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## **Introduction**

This study aims to decipher the causes and impediments to youth and civil society empowerment and the obstacles to their participation as actors in the management of programs and projects led by the World Bank and the Moroccan government. The study offers recommendations and proposals considered by the Moroccan youth is essential to form a collective awareness regarding the need for their economic and social inclusion, through projects that are designed to have a beneficial impact on the Moroccan economy and vulnerable social groups, including the youth.

The field study also seeks to track World Bank-funded projects relating to younger people and examine how successful they are in implementing an approach guaranteeing the participation of youth and the civil society in line with constitutional provisions and the contracts between the government and the World Bank. These contracts urge authorities to take necessary measures to expand and generalize the participation of young people, the civil society, and the inhabitants.

# I-Methodological framework

## 1-General context

Youth economic inclusion is one of the pillars of the World Bank Group's strategy in the Middle East and North Africa. The first pillar of this strategy aims at renewing the social contract in the region by launching a new development model based on increased trust of citizens and offering comprehensive and accountable services to the poor and those at risk of poverty as well as fostering the private sector to be able to create jobs to the youth<sup>1</sup>.

Based on the priorities of the Moroccan government, a new 2019-2024 framework for strategic partnership between the World Bank and the Moroccan government was developed with a focus on helping the youth. The first pillar of this framework targets the promotion of comprehensive growth geared towards offering the youth job opportunities through improving the quality of education and vocational training to equip the youth with skills to help them meet the job market requirements. It also aims to develop an efficient social protection policy for the most vulnerable groups, curb poverty and improve access to social protection programs, especially for the most marginalized youth<sup>2</sup>.

Even though people aged between 15 and 59 years old represent about two-thirds of the total population, according to the 2014 census, or 21.2 million (62.4%), the percentage of the unemployed youth aged 18-24 who are not at school or receiving any training has increased to a worrying 29.1% of all young people nationwide.

Moroccan youth are still facing major difficulties in their quest to be effectively integrated into the economic and social life due to difficulties in accessing knowledge, the job market, services, and representative political institutions. These difficulties exist even though Article 33 of the constitution provides for expanding and generalizing the participation of the youth in social, economic, cultural, and political development, in addition to including them in civil society, while assisting them « *in the difficulty of scholarly, social or professional adaptation* »<sup>3</sup>.

## 2- An overview of the World Bank Program

On May 10, 2019, the World Bank agreed to support the economic inclusion of youth in a five-year program worth \$55 million. This program targets unemployed young people and those

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<sup>1</sup> [Economic and Social Inclusion for Peace and Stability in the Middle East and North Africa: A New Strategy for the World Bank Group](https://www.worldbank.org/en/region/mena/brief/our-new-strategy) <https://www.worldbank.org/en/region/mena/brief/our-new-strategy>

<sup>2</sup> [World Bank's Country Partnership Framework, 2019-2024.](https://documents.worldbank.org/en/publication/documents-reports/documentdetail/101781550869524206/morocco-country-partnership-framework-for-the-period-of-fy19-fy24) <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/101781550869524206/morocco-country-partnership-framework-for-the-period-of-fy19-fy24>

<sup>3</sup> [Moroccan constitution](https://www.constituteproject.org/constitution/Morocco_2011.pdf) [https://www.constituteproject.org/constitution/Morocco\\_2011.pdf](https://www.constituteproject.org/constitution/Morocco_2011.pdf)

working in the informal sector. The targeted group includes graduates and those without a degree alike, as well as people with limited skills in urban and rural areas in the region of Marrakech-Safi.

The program was designed to support projects that aim to provide collective support to help the youth access economic opportunities and improve their social and individual skills. The program also included the setting up of employment centers that offer information and guidance to young people to enable them to acquire new skills to compete in the job market, while helping them learn more proactive and efficient skills in line with the requirements of the labor market.

### **Program components:**

- 1- Promoting youth employability and economic inclusion with an envelope of \$21.13 million;
- 2- Promoting entrepreneurial ecosystems and youth leadership (\$71 million);
- 3- Institutional capacity building and support for the implementation of the program (\$ 2.03 million).

On June 10, 2021<sup>4</sup>, the results of the program were presented at a meeting attended by all stakeholders. The number of youth-led enterprises created as part of the project neared 500 at the level of the targeted region. Two thousand and five hundred young men and women benefited from initial support and training sessions tailored to the contexts of their projects.

Eight platforms have been created to receive and guide young people under the supervision of the National Agency for Job Promotion (ANAPEC), along with 8 centers to promote self-employment and local economic development under the supervision of the regional investment center. The delegation that was sent to the program also concluded that it was important to continue monitoring the impact of the Covid-19 crisis on the activities relating to the project. It also stressed the need to speed up all activities and continue thinking about the best means to implement them, including by supporting crisis recovery and addressing the impact of the crisis on the youth.

