gender	0.0	1.9	1.2
Other	% within employment status	28.6	71.4	100.0
	% within gender	2.0	3.1	2.7
Total	% within employment status	38.1	61.9	100.0
	% within gender	100.0	100.0	100.0

In terms of activity type, the majority of employed refugees are either receiving wages for goods or services (71%), running their own business (12%) or engaged as domestic workers (9%). With regards to occupation (Figure 4), the greatest share of refugees is employed as service and sales workers (24%), followed by elementary workers (16%), professionals (16%) and craft and trade workers (13%). The most common occupations among these three categories are salespersons/assistants, beauticians/hairdressers, janitors, security personnel, labourers, cleaning personnel, teachers, doctors, construction workers/builders and bakers.

Figure 4: Distribution of employed refugees by ISCO occupational category (N=972)



Potential vulnerabilities³

25 per cent of employed refugees have a verbal as opposed to a written contract. Among employed refugees with a written contract:

- 66 per cent do not have (or do not know whether they have) access to annual leave;
- 76 per cent do not have (or do not know whether they have) access to sick leave;
- 61 per cent pay income tax themselves (or do not know who is responsible for paying tax)⁴.

The top three occupational categories for employed refugees with a written contract but no annual leave are clerical support workers (100%), agricultural forestry and fishery workers (100%) and craft and trade workers (94%). The top three occupational categories for employed refugees with a written contract but no paid sick leave are managers (100%), clerical support workers (100%) and agricultural, forestry and fishery workers (100%). Finally, the top three occupational categories for employed refugees with a written contract but who pay personal income tax themselves are agricultural, forestry and fishery workers (100%), craft and trade workers (88%) and plant and machine operators and assemblers (86%).

Among employed refugees engaged as employers, own-account workers or contributing family workers, less than half (48%) can confirm that their personal or family business or farm has been registered. Those who have not registered their business or farm are mostly engaged in service and sales occupations or as plant and machine operators and assemblers.

A quarter (25%) of employed refugees work part-time as opposed to full-time jobs and 40 per cent have a temporary, seasonal or casual work arrangement as opposed to a permanent/indefinite one. The main reasons for working part-time are the seasonality of work (33%), the employers' decision (17%) or shortage of full-time jobs (16%). Persons with part-time jobs are mostly employed in services and sales or as professionals.

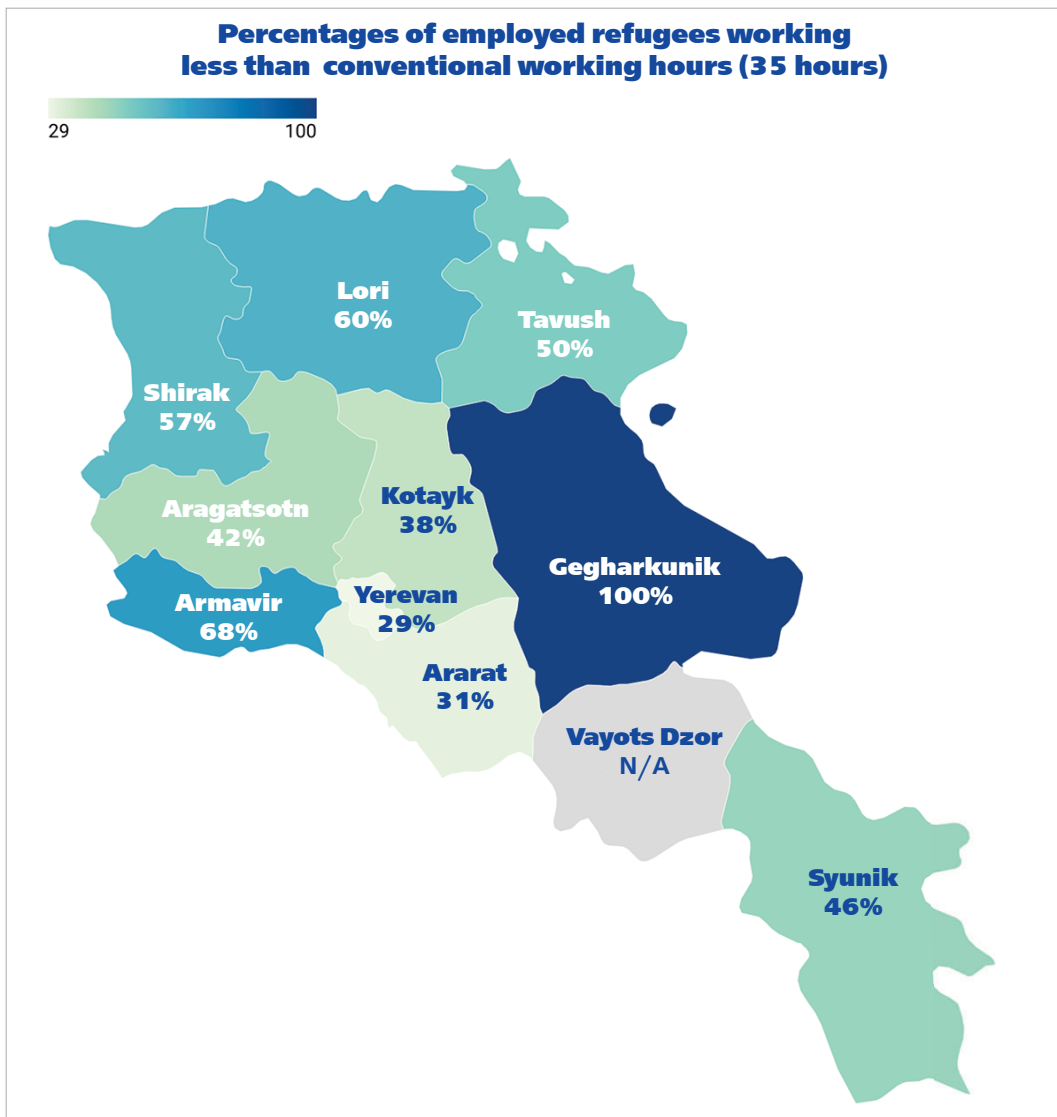
³ It is important to note that the data on vulnerabilities are based on much smaller samples (approximately 150-300 employed persons out of 983) and that most of the respondents in these samples (around 60-70%) were women. This is because these questions were mostly answered by the head of household/primary respondent and the head of household/primary respondents was more often female (62%).

⁴ Employers in Armenia are required to withhold both personal income tax (PIT) and social security contributions. As of 2024, the rate of the PIT in Armenia is 20% and applies to all forms of compensation, regardless of the amount involved. Apart from PIT, employers are also responsible for deducting social security payments, which are equivalent to 5% of earnings up to 500,000 AMD (Vardanyan and Partners, 2024).

Table 5: Distribution of employed refugees by sex and working hours (N=260)

Working hours		Male (%)	Female (%)	Total (%)
Less than 35 hours	% within working hours	36.5	63.5	100.0
	% within gender	35.4	37.9	36.9
Between 35 and 48 hours	% within working hours	36.4	63.6	100.0
	% within gender	39.4	42.2	41.2
More than 48 hours	% within working hours	43.9	56.1	100.0
	% within gender	25.3	19.9	21.9
Total	% within working hours	38.1	61.9	100.0
	% within gender	100.0	100.0	100.0

Figure 5: Percentages of employed refugees working less than 35 hours across marz (N=260)



Finally, as shown in Table 4, 37 per cent of employed refugees worked less than 35 hours – which ARMSTAT labels as “part-time work” – compared to 18% among the general population. 41 per cent worked between 36 and 48 hours – which ARMSTAT labels as “full-time work” – compared to 64 per cent among the general population. Finally, 22 per cent worked more than 48 hours – which ARMSTAT labels as “excessive work” – compared to 18 per cent among the general population. Data on the working hours of the general population come from ARMSTAT’s 2019 Labour Force Survey. As shown in Figure 5, the proportion of employed refugees working “part-time”, or less than the conventional threshold of 36-48 hours, is greater in the marzes of Gegharkunik (100%), Armavir (68%) and Lori (60%). Persons working less than the conventional threshold are most prevalent among the occupational categories of professionals (61%), plant and machine operators and assemblers (58%) and agricultural, forestry and fishery workers (50%).

The proportion of those who worked more than the average number of working hours per week is slightly higher among men than among women (25 compared to 20%). Persons working excessive hours are more prevalent among the occupational categories of agricultural, forestry and fishery workers (50%), service and sales workers (35%) and craft and trade workers (29%).

