

The gap between supply and demand in the sector of maintenance and repair of motor vehicles

Executive Summary

This study reveals the dual reality of demand and supply, namely the gap between them in the sector of maintenance and repair of motor vehicles, which employs over (27,923) male and female workers within (11,602) establishments distributed across the Kingdom's regions, with percentages reaching (70%) in the central region, (22%) in the northern region, and (8%) in the southern region. Whereas; (96%) are individual establishments according to their legal entity.

Establishments in the motor automotive repair and maintenance Industry were classified into three groups based on the number of employees. Small-sized establishments employing (1 to 4 workers) accounted for (94%), medium-sized establishments employing (5 to 19 workers) accounted for (5%), and large-sized establishments employing (20 workers and above) accounted for (1%). The majority of workers in this sector are males, comprising (99%) compared to less than (1%) females, with (90%) of them being Jordanian nationals and only (10%) non-Jordanians.

Regarding the educational qualifications of workers, the study shows that the majority of male workers in the sector have educational qualifications below high school, accounting for (52.9%), followed by high school graduates at (21%), and bachelor's degree or higher at (9.1%). Similarly, the majority of females have bachelor's degrees, accounting for (85.7%), followed by high school graduates at (6.2%), and less than high school at around (3.6%).

The study also highlights the most common occupations in the motor automotive repair and maintenance Industry, with automotive mechanics/technicians accounting for (23.4%), followed by automotive electricians at (11.1%), vehicle cleaners at (8.5%), tire repair technicians at (8.3%), automotive body work/welders' mechanics at (5.6%), and finally, automotive painters at (5.3%).

The demand in this sector mainly focuses on employing males, with females represented in some occupations but to a lesser extent. Demand for labor is higher in the central region due to demographic and economic distribution. Overall, the demand for professions in this sector for the years (2023-2025) is approximately (4273) required workers, with (4254) males and only (19) females. Demand for female professions in the motor automotive repair and maintenance Industry for the years (2023-2025) is negligible, while for males, the highest demand is for automotive mechanics/technicians at (25%), followed by vehicle cleaners at (15%), and automotive electricians at (13%).

Moreover, the study indicates that the demand for professions in the motor automotive repair and maintenance Industry mainly targets individuals with educational qualifications below high school, accounting for (36%), followed by those with vocational training certificates at (21%). The demand for university graduates and those with intermediate university degrees is minimal, accounting for around (1%).

It appears that the main reason for not employing women is that the nature of the work is perceived as unsuitable for women (65%), and the perceived lack of need (29%). However, there remains a clear reluctance to employ women in professions within this sector, with a percentage exceeding 99%.

As for the employment of people with disabilities within this sector, the number of workers with disabilities amounted to (169) out of (27,923) workers in the sector, representing only (0.6%). They work in various professions within the sector, but the most common ones are tire repair/mechanics and body work/paint mechanics.

Regarding the required level of experience in the workforce, employers did not demand extensive years of experience. On the contrary, about (31%) of employers indicated that they seek employees without any experience requirement, while approximately (33%) of employers specified that the minimum required experience should be one year, considering it sufficient for meeting the job requirements in this sector from the employers' perspective, and only (21%) of establishments requested two years of experience.

Regarding recruitment methods, the study shows that direct recruitment through personal contacts is the most commonly used method, with (88%) of establishments choosing this method as the best way to recruit, followed by recruitment through newspaper advertisements and online platforms at (5%).

Employers surveyed in the study identified a range of challenges facing the motor automotive repair and maintenance Industry, with more than (22%) of establishments citing tax increases as the primary factor affecting sector performance, followed by weak financial incentives at (16%), and labor regulations at (16%). Marketing weak capabilities were mentioned by (14%), those were the significant challenge for the sector.

In terms of training, data analysis reveals that many establishments in the motor automotive repair and maintenance Industry do not have training facilities or departments. Approximately (43%) of respondent establishments in the sector prefer to train their workers at vocational training institutions, while (26%) prefer to hire workers who have received training at private training institutions, then graduates of the University of Jordan account for (12%).

Regarding the evaluation of employers of the demand for their services, (62.5%) of establishments in this sector reported a decrease in demand for their services in 2022, while (10.7%) reported an increase in demand, and approximately (23%) stated that demand for their services remained unchanged during that period.

Employers' assessments of their expectations regarding the demand for their services varied according to the size of the establishment. The majority of small establishments reported that demand for their services would decrease in 2023 (65%), as did medium-sized establishments (54%). However, large establishments anticipated an increase in demand (39%).

The number of training programs specific to this sector amounted to approximately (15) training programs, with around (13,547) graduates during the years (2020-2022). The majority (41%) of graduates were from the automotive mechanic program for light vehicles, followed by the automotive electrician program for hybrid vehicles at (19%), and finally, the automotive engineer or autotronics program at (18%).

Graduates from training providers in the motor automotive repair and maintenance Industry were distributed by region, with (61%) in the central region, and (26%) and (13%) in the northern and southern regions respectively. On the other hand, graduates from training providers in this sector were distributed by gender, with approximately (99%) males and around (1%) females.

Regarding technical competency enhancement programs at the regional level, it was found that the majority of competency enhancement course providers in the central region had (191) trainees. In the northern region, the number of graduates from training providers for the years (2020-2022) was approximately (21) graduates, distributed among programs such as electronic fault diagnosis in hybrid vehicles and electronic fault maintenance in hybrid vehicle systems. However, no competency enhancement courses were conducted in the southern region. This leads to the conclusion that there is a need to narrow the gap in providing training programs at the regional level, especially in the southern region, where there is a lack of both quantitative and qualitative providers to adequately serve all skill requirements.

Based on the above, recommendations have been made to prepare a human resources plan for this sector, in coordination with relevant government agencies and in collaboration with the private sector, and to form committees responsible for developing a strategic plan for the sector in the field of training and employment.