

SATISFACTION SURVEY

Survey with beneficiaries of the “Bilateral agreement on the Employment of Georgian Workforce for Seasonal Work in the Federal Republic of Germany” between Germany and Georgia

1. Background/Project description

The global programme Shaping Development-Oriented Migration (MEG), commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and executed by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, is a pivotal initiative in the realm of migration and development. Its primary aim is to empower partner countries to harness the benefits of regular migration while actively engaging diaspora communities to drive sustainable development.

The core objective of the project is to provide support to key actors in partner countries, enabling them to make gender-responsive contributions toward the effective implementation of the Global Compact for Safe, Orderly, and Regular Migration (GCM). This commitment underscores dedication to creating migration policies that align with international standards, emphasizing human rights and gender equality.

Programme approaches

The Programme employs a multifaceted approach to achieve its objectives:

- **Shaping Migration Policy:** We collaborate closely with partner countries as they formulate migration policies that align with the principles of the GCM, ensuring the safe and orderly movement of people and the protection of migrant rights.
- **Gender Equality and Policy Coherence:** We promote policy coherence, emphasizing gender equality through an intersectional lens, and actively collaborate with civil society actors. These aspects are pivotal in achieving a harmonious and inclusive approach to migration and development.
- **Diaspora Engagement:** The project seeks to encourage investment, knowledge exchange, and innovation in partner countries by engaging with the diaspora residing in Germany. This dynamic connection offers a unique avenue for supporting sustainable development in countries of origin.

Fields of Action:

The Programme operates within four core fields of action, each essential to the success of our mission:

1. Regular Migration:

- *Guidance to Political Partners:* Offering guidance to political partners on regular migration, ensuring alignment with international standards.
- *Training for Labour Inspectors:* Conducting training programs for labour inspectors to raise awareness of precarious working conditions.

- *Ethical Recruitment*: Implementing measures to ensure ethical and fair recruitment standards in partner countries.

2. Diaspora Cooperation:

- *Diaspora Experts*: Supporting migrants from selected partner countries residing in Germany to contribute voluntarily to development in their countries of origin. This includes advice on engagement, training in knowledge exchange methods, networking events, expense coverage and on-site support.
- *Diaspora Organizations*: Providing support for projects initiated by diaspora organizations aimed at promoting development in their countries of origin. This support includes subsidies, application guidance, planning assistance, networking events and training.
- *Business Ideas for Development*:¹ Supporting business founders in leveraging their expertise gained in Germany to benefit their countries of origin. This support includes individual coaching on creating and implementing business plans, financing for start-up preparations, and networking opportunities with potential partners, business networks, and start-up centers.

3. Mitigating Precarious Working Conditions - Enhancing the Protection of Migrants:

- *Strengthening the Capacities of State Actors*: Supporting partners in strengthening the capacities of state actors to protect the rights of migrant workers, particularly in the context of global care chains, such as women in precarious working conditions and children affected by care gaps.
- *Supporting CSOs*: Offering financial and technical support to Civil Society Organizations (CSOs) that work to protect the rights of migrant workers and their families.
- *Regional Exchange*: Organizing regional exchanges to promote peer learning and enhance the protection and agency of migrants in vulnerable situations.

4. Multilateral Cooperation:² Strengthening International Cooperation for Safe, Orderly, and Regular Migration:

- *Supporting International Organizations*: Collaborating with international organizations, such as the IOM (International Organization for Migration), to set up the Global Data Institute.
- *Funding Support*: Contributing to the Migration Multi-Partner Trust Fund to aid in international migration efforts.
- *Good Practice Documentation*: Assisting partner countries in documenting and sharing good practices to promote safe, orderly, and regular migration at the international level.

The Programme MEG is committed to achieving sustainable migration and diaspora engagement and invites stakeholders to participate in this collective effort. Together, we aim to inspire a brighter and more inclusive future, where migration serves as a force for good, contributing to the sustainable development and well-being of all involved parties. A path toward a world where

¹ Note: This component is not being implemented in Georgia.

² Note: This entire field of action is also not being implemented in Georgia.

migration serves as a force for good, contributing to the sustainable development and well-being of all.