Potential over- or under-qualification

Among employed refugees, 53 per cent believe that their current occupation corresponds with their educational qualifications, while 40 per cent believe they are overqualified and 8 per cent believe they are underqualified⁵. Those who believe they are overqualified are more likely to be female (60%), mostly between 22 and 44 years old (62%) and employed either in services and sales (40%) or as elementary workers (17%). The finding that employed women are more likely to feel overqualified than employed men resonates with the earlier conclusion that a university degree matters more for the employment of refugee women than for the employment of refugee men.

As shown in Table 5, just under 50 per cent of all employed refugees working either as employees or running their own business (which together make up 83% of all employed refugees) have obtained a university diploma. 18 per cent of own business owners and 17 per cent of employees have obtained a vocational post-secondary diploma. 31 per cent of own business owners and 28 per cent of employees have obtained a secondary school diploma. The proportion of employed refugees with a primary school education or less is slightly higher among employees (6%) than among own business owners (3%). Therefore, employees may have slightly greater educational and training needs than own business owners.

⁵ This data is based on a smaller sample of 212 out of 983 employed respondents, many of whom are women.

Table 5: Distribution of employed refugees by educational attainment and activity type (N=971)

Activity type		< Primary	Primary	Secondary	Vocational	University	Total
own business	% within activity type	0.0	2.5	30.8	17.5	49.2	100.0
	% within education	0.0	5.5	12.9	12.2	13.0	12.4
employee	% within activity type	0.1	6.0	28.0	16.9	49.0	100.0
	% within education	33.3	74.5	66.9	67.4	74.0	70.6
domestic work	% within activity type	0.0	6.0	44.6	19.3	30.1	100.0
	% within education	0.0	9.1	12.9	9.3	5.5	8.5
unpaid household work	% within activity type	0.0	0.0	16.2	24.3	59.5	100.0
	% within education	0.0	0.0	2.1	5.2	4.8	3.8
agricultural household work	% within activity type	10.5	21.1	31.6	26.3	10.5	100.0
	% within education	66.7	7.3	2.1	2.9	0.4	2.0
apprentice or trainee	% within activity type	0.0	7.7	34.6	19.2	38.5	100.0
	% within education	0.0	3.6	3.1	2.9	2.2	2.7
total	% within activity type	0.3	5.7	29.6	17.7	46.8	100.0
	% within education	100.0	100.0	100.0	100.0	100.0	100.0

It is interesting to note, that 30 per cent of (paid) domestic workers, 60 per cent of unpaid household workers (i.e., family members doing unpaid household work for the maintenance and well-being of the family), and 11 per cent of agricultural household workers reported having obtained a university diploma which suggests potential overqualification. Male refugees are overrepresented among all activity types with the exception of unpaid household workers, 57 per cent of whom are female (compared to 43 per cent male). The findings are further reinforced by the cross-tabulation of educational attainment and occupation provided in Table 6, as quite significant shares of persons employed in lower-skilled occupational categories have obtained a university diploma. For example, 39 per cent of service and sales workers, 38 per cent of craft and trade workers, 29 per cent of plant and machine operators and assemblers and 19 per cent of elementary workers have obtained a university diploma.

Table 6: Distribution of employed refugees by occupation & education (N=971)

ISCO category	< Primary (%)	Primary (%)	Secondary (%)	Vocational (%)	University (%)	Total (%)
Armed forces	0.0	4.1	26.5	4.1	65.3	100.0
Managers	0.0	0.0	13.3	6.7	80.0	100.0
Professionals	0.0	0.6	7.8	8.4	83.1	100.0
Technicians & associate professionals	0.0	3.9	14.5	13.2	68.4	100.0
Clerical support workers	0.0	4.8	19.0	14.3	61.9	100.0
Service & sales workers	0.4	6.3	32.9	21.1	39.2	100.0
Agricultural, forestry & fishery workers	14.3	7.1	42.9	21.4	14.3	100.0
Craft & trade workers	0.0	4.7	34.1	23.3	38.0	100.0
Plant & machine operators & assemblers	0.0	2.8	44.3	23.6	29.2	100.0
Elementary occupations	0.0	14.8	44.5	21.3	19.4	100.0
Undefinable	0.0	0.0	6.3	18.8	75.0	100.0
Total	0.3	5.7	29.5	17.8	46.7	100.0

Time-related underemployment

Among employed persons, there may be some who are “underemployed”. As mentioned previously, we adopted a broader definition of time-related underemployment which encompasses all persons who reported wanting to work more hours during the one-week reference period, either in their current job or in another job. Based on this definition, 41 per cent of employed refugees in the sample are identified as underemployed. Underemployed refugees who worked fewer hours in the previous week than generally reported that this was due to lack of customers, administrative obstacles, or the seasonality of the work.

The proportion of those with time-related underemployment is relatively similar across gender groups, age groups and educational groups. However, there are important differences in underemployment across marzes and occupational categories. As shown in Figure 6, the share of those who would like to work additional hours is greater in the marzes of Lori, Shirak and Kotayk. As shown in Figure 7, the share of those who would like to work additional hours is greater among plant and machine operators and assemblers, craft and trade workers and professionals.

Figure 6: Distribution of time-related underemployment by marz (N=30)

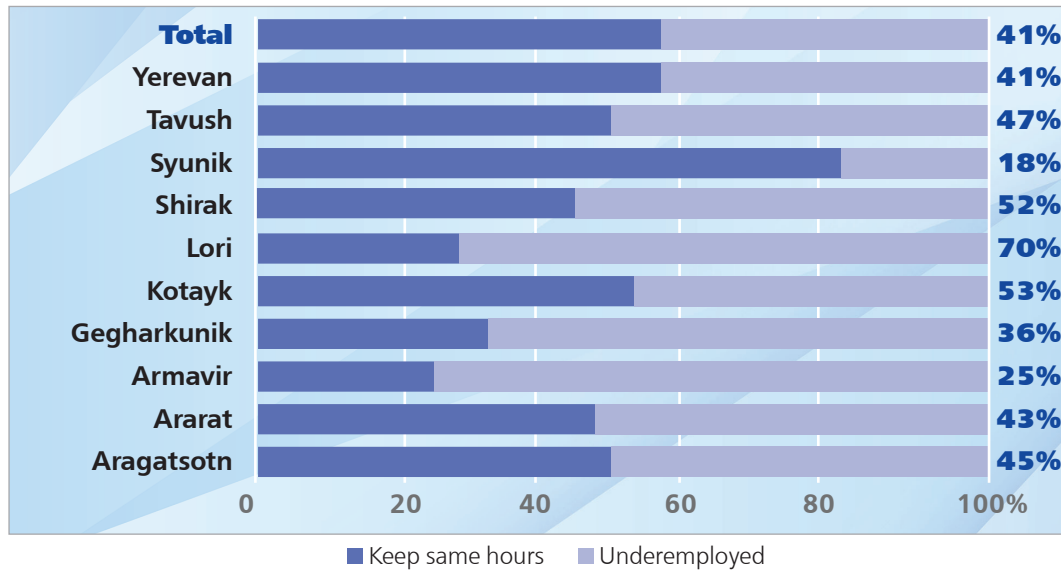
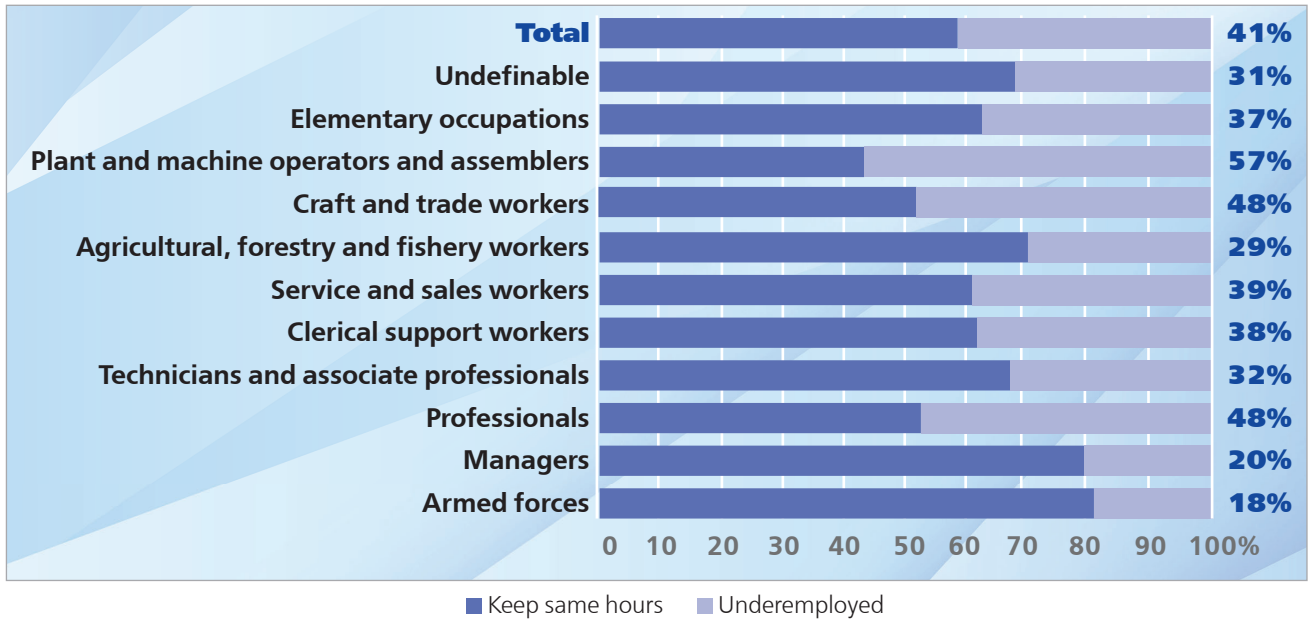


