

Executive Summary

The gap between the supply and demand sides in the automotive fuel sales sector

The number of establishments in the automotive fuel sale sector is (437) facility, distributed in the following order (64%) in the Central Region, and about (27%) in the Northern region, and the rate of (9%) in the Southern region. They employ about (63.5%) of the total employees in the sector which amount to (3278) workers of both sexes. In addition, about (66%) of working establishments in the automotive fuel sale sector which are (288 establishment) are single ownership (sole proprietorship) establishments according to their legal status, followed by partnerships with (27%) of operating establishment amounting to (117 establishment), and about (6%) are limited liabilities establishments equaling (27 establishments).

The establishments in this sector are classified within the three main groups: small-sized firms employing (1-5 employees) with a percentage of (66%), followed by medium-sized firms employing (6-10 employees), with a percentage of (21%), and large-sized firms employing (11 workers and more), with a percentage of (13%) of total establishment.

It should be mentioned that (55%) of establishments in this sector showed a decrease in a demand for their products in 2012.and These establishments employee (54%) of the total labor force in this sector, the same institutions expected a decline in demand for their products during the years (2013-2015).

Gender distribution of employees are as follows: the male employees account for (99.1%) compared with (0.9%) only females who are working in some administrative careers in a small number of establishment and very limited. By identifying the educational qualifications of employees in general, it was found that the majority of male employees have educational qualification less than secondary high school with a percentage of (57%) and those with a secondary high school account for (17.7%), while it was found that (50%) of female workers in the sector have an academic qualification of a Bachelor degree (39%) hold an intermediate diploma. The majority of workers or (60%) of them in this sector are Jordanian citizen compared with (40%)

of non-Jordanians, the percentage is very close to the northern and central regions of the kingdom, but the ratio is less in the Southern region (42%) only.

The study showed that the careers the most employable in the sector are as follows: car fuel sales person (52%), vehicles cleaners, sales people, car mechanic / vehicles, private automobiles drivers, rental cars, and windows cleaners, mechanical Tires repair. analysis of data on the regional level of provinces of the Kingdom, it was observed that almost the same results with the greater concentration in favor of central region accounting for (2,579) workers of both sexes. Of those (1,219) workers are engaged in automobile car fuel sales person.

The sector puts major emphasis on employing male workers in general with small presence for women in a group of occupation but in a small percentage. demand concentration for labor is higher in the central region, hence the size of demand for occupations in this sector for the years(2013-2015) reached (187) compared with (26) in the northern region, with aggregate demand reaching (139) for 2013. the size of the expected demand decreases significantly to reach (46) in 2014, and decreased again to (28) in 2015.

In general, the study shows that it is possible to forecast that the demand will be for car fuel sales person/ automobiles, automobiles cleaners, car mechanic, vehicles, while the demand for female workers will be concentrated in accounting, secretarial and administrative affairs careers. It should be noted that the need will arise for new workers on the basis of expansion of operation, which is reason for being optimistic that the increase in the size of demand for workers in the years 2013-2015 is a result of expansion in operations with percentage between (46% - 79%) rather than a result of job rotation.

The results of the study disclose through asking business owners about the most demanded technical occupations within the sector. It turns out that fuel fires and putting fire under control (for a car fuel sales person/ vehicles and for the occupation of cleaning automobiles), the skill connected with maintenance of fuel pump (for car fuel salesman / vehicles), and the skill to analyze engines malfunctions utilizing computer for the occupation of (cars electrician / vehicles).

The results of the data collected indicated that more than (98%) of those owners of establishment operating in the automotive fuel sales sector do not wish to recruit females in this sector, this is due mainly to the nature of the work in this sector is not suitable for women. When examining the occupations in which they work within this sector, it turns out that they are limited to administrative occupations (accounting, secretarial) and not the technical occupation. This demand is limited to the Central Region, while there is no demand for females in the rest of the regions of the Kingdom (northern and southern) in the automotive fuel sale of sector.

On the other hand, the number of workers with disabilities in the automotive fuel sale sector (17) workers, and they account for (0.5%) only, it was shown that they work in five different occupations in the sector. Their works concentrated in occupation of general information clerks, car fuel sale person, and vehicle cleaners. It is noticed that workers with disabilities are found only in the central region while the northern and southern regions of the kingdom have no disabled person works in the automotive fuel sales sector / retail facilities in station specialized stores with the expectation of one car fuel sales person the northern region.

The study results disclose that the rate of (68.2%) of the establishments they do not face any difficulties in recruitment, while (50.7%) of the establishments (mostly single owned/ sole proprietorship) facing difficulties in recruitment, the main reason for these difficulties is the shortage of workers who have values and positive attitudes toward work, in addition to the shortage of labor who have the required skills by (32.3%). With regards to the methods used in recruitment, the study showed that the direct recruitment through personal contacts is the most widely used reached (84.3%), followed by recruitment through newspapers, websites and advertisements by (8%).

We conclude from the above the existence of a numerical gap estimated to be (213) as excess demand, this demand can easily be met and therefore, this gap in demand does not stand as a problem in this sector.

Asked business owners in the automotive fuel sales sector of the specific demand is for a special training program in fuel fires and putting fires and controlling it. and maintenance of fuel pump training program. these two training programs are linked to a large part with this sector.

from another point business owners, have another request for skills related to associate occupations for this sector and these programs are normally provided by institutions providing training, especially those who are connected with maintenance and repair of motor vehicles sector. The study insist on the necessity that institutions providing training programs take this demand and to make sure to provide these two demanded training programs.

Results of the study disclose that what amount to (98.8%) of the establishments operating in the automotive fuel sales sector do not wish to recruit females. There is very small future demand for females to work in this sector estimated at six jobs only for the years (2013-2015) distributed within Administrative careers (accounting and secretarial in the order of three job opportunities for each career). On the other hand, there is no direct supply exist in technical occupation in this sector from females, even for demanded administrative careers, there exist a large market supply covers demand and still have excess. From another point car fuel sales person is considered as unordinary careers for females due to the difficulty and the degree of risk, which means that the gap is considered positive in this order and the possibility of providing workers who are needed by establishment easily.

The job of car fuel sales person is considered an exceptional career for people with disabilities because of the difficulty and the degree of the high-risk to a certain extent, therefore the gap is considered a positive in this order and the possibility of providing workers who are needed by establishments in an easy way. survey data indicated that the establishments in the automotive fuel sale sector available in retail at specialized stores, actually these establishments, do not prefer to employ people with disabilities for the years (2013-2015) considering the nature of the sector and the work requirements. In addition, there are no training programs specially tailored for this group in the community and serves the technical requirements of this sector.

Based on the above, the study recommends that the Employment Technical And Vocational Education And Training Council should form national teams to develops sectoral policies in the field of training and employment of the Jordanian workforce in the automotive fuel sales sector available in retail at specialized stores. It also recommends the need for training programs providers to review and develop the required training programs in the sector, and the integration of real life-skills and

pioneering which are supporting employment in a compulsory package in all its training programs that are not needed for the labor market in the automotive fuel sale sector available in retail at specialized stores. The study also recommends that the necessity that the Ministry of Labor take steps in applying gradual policy of replacing non Jordanian workers with Jordanian workers.