2. Context

As regular labor migration stands as a top priority in Georgia's migration management strategy, the government is actively engaged in aligning its policies and processes with international standards. In response to the increasing human mobility and the growing numbers of emigrants and immigrants, Georgia is proactively leveraging its development potential by implementing the Global Compact for Migration (GCM).

This process involves a range of activities, including the establishment of legal pathways, with a particular focus on the development and implementation of circular labor migration schemes, raising public awareness about the risks associated with irregular migration, and ensuring the effective monitoring of compliance with labor norms and international standards by employers and private recruitment agencies.

Within the **(1) Regular Migration Field of Action**, the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) provides support to the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health, and Social Affairs of Georgia (MoH) and its associated governmental agencies. This support mainly extends to the LEPL **State Employment Support Agency (SESA)** and the LEPL Labor Inspection Office (LIO). ...

This satisfaction survey will be conducted for the State Employment Support Agency to evaluate the satisfaction levels of beneficiaries participating in a state program under the bilateral agreement "On the Employment of Georgian Workforce for Seasonal Work in the Federal Republic of Germany" between Germany and Georgia. This agreement aims to facilitate the temporary employment of Georgian workers in Germany's agricultural sector, providing opportunities for economic advancement and skill development. The survey will gather valuable feedback from participants to assess areas for improvement, and ensure that the program itself and advisory service, provided by the SESA, meets the needs and expectations of its beneficiaries. By understanding the participants' experiences and satisfaction, the State Employment Support Agency aims to enhance the program's implementation and overall impact.

3. Purpose of the survey

The satisfaction survey among the beneficiaries of the state program facilitated under the bilateral "Agreement between Germany and Georgia on the Employment of Georgian Workforce for Seasonal Work in the Federal Republic of Germany" shall determine:

- Overall satisfaction: To measure the overall satisfaction levels of participants with various aspects of the seasonal migration scheme, including recruitment processes, consultation provided from SESA before, during and after migration, working conditions, remuneration, and accommodation.
- Successes and challenges: To identify the key successes and challenges experienced by participants during their engagement with the program.
- Other participants' feedback: To collect detailed feedback from participants regarding their experiences, including any issues encountered and suggestions for improvement.
- The survey results shall inform future programming and provide actionable insights and recommendations that can be used by the State Employment Support Agency to enhance the

effectiveness, efficiency, and participant satisfaction of the seasonal migration scheme, being the main purpose of this survey.

4. Scope of the survey

The scope of this assignment is the following:

- Target Population: Survey participants will include all beneficiaries of the seasonal migration scheme under the bilateral agreement between Germany and Georgia for the following groups:
 - o Group 1: Seasonal workforce for the year 2023.
 - o Group 2: Seasonal workforce for the year 2024.
- Geographical Coverage: The survey will cover locations in Georgia where participants have been recruited and areas in Germany where they have been employed.
- Survey Methodology: Data will be collected through face-to-face interviews and/or phone interviews to ensure comprehensive coverage and accessibility.
- Sample Size: The survey will include all program beneficiaries from both 2023 and 2024 cohorts. In total up to 150 respondents.
- Duration: The survey will be conducted over a period from August until November, from preparation to final reporting.

This scope of work will ensure that the survey captures comprehensive and detailed feedback from all participants, providing robust insights for program improvement.

5. Methodology

The key activities for this assignment include the following:

a. Preparation

- Design the survey questionnaire, pilot it with at least 5 respondents, and finalize it in close partnership with SESA. Ensure that the questionnaire covers all relevant aspects of the participants' experience, including recruitment processes, working conditions, remuneration, and accommodation.
- Coordination and Planning: Develop a detailed plan and schedule for conducting the survey, including logistical arrangements for face-to-face interviews (if necessary) and communication plans for phone interviews.

b. Data Collection

- Face-to-Face Interviews (if necessary): Conduct face-to-face interviews with participants in Georgia, ensuring comprehensive coverage of all beneficiaries from the 2023 and 2024 cohorts.
- Phone Interviews: Conduct phone interviews with participants in Georgia, ensuring comprehensive coverage of all beneficiaries from the 2023 and 2024 cohorts.
- Monitoring and Quality Control: Implement a system for monitoring the data collection process and ensuring the quality and reliability of the data collected.

c. Data Analysis

- Data Cleaning and Processing: Clean and process the collected data to prepare it for analysis, ensuring accuracy and completeness.