Figure 7: Distribution of time-related underemployment by occupational category (N=29)



CHARACTERISTICS OF UNEMPLOYED PERSONS

Socio-demographic characteristics

Only 9 per cent of unemployed refugee households changed their residence in the last three months which is similar to the percentage among employed refugee households. Those who changed their residence moved mainly within Armenia. Among households that have not migrated, 30 per cent intend to stay where they are permanently, 16 per cent intend to stay for less than a year, 4 per cent intend to move after one year and 50 per cent don't know. The migration intentions of unemployed and employed households are relatively similar, with the exception that unemployed households are slightly more likely to want to move to Yerevan (38% compared to 25% among employed) while employed households are slightly more likely to want to move abroad (25% compared to 15%).

As shown in Figure 8, the unemployment rate, which is the share of unemployed persons in the total labour force, is much higher among refugees (49%) than among the general population (14%). The unemployment rate of refugees is highest in the marzes of Kotayk, Lori and Tavush, whereas the unemployment rate among the general population is highest in Tavush, Yerevan and Kotayk.

Unemployed refugees are relatively balanced in terms of gender (51% of men compared to 49% of women). The greatest share of unemployed persons (66%) is between the ages of 25 and 54. In terms of educational attainment, the proportions of unemployed refugees with a secondary school diploma (31%) or a primary school diploma (6%) are similar to the proportions of employed refugees with a similar level of education (30 and 6% per cent respectively). However, unemployed refugees are more likely to hold a vocational diploma than employed refugees (23 compared to 18%) and less likely to hold a university diploma than employed refugees (40 compared to 47%). Therefore, efforts at integrating unemployed refugees into the labour market might focus slightly more on persons with a vocational training background. It is worth noting, however, that unemployed refugees have a higher educational attainment than unemployed persons in the general population. According to data from ARMSTAT's 2022 LFS, only 12 per cent of unemployed persons have a university diploma, compared to 40 per cent of unemployed refugees.

A closer look at Figure 9, demonstrates that unemployed persons of 45 years and older are more likely to hold a vocational diploma while those between 25 and 44 are more likely to hold a university diploma. Unsurprisingly, the proportion of primary educated unemployed persons is greater among the 15-24 age group, which includes individuals who have not yet completed their studies.

Figure 8: Comparison of the unemployment rate across marzes

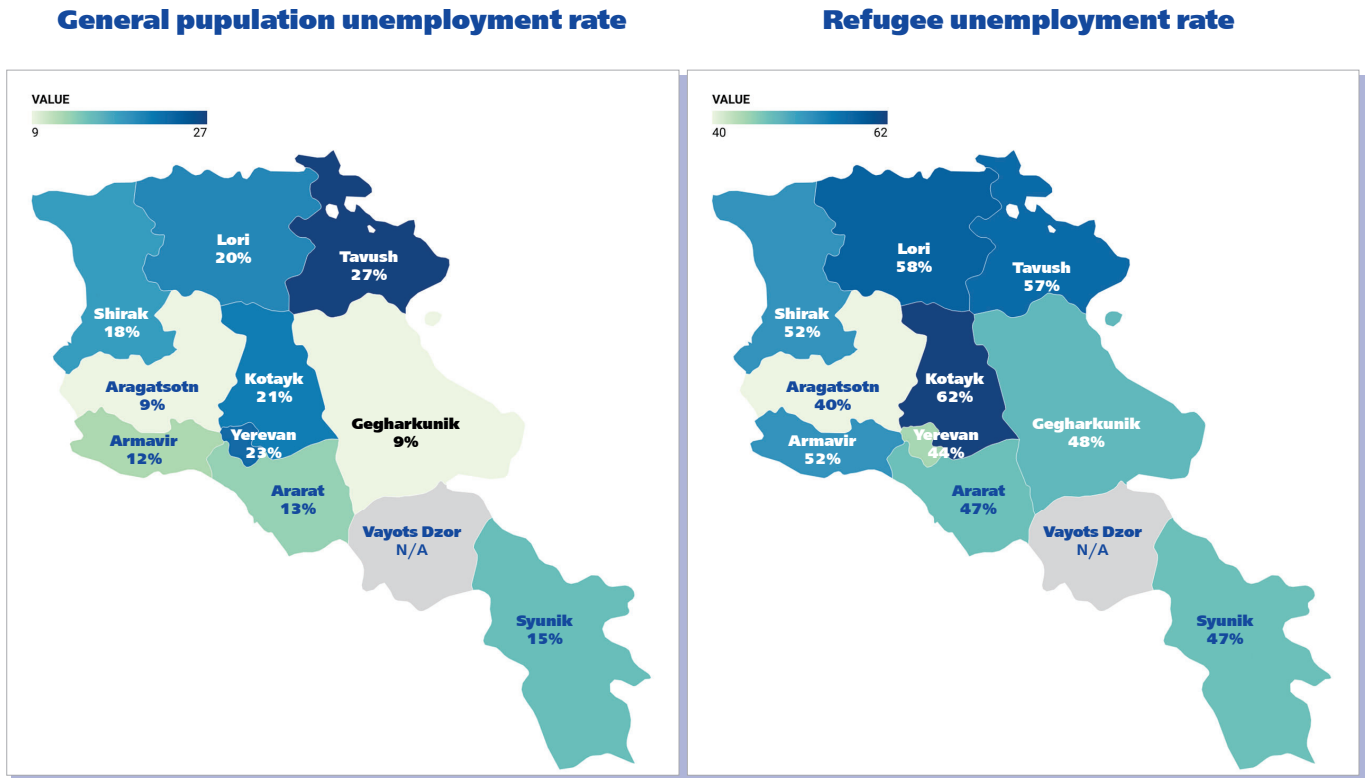
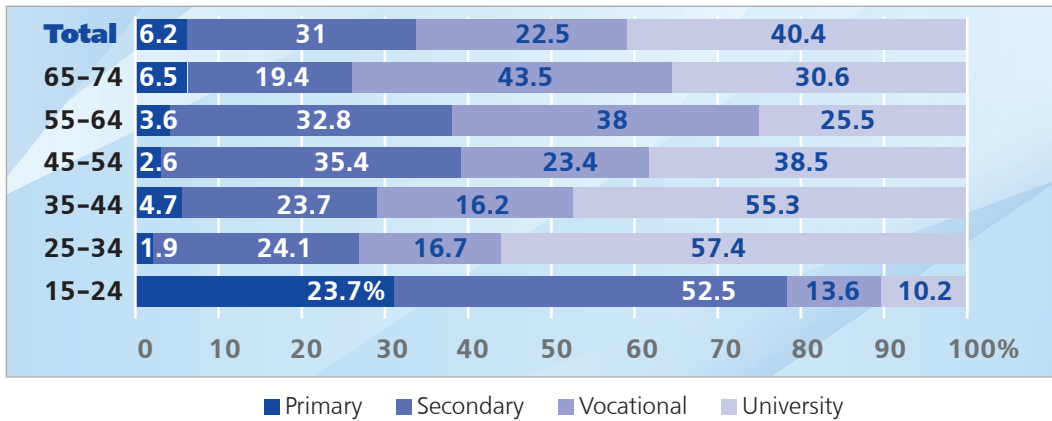


Figure 9: Distribution of unemployed persons by education across age groups (N=924)



Employment history

85 per cent of unemployed refugees previously held a job in Armenia or Nagorno-Karabakh, while the remaining 15 per cent never held a job before⁶. Among those who have been employed in Armenia or Nagorno-Karabakh the past, 77% had their last place of work in Nagorno-Karabakh while 8 per cent had their last place of work in Armenia. 81 per cent have been jobless for between three and 12 months, 12 per cent have been jobless for more than a year and six per cent have been jobless for less than 3 months. As shown in Figure 10, displacement (81%) is by far the main reason unemployed refugees left their previous job.

Figure 10: Reasons for quitting/ceasing last job (N=301)

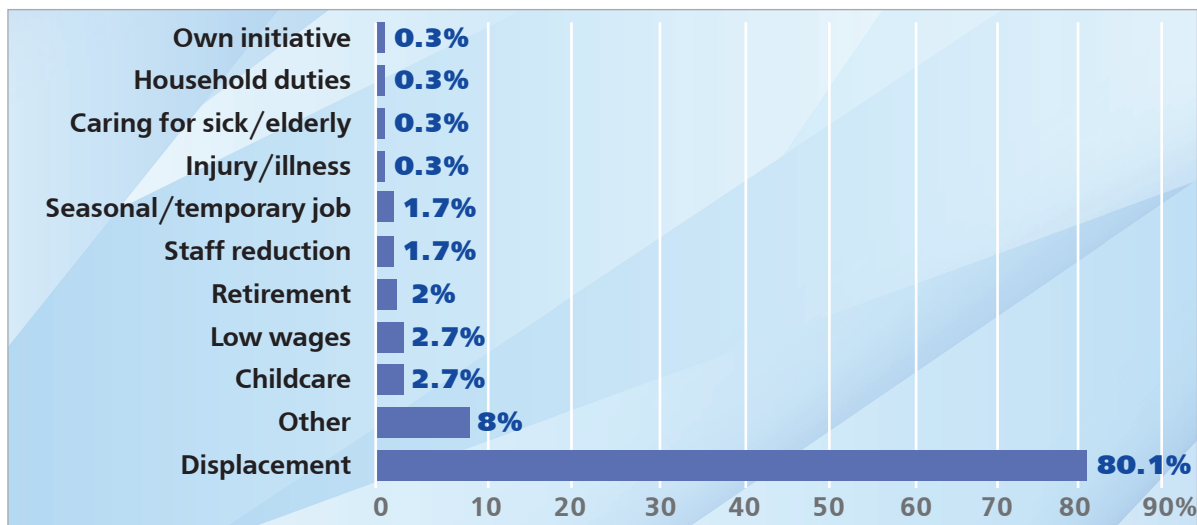


Figure 11: Previous occupations of unemployed refugees (N=301)



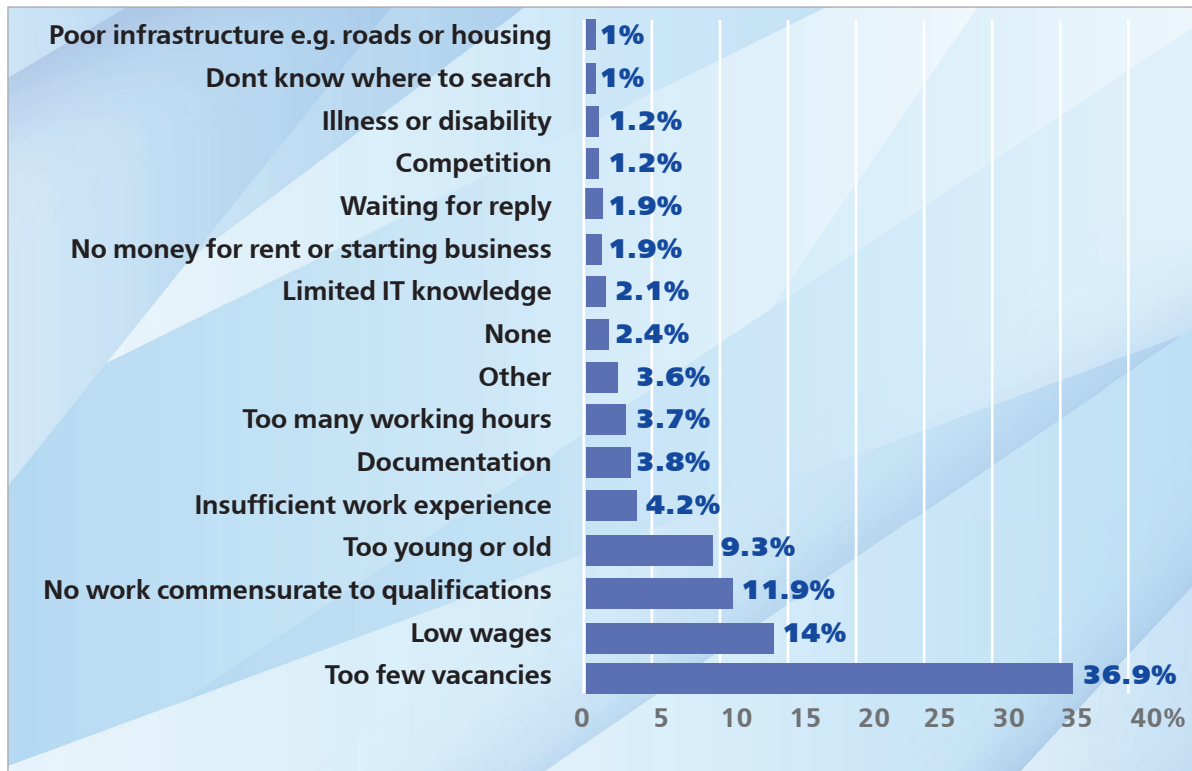
⁶ Note that this data is based on the responses of only 301 out of 924 unemployed persons, most of whom (65%) were women.

With regards to the occupations previously held by unemployed refugees (see Figure 11), the most common occupational groups are professionals (25%), service and sales workers (19%), armed forces (11%), technicians and associate professionals (11%) and craft and trade workers (10%). It is important to note, however, that information on the occupational backgrounds of unemployed refugees is based on the responses of 301 primary respondents, the majority of whom were women. The most common occupations reported among the five aforementioned occupational groups are manager or specialist in a public institution, accountant, lecturer or teacher, nurse, shopkeeper/salesperson, military officer, cook and baker. Unemployed persons from the abovementioned occupational backgrounds are mostly located in Yerevan, however there are some slight differences in the distribution of unemployed persons from these occupational backgrounds across marzes. For example, those with a background as professionals or in the armed forces are more prevalent in Ararat and Kotayk marzes, those with a background as service and sales workers are more prevalent in Kotayk marz and those with a background as craft and trade workers are more prevalent in Ararat and Syunik marzes.

Job search

99 per cent of all unemployed refugees in the sample attempted to search for a job or start a business in the four weeks prior to enumeration all of whom reported that they would have started working if the opportunity arose. The majority (82%) of unemployed persons have been searching for a period of between 3 and 12 months. As shown in Figure 12, the shortage of vacancies is reported as one of the main reasons (37%) for not finding employment, followed by poor wages (14%), a shortage of vacancies commensurate to one's educational qualifications (12%) and being either too young or too old for the jobs available (9%).

Figure 12: Obstacles to findings employment among unemployed persons (N=924)

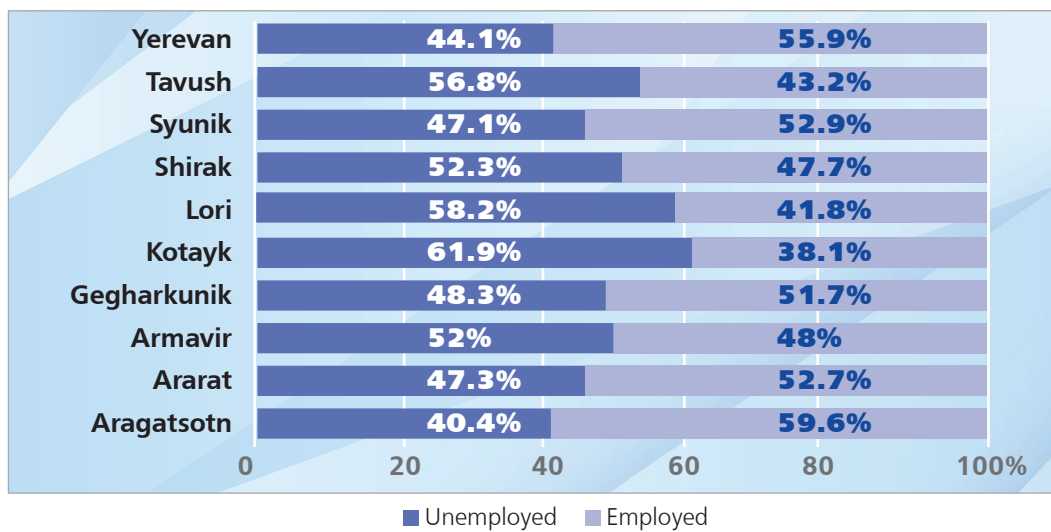


In terms of their future job expectations, 64 per cent of respondents would like to have a full-time job, whereas the remaining respondents would prefer a part-time job. The demand for a part-time as opposed to a full-time job is considerably higher among unemployed women (56%) than among unemployed men (14%). The most important criteria for future employment are a high income (42%), a feasible commute (22%) and a job that corresponds with one's educational qualifications (21%). It is important to note, however, that the data on future job expectations are based on the responses of 355 unemployed primary respondents, the majority of whom were women.