- Statistical Analysis: Perform statistical analysis to identify trends, patterns, and key insights from the survey data.
- Comparative Analysis: Conduct a comparative analysis of the satisfaction levels and experiences of participants from the 2023 and 2024 cohorts.

d. Reporting

- Preliminary Findings: Prepare a preliminary report with initial findings and insights and present it to the State Employment Support Agency for feedback.
- Final Report (): Prepare a comprehensive final report that includes detailed findings, conclusions, and recommendations for improving the seasonal migration scheme. The report should highlight key areas of success, identify challenges, and provide actionable suggestions for program enhancements.
- The final report shall include dedicated subchapter summarizing feedback of participants on the question, concerning satisfaction with SESA consultants advisory work (on a scale of 1 (not useful) to 5 (very useful), 80% of the people surveyed rate the advisory structures introduced / improved by SESA regarding their migration-related decisions as 4 or better).

6. Deliverables

The following deliverables are expected from this assignment:

a. Survey Plan and Instruments

- A plan outlining the survey methodology, data collection methods, and a detailed timeline of activities.
Finalized survey questionnaire and any other data collection tools developed for the face-to-face and/or phone interviews.

Preliminary Findings Report

Prepare a preliminary finding report approximately 10-15 pages in Georgian for review and feedback by the State Employment Support Agency.

b. Final Survey Report

Incorporating feedback from SESA, draft a comprehensive final report approximately 30-40 pages without appendices in Georgian that includes:

- Executive summary
- Background and objectives
- Methodology
- Detailed findings, including sub-section regarding assessment of consultancy services provided by SESA
- Conclusions
- Recommendations for improving the seasonal migration scheme
- Appendices (e.g., survey questionnaire, detailed data tables)

Submission Deadline: 30.11.2024

7. Estimated Timeline

- Preparation (August)
 - Week 2-3: Development of survey instruments (questionnaire) and planning.
 - Week 4: Piloting and finalization of survey instruments and coordination of logistics.
- Data Collection (September)
 - August/September: Conduct face-to-face and/or phone interviews with 2023 cohort participants.
 - September: Conduct face-to-face and/or phone interviews with 2024 cohort participants.
- Data Analysis (October)
 - Week 1: Data cleaning and processing.
 - Week 2-3: Statistical analysis and comparative analysis.
 - Week 4: Preparation of preliminary findings.
- Reporting (November)
 - Week 1: Drafting and submission of the preliminary findings report.
 - Week 2: Incorporating feedback and preparing the final report.
 - Week 3-4: Submission of the final report.

8. Confidentiality:

The contractor cannot use the obtained personal data for any purpose beyond the tasks described as part of this assignment. The contractor cannot copy or store any personal data without prior approval from GIZ and SESA staff. The contractor is required to delete all data received after the assignment is completed and according to a prior arrangement/agreement with GIZ and SESA.

Ensure that all collected data is treated with confidentiality and in compliance with international standards and Georgian legislation.

9. Proposal Structure

The Bidder shall provide the proposal in response to the subject ToR to include the following components:

1. Short narrative on the Bidder and its relevant work.
2. Technical proposal of the Bidder, explaining in detail (in form of a work-plan / milestone schedule) how the contractor will ensure timely provision of deliverables, which are listed in the ToR (1.3.1).
3. List of quantitative and qualitative surveys conducted by the Bidder during last 2 years.
4. List of quantitative and qualitative surveys conducted by the Bidder in the field of migration.
5. Price schedule- The specifications for pricing are defined in the attached price schedule, which must be used for the preparation of the financial offer.

10. Assessment Criteria

The assessment criteria for selecting potential Bidder:

1. The Bidder shall be a company registered and operating in Georgia for at least five years.
2. The Bidder should have a demonstrated experience of at least 5 years in conducting quantitative and qualitative surveys in Georgia for private and public sector, as well as for international organisations (1.1.1).
3. Experience in quantitative and qualitative surveys in the field of migration will be considered as a strong advantage (1.2.1).

**** Please see the Assessment Grid document for more details***

11. Other provisions

The bidder may include financial incentives for survey respondents in the financial proposal.