COMPARISONS OF EMPLOYED AND UNEMPLOYED PERSONS

The employment rate of refugees is slightly higher among men and persons with a university diploma. 55 per cent of economically active men, compared to 47 per cent of women are employed. 55 per cent of economically active persons with a university diploma, compared to 50 per cent of persons with a primary level of education and 48 per cent of persons with a secondary or vocational level of education are employed. The employment rate is similar across age groups, with the exception that persons 65 years and older are less likely to be employed than persons belonging to other age groups. Finally, as shown in Figure 13, the share of unemployed persons is greatest in the marzes of Kotayk, Lori and Tavush, which are the provinces with the highest unemployment rate among refugees (see Figure 8).

Figure 13: Distribution of (un)employed refugees by marz (N=924)



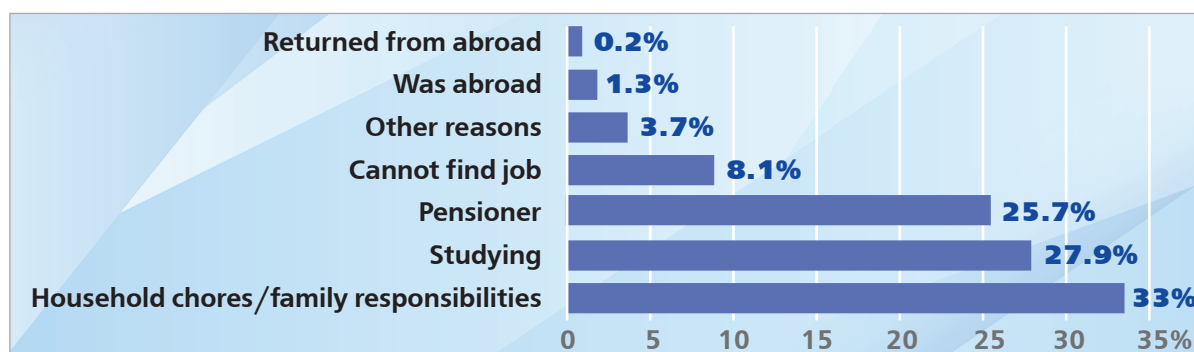
CHARACTERISTICS OF PERSONS OUTSIDE THE LABOUR FORCE

The majority (65%) of refugees identified as not part of the labour force are women, however, as mentioned previously, this may be biased by the fact that the head of household/primary respondent was more often female. As shown in Table 7, those not part of the labour force tend to be younger (between 15 and 24 years) or older (55+ years). This makes sense when looking at the reasons for not having worked in the week prior to enumeration (see Figure 14), as more than half of the respondents were not working, either because they were studying (28%) or because they were retired (26%). It is important to note, however, that 33 per cent of respondents did not work because they were occupied with family responsibilities or household chores.

Table 7: Distribution of men and women not part of labour force by age group (N=1392)

Age Groups	Male, %	Female, %	Total, %
15-24	40.1	26.3	31.1
25-34	5.80	11.5	9.50
35-44	10.7	15.0	13.5
45-54	10.9	9.50	10.0
55-64	12.8	16.6	15.2
65-74	19.8	21.1	20.6

Figure 14: Main reasons for not working among persons not part of labour force (N=1392)



It is evident from Figure 15, that the largest share of women, i.e., 41 per cent, were not working due to family responsibilities or household chores, whereas only 8 per cent of men were not working for the same reasons. By contrast a greater proportion

of men are not working because they are studying (33% for men compared to 21% for women). 6 per cent of women engaged in family responsibilities/household chores reported trying to search for a job and many of those who did not search were either taking care of children (45%) or suffering from illness (14%).

Figure 15: Reasons for not working in week prior to enumeration by gender (N=1392)

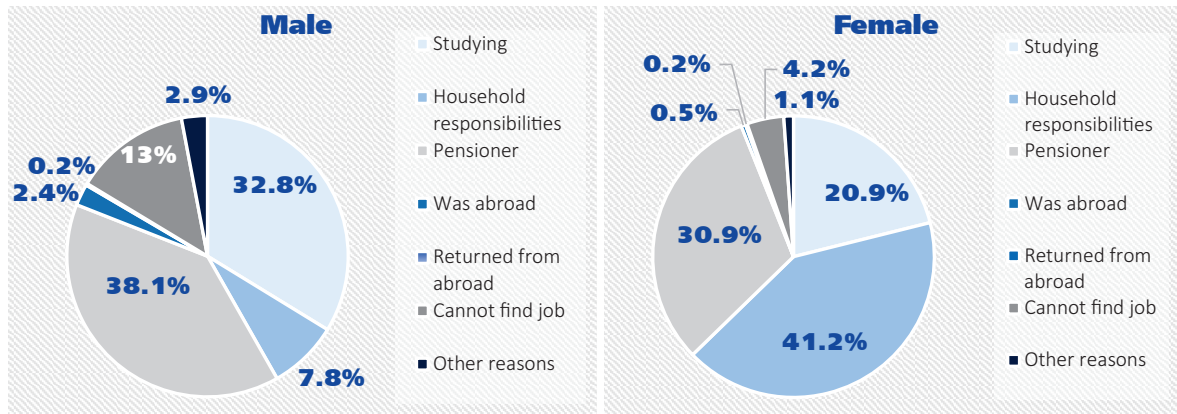
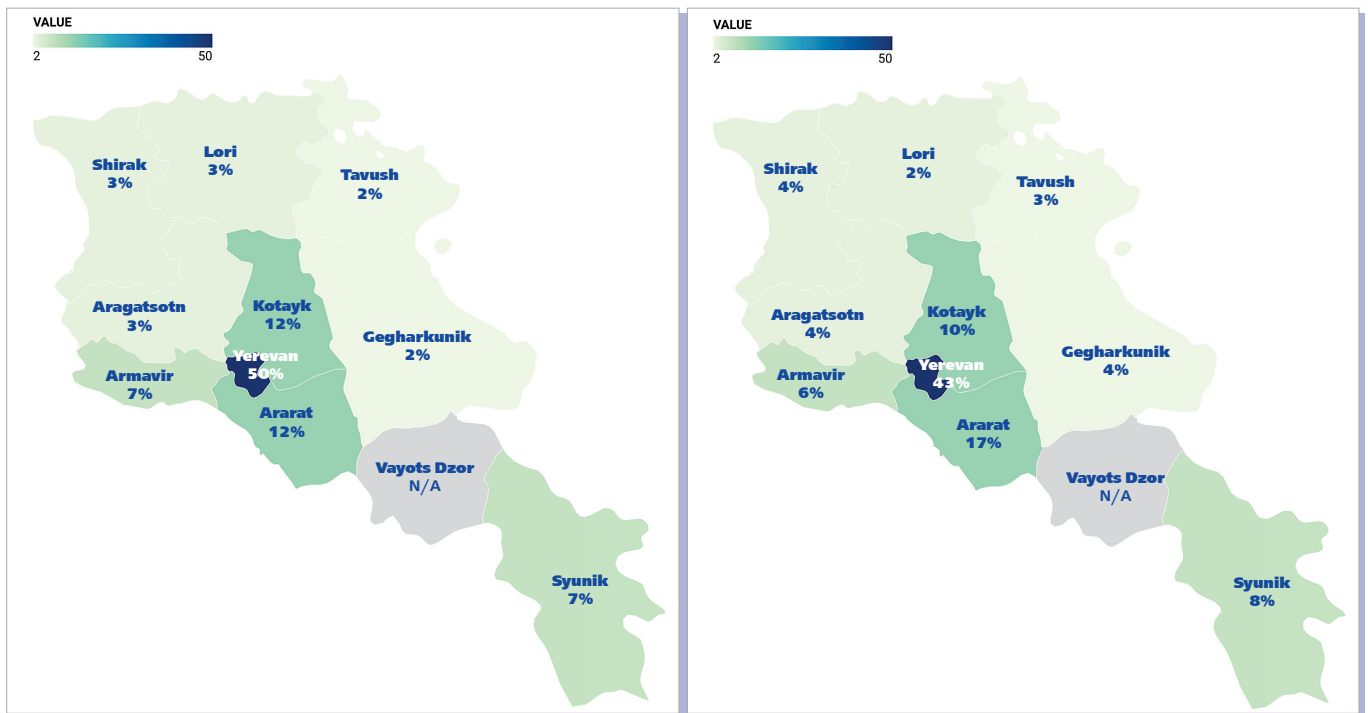


Figure 16: Distribution of persons studying/ busy with household/family duties by marz (N=848)

Distribution of refugees outside labour forec due to studying

Distribution of refugees outside labour forec due to famely responsibilities



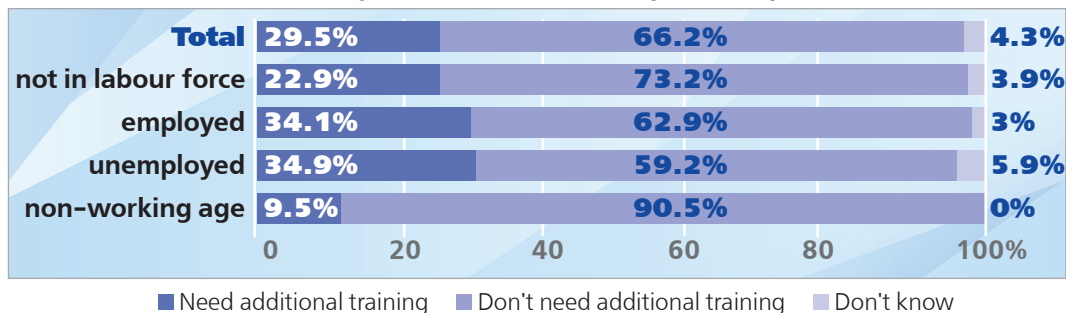
Persons who were studying or busy with family responsibilities/household chores might eventually be integrated into the labour force, therefore, examining the distribution of these respondents across marzes might help to determine where efforts at mobilizing the labour potential of refugees outside the labour force should be directed. As shown in Figure 16, the respondents are mostly in Yerevan, but also located in the marzes of Ararat, Kotayk, Syunik and Armavir. Only 4 per cent of refugees outside the labour force attempted to find a job/start a business in the four weeks prior to enumeration (for the same reasons shown in Figures 14 and 15), however, 38 per cent indicated that they would start working if an opportunity presented itself, suggesting an unrealized labour market potential among the economically inactive. Those who reported willingness to start working are mostly located in the marzes of Yerevan (46%), Kotayk (13%) and Ararat (12%). These respondents are mostly women (bearing in mind the overrepresentation of women as head of household/primary respondents) and quite evenly distributed across age groups, with the exception that just under a quarter of them are between 15 and 24 years. Finally, those who are willing to start working were economically inactive in the week prior to enumeration mostly because they were busy with household chores or family responsibilities (42%), but also because they were studying (21%) or retired (21%). These findings further reinforce the existence of an unrealized labour market potential among young women who remained at home due to household responsibilities/family duties.

VOCATIONAL EDUCATION AND TRAINING SKILLS AND NEEDS

1,050 primary respondents (out of a total sample of 4,555 refugees from the 1,050 households) provided answers to a series of questions about their vocational education and training skills and needs, most of whom (83%) were women and girls. Around 30 per cent of respondents reported that they would be open to additional training or vocational education. A key finding, however, is that when looking at male and female refugees separately, the demand for additional training is two times greater among women (34%) compared to men (17%).

The majority of respondents with additional training needs are between the ages of 25 and 44 (68%) and have obtained a university diploma (61%). Looking specifically at female refugees, the demand for additional training comes especially from those between the ages of 25 and 44 (74%) and from those with a university diploma (63%). Looking specifically at male refugees, the demand for additional training comes from those between 25 and 34 (27%) and 45 and 54 (37%) and from those either with a university diploma (50%) or a secondary school diploma (33%). In other words, trainings for male refugees might cover a broader variety of persons in terms of age and educational background whereas those for female refugees might cover higher-educated persons between 25 and 44 years of age. However, it is important to note the subjectivity of the question on additional training needs, i.e., just because a person does (not) seek additional training does not mean they are less (more) in need of training than others.

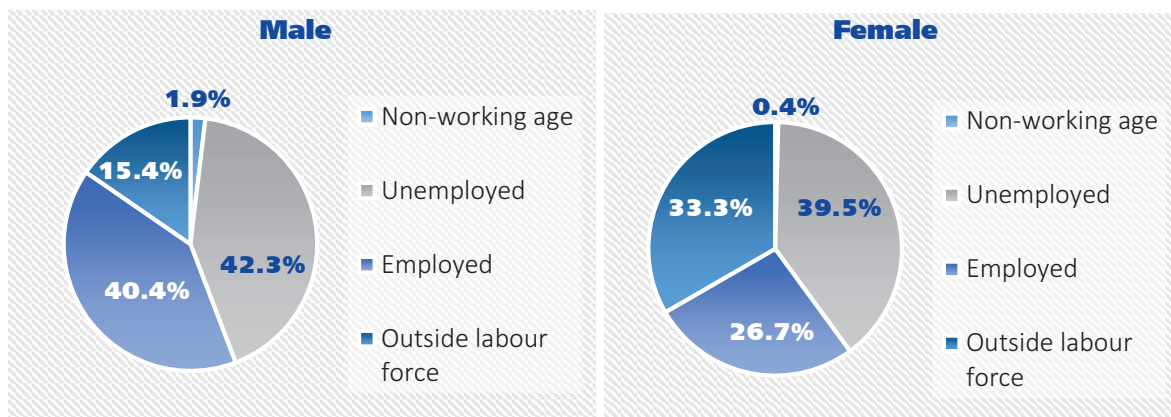
Figure 17: Distribution of additional training needs by labour force status (N=1050)



As shown in Figure 17, the proportion of respondents with additional training or vocational education needs is similar among employed (34%) and unemployed persons (35%), but considerably lower among those who are not economically

active, i.e., outside the labour force (23%), or do not belong to the working age population (10%). There are, however, important gender differences between the training needs of male and female refugees in relation to their labour force status (see Figure 18). Male refugees with additional training needs are mostly employed (40%) or unemployed (42%), with no strong differences between the two groups. By contrast, female refugees with training needs are much more likely to be unemployed (40%) than employed (27%) and also more likely to be outside of the labour force (33%), especially in comparison to men. This implies that trainings are relevant for both employed and unemployed male refugees, while for female refugees it makes more sense to target those who are unemployed or outside the labour force and seeking additional training.

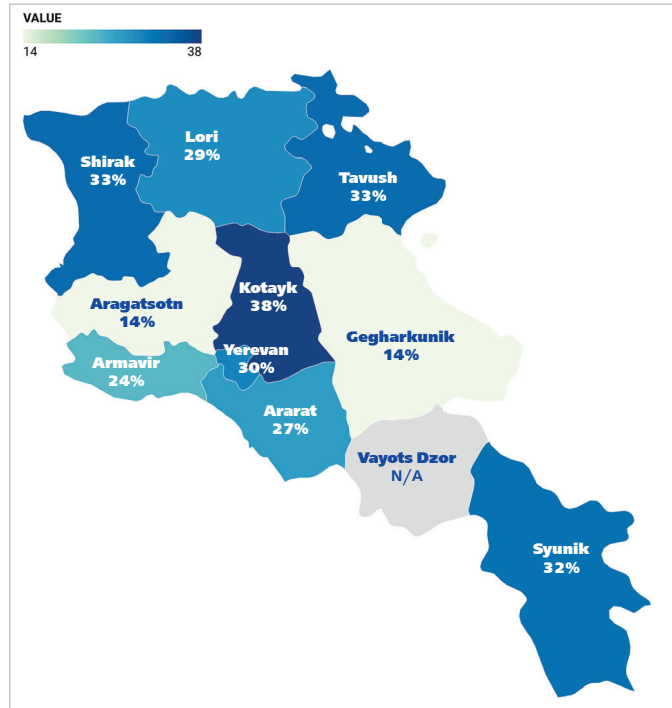
Figure 18: Distribution of male & female refugees with training needs by labour force status (N=310)



Respondents seeking additional training are mostly located in the marzes of Yerevan (46%), Kotayk (17%) and Ararat (12%) and this is similar for both male and female refugees. However, as shown in Figure 19 the proportions of refugee households with additional training needs, when considering each marz separately, are greatest in the provinces of Kotayk (38%), Tavush (33%), Shirak (33%) and Syunik (32%).

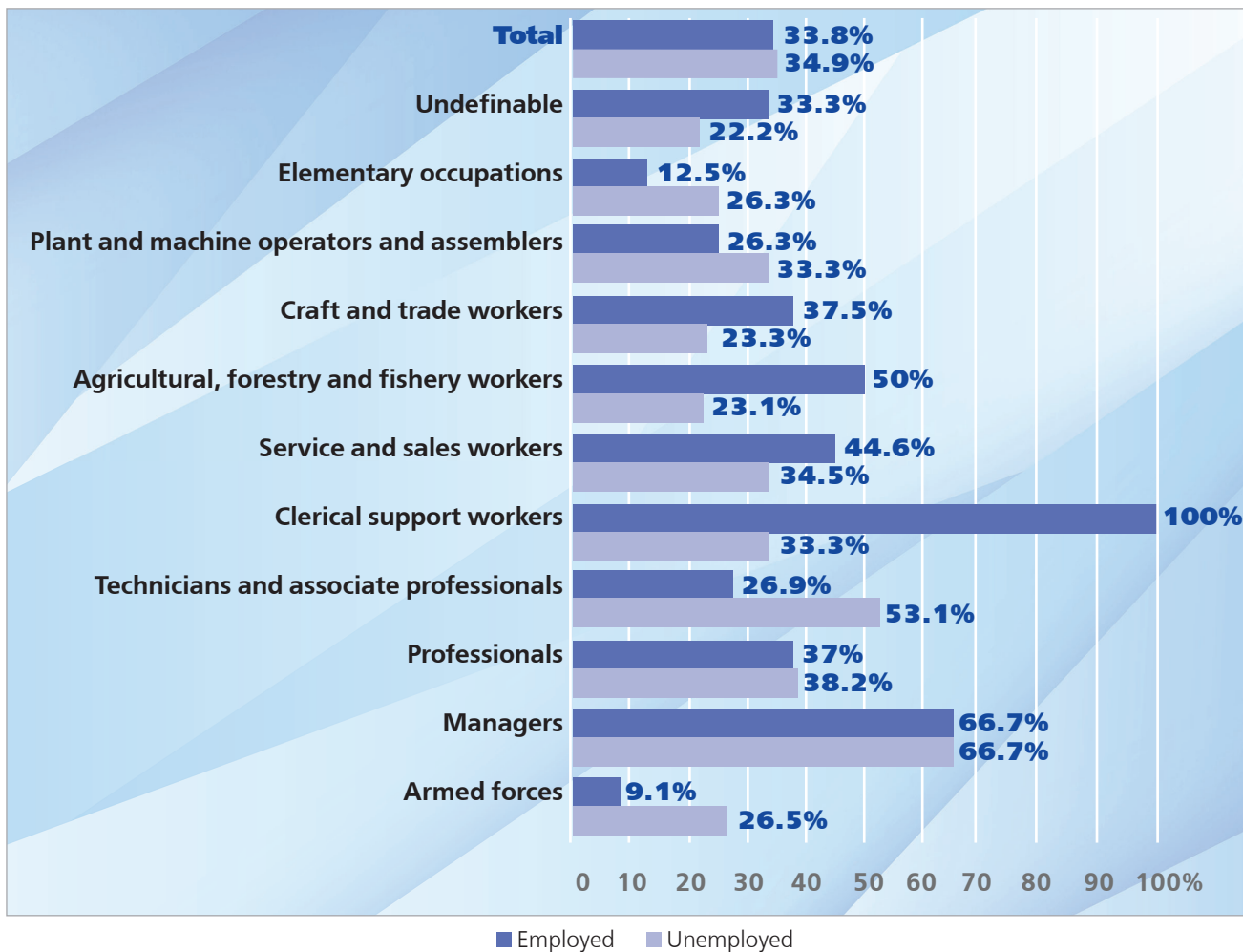
Figure 19: Proportion of refugee households with additional training needs by marz (N=1050)

Proportion of refugee households with additional training needs



When looking at the demand for additional training among persons from different occupational backgrounds, there are some differences when it comes to employed and unemployed persons. As shown in Figure 20, the demand for training is generally higher among employed persons working as managers (67%), technicians and associate professionals (53%) and service and sales workers (34%). Among unemployed persons, the demand for training is higher among those who previously worked as clerical support workers (100%), managers (67%) and agricultural forestry and fishery workers (50%). These findings imply that future trainings should pay attention to differences in the occupational backgrounds of unemployed versus employed refugees.

Figure 20: Share of (un)employed refugees with training needs within each occupation (N=561)



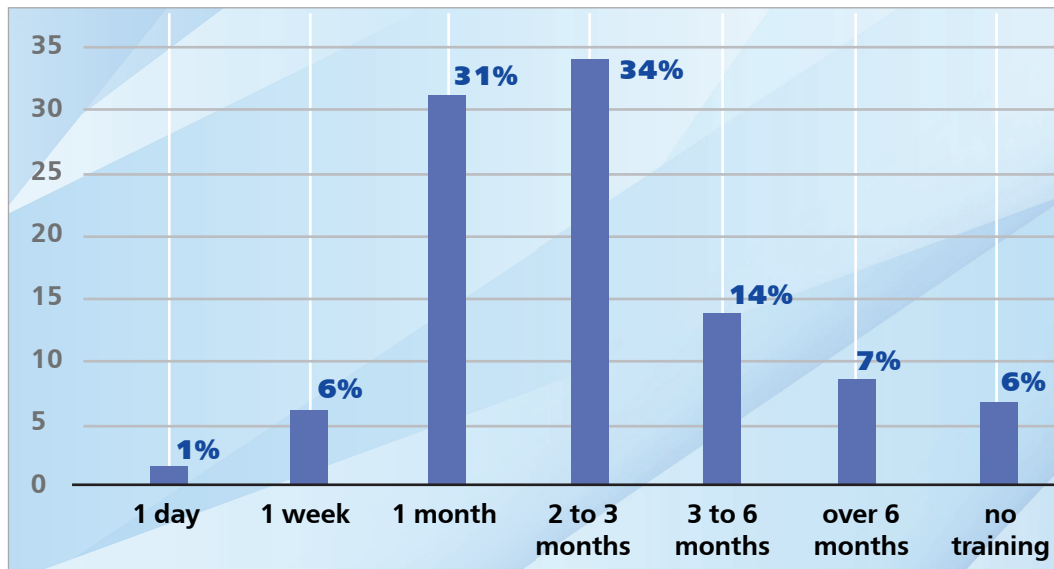
Furthermore, the demand for additional training within each occupational category differs for (un)employed men and women. When it comes to employed refugees, the proportion of female refugees seeking additional training is higher for services and sales workers (40%) and professionals (25%), whereas the proportion of male refugees seeking additional training is higher for service and sales workers (29%) and plant and machine operators and assemblers (24%). When it comes to unemployed refugees, the proportion of female refugees with additional training needs previously worked as professionals (40%) and in service and sales (19%) whereas the proportion of male refugees with additional training needs previously worked in the armed forces (23%) and in service and sales (19%). Therefore, future trainings should be designed around the specific occupational backgrounds of male and female refugees, which do not necessarily correspond (with the exception of those with a service and sales background).

Table 8: Reasons for seeking additional training by sex (N=310)

Reasons for seeking additional training	Male (%)	Female (%)
Get promoted in current job	9.6	18.2
Perform better in current job	7.7	5.0
Find another job in same field	5.8	6.6
Find another job in different field	17.3	15.5
Find a job in general	55.8	51.6
Other	3.8	3.1
Total	100.0	100.0

The main reasons for seeking additional training (as reported by 310 out of 1,050 primary respondents with additional training needs) are to find a job in general (52%) or to find a job in another field (16%). When looking at the reasons provided by men and women separately (see Table 8), the biggest difference is that female refugees seeking additional training place more emphasis on the desire to “get promoted in their current role” than do male refugees seeking additional training (18% among women compared to 10% among men). Male refugees, on the other hand, are slightly more likely to seek additional training in order to “find a job in general” (56% among men compared to 51% among women). Finally, as shown in Figure 21, the majority of respondents (65%) would prefer a training that lasts between 1 and 3 months.

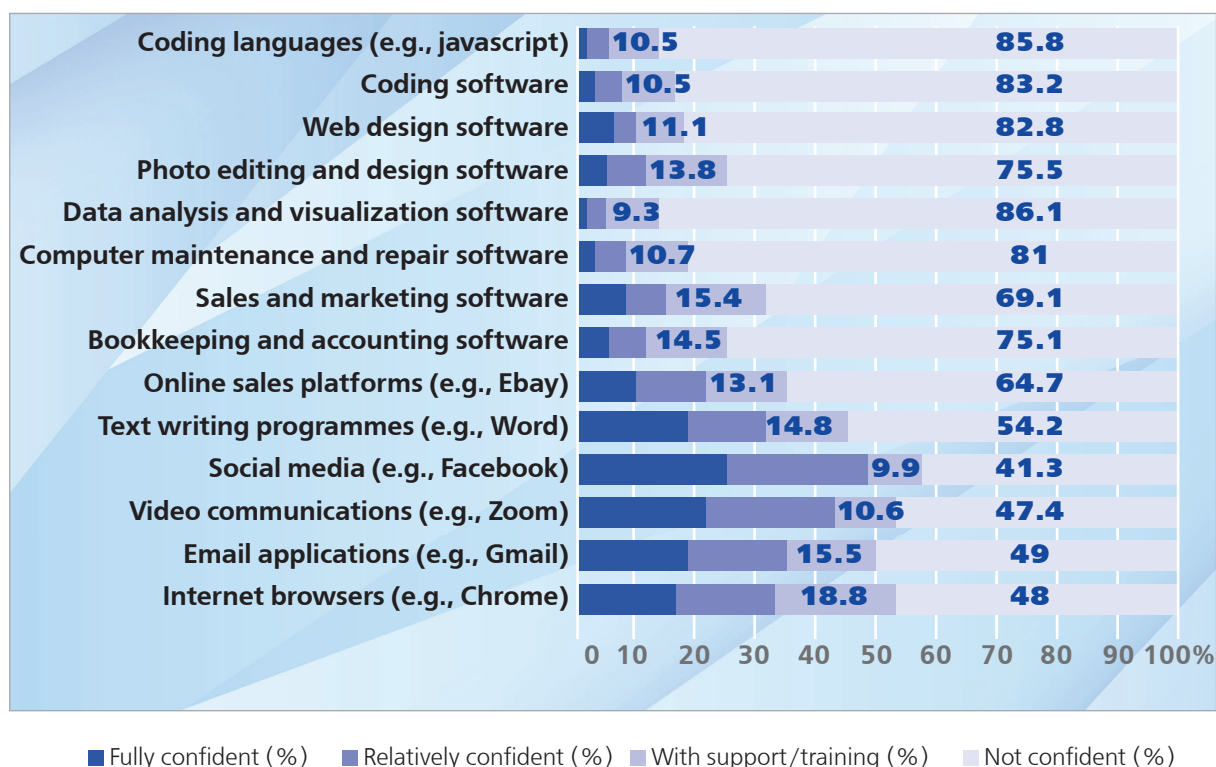
Figure 21: Desired training length (N=310)



Turning to the specific digital, language and soft skills of refugees, quite a significant proportion of those who desire additional training (around 50%) do not feel confident with basic digital tools, such as email applications, internet browsers, Microsoft Office applications, video communication applications and social media (see Figure 22). On the other hand, more than 20 per cent reported feeling confident – or having the

potential to feel confident if provided with additional training – in the use of more advanced digital tools, such as photo and editing design software, sales and marketing software and bookkeeping and accounting software. These persons are mostly located in the marzes of Yerevan, Kotayk and Ararat.

Figure 22: Digital skills of primary respondents (N=1050)



As shown in Figure 23: respondents are quite confident in their Russian language proficiency but less so in their English language proficiency. However, around 50 per cent or more of respondents also reported proficiency in a third language, the most common of which are Azerbaijani, German and French. More than 60 per cent reported a lack of soft skills such as public speaking, drafting reports, communicating technical information to a generalist audience and managing personnel and preparing CVs and cover letters.

Figure 23: Language and soft skills of primary respondents (N=1050)



In order to better understand the profiles of refugees who would require additional training in some of these soft skills, respondents who reported feeling “not confident” or “confident with additional training” were combined into one single category, which we now refer to as “under-skilled”. Persons identified as under-skilled in a) making presentations and public speaking, b) drafting reports and other written communication, c) communicating technical information to a generalist audience, d) managing personnel to deliver a project and e) preparing CVs and cover letters were compared in terms of age, sex, labour force status and educational attainment.

- Those who are under-skilled in making presentations and public-speaking are most prevalent among men (84%), persons between 55 and 74 years of age (89%), persons with a secondary school or vocational diploma (92%) and persons outside the labour force (86%).
- Those who are under-skilled in drafting reports and other written communication are most prevalent among persons 45 years and older (88%), persons with a vocational diploma or lower level of education (90%) and persons outside the labour force (85%).
- Those who are under-skilled in communicating technical information to a generalist audience are most prevalent among women (83%), persons 45 years and older (90%), persons with a vocational diploma or lower level of education (91%) and persons outside the labour force (89%).

- Those who are under-skilled in managing a group of people to deliver a project are most prevalent among women (79%), persons 55 years and older (91%), persons with a vocational diploma or lower level of education (84%) and persons outside the labour force (85%).
- Those who are under-skilled in preparing CVs and cover letters are most prevalent among men (74%), persons 65 years and older (96%), persons with a vocational diploma or lower level of education (87%) and persons outside the labour force (79%).

Therefore, while there are some differences between the profiles of refugees who are under-skilled in these respective areas, we can conclude that in general they are more likely to be older, lower educated and outside the labour force.

RECOMMENDATIONS

Vulnerabilities of employed refugees:

- Facilitating access to annual leave for refugees employed as clerical support, agricultural forestry and fishery, and craft and trade workers.
- Facilitating access to sick leave for refugees employed as managers, clerical support workers and agricultural, forestry and fishery workers.
- Providing information about employers vs. employee obligations regarding personal income tax and social security contributions to refugees employed as agricultural, forestry and fishery workers, plant and machine operators and assembles and craft and trade workers.
- Assisting refugees (who are employers/own-account workers/contributing family members) engaged in service and sales occupations or as plant and machine operators in registering their personal or family business or farm.

Overqualification:

- Matching employed refugees who are women, between 22 and 44 years of age and engaged as services and sales or elementary workers with job opportunities commensurate to their qualifications.
- Focussing on the educational and training needs of employees who, compared to business owners, tend to have a slightly lower level of educational attainment.
- Matching refugees engaged as domestic household workers and contributing family workers as well as those employed in service and sales, craft and trade, plant and machine operations, and elementary occupations with job opportunities commensurate to their qualifications.

Unemployment:

- Finding job opportunities for refugees with a vocational training background, as they are generally less likely to be employed than those with a university diploma.
- Prioritizing jobs that require vocational qualifications for refugees 45 years and older and jobs that require a university diploma for refugees between 25 and 44 years.

- Generating employment for persons who worked in professional, service and sales, armed forces, technician and associate professional and craft and trade occupations with a focus on managers or specialists in public institutions, accountants, lecturers or teachers, nurses, shopkeepers/salespersons, military officers, cooks and bakers.
- Creating part-time work opportunities, especially for unemployed female refugees who reported greater preferences for part-time work than unemployed male refugees.

Time-related underemployment:

- Increasing access to full-time employment or to more long-term and regular contracts for refugees engaged in service and sales or professional occupations.
- Increasing working hours for refugees employed as professionals, plant and machine operators and assemblers and craft and trade workers and among employed refugees in the marzes of Lori, Shirak and Kotayk.

Labour resources/underutilisation:

- Generating livelihood opportunities or part-time occupations for women engaged in family responsibilities/household chores who express a willingness to start working.
- Targeting the marzes of Ararat, Kotayk, Syunik and Yerevan for attempts at integrating persons outside the labour force (either due to family responsibilities or education/training) but who express a willingness to start working.

General demand for training:

- Prioritizing trainings for women and refugees located in the provinces of Kotayk, Tavush, Shirak and Syunik as the demand for training is generally greater among refugees belonging to these sub-groups.
- Trainings for female refugees might target persons between 25 and 44 years of age, persons who are either unemployed or outside the labour force, and persons with an occupational background in service and sales or as a professional.
- Trainings for male refugees might target persons between 25 and 34 or between 45 and 54, persons with a vocational or university diploma, persons who are either employed or unemployed and persons with an occupational background in service and sales, the armed forces or as plant and machine operators and assemblers.
- Trainings should last between 1 and 3 months.

Digital, language and soft skill needs:

- Providing additional training in the use of more advanced digital tools, such as photo and editing design software, sales and marketing software and bookkeeping and accounting software to refugees in the marzes of Yerevan, Kotayk and Ararat.
- Finding opportunities for persons with additional language skills (e.g., in Russian, French or German).
- Delivering trainings on soft skills such as making presentations, public speaking, drafting reports, communicating results, preparing CVs and managing personnel.
- The above trainings might target persons 45 years and older, persons outside the labour force and persons with a vocational diploma or lower level of education.

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