### **3-The Goals of the study:**

This study seeks to answer the following question: To what extent the World Bank-funded program to support youth economic inclusion was successful in ensuring active and genuine participation of the youth and the civil society? Answering this question requires an examination of the hypothesis permeating the program. The hypothesis assumes that the inclusion of the youth and the civil society requires several effective mechanisms and strategies to ensure participation

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<sup>4</sup> This was a working session to monitor the implementation of the program to support youth economic inclusion in the region of Marrakech-Safi. It was attended by the governor of the region the coordinator of the national initiative for human development (INDH), the regional head of the World Bank and the delegation accompanying hum as well as the members of the regional committee to follow up the program.

that leads to improving services and access to economic opportunities. These in turn require a participatory governance model and joint management based on the convergence of governmental and non-governmental initiatives.

The main question of this study entails the following sub-questions:

- What is the conception that young people and civil society have about participation and social inclusion?
- How present or absent are young people and the civil society in the youth economic support program?
- How aware are young people and civil society organizations of the mechanisms of participation and accountability offered by the World Bank within the youth economic support program?
- Is the strategy followed by the World Bank in the field of youth economic inclusion programs capable of ensuring their rights to participation and holding officials accountable?
- Have the mechanisms relating to the program, notably the complaints and grievance redress mechanisms, been activated?

To answer these questions, the study will:

- a- Analyze the potential of the program as well as the opportunities it offers and the methodology it adopts to support the economic inclusion of the youth and the civil society.
- b- Determine how transparent is the information and if the access to information policy was effectively implemented.
- c- Analyze the extent to which the program offers and activates a grievances redress mechanism.
- d- Elaborate alternatives, proposals, and recommendations to strengthen the role of the youth and the civil society and adopt appropriate measures to expand and promote their participation in social, economic, cultural, and political development in the country, while putting forward civil society mechanisms to follow up the World Bank-funded projects relating to the Moroccan youth.

#### 4-Data gathering methodology

The study adopted a participatory rural appraisal approach to promoting the participation of relevant groups (young people and civil society organizations) in the different phases of the implementation of this study to elaborate corrective measures. The following tools were adopted to gather data:

- Examining documents available on the World Bank's website.

- Surveys are one of the most used scientific methods that enable data gathering and analysis. A questionnaire was conducted with a sample of 100 young women and men.
- Semi-structured interviews have been carried out in an initial phase and enabled us to examine our hypotheses. They have been conducted with a group of youth organizations that seek the economic inclusion of younger people, as well as officials from the NGOs who are overseeing youth economic inclusion programs. Most of those affirmed that they were not aware of the World Bank program in question. Those who are aware of the program lacked details about it. The interviews also included governmental officials in their capacity as partners in the program. They affirmed that the Covid-19 crisis and the protective measures to contain the virus had impeded the implementation of the program according to the initial plan.

#### 5-Research sample:

The questionnaire targeted 100 young people, of whom 40% are female respondents, from different parts of the Marrakech-Safi region covering both urban and rural areas.

The sample was chosen based on multiple approaches, including through networking with a group of youth-led organizations. Some questionnaires were distributed by civil society organizations focusing on social and economic support for the youth. Among the respondents, only two have taken part in the program.

Before final adoption, the questionnaires were given as a test to a group of young people participating in a preparatory meeting attended by experts in Marrakech. During this event, a range of elements was corrected and many questions were reframed to be clearer. The final version was presented to the official in charge of digital issues at the association to be published on the official page and other digital platforms.

#### **The interviews targeted:**

- 10 civil society organizations focusing on youth issues.
- 10 government officials representing the program partners.
- 10 NGO officials active in the field of youth economic inclusion.

#### 6-Data processing

The statistical processing of data for this study refers to the process of presenting the data in a simpler manner that facilitates their reading and analysis, as well as the process of drawing main conclusions to examine the hypothesis that permeates the study.

Excel was used to analyze the data along with percentage calculations to make sense of the answers. We also used other statistical tools to offer a clear picture of several issues, including average calculation.

### **III- The results of the study**

#### **1-The mechanisms of joint governance and management:**

The documents on which the study was based showed that the program covers a set of mechanisms and strategies to ensure the participation of the youth and the civil society. But the study demonstrated that these mechanisms and strategies have not been properly activated by the governmental bodies in charge of the implementation of the program<sup>5</sup>.

The program is based on a national and regional coordination committee as well as provincial committees which include members representing associations. These committees were supposed to ensure coordination of activities relating to citizen participation and set up sub-committees in charge of informing and supporting social activities in neighborhoods, and municipalities. They also had to set up digital platforms to facilitate youth monitoring of activities relating to the project as well as putting in place tools for training and methods inspired by international best practices based on competitiveness.

The environmental and social assessment requires the program to adopt mechanisms to receive the feedback of beneficiaries of the project and to establish channels for communication and the participation of stakeholders. These include seeking stakeholder feedback concerning the environmental and social performance of the project.

These mechanisms have been idle as they failed to amplify the voice of the youth and promote their access to accountability and transparency mechanisms. This was partly due to a lack of communication channels and poor stakeholder participation. This adds to the absence of an effective mechanism to process complaints and grievances of the parties that are affected by the project, notably in the component relating to environmental and social performance. There is also a need to set up and facilitate access to redress mechanisms to compensate for the damage.

The study showed a poor use of communication channels as part of the program as well as a weak involvement of stakeholders and feeble consultation manifested in the limited disclosure of information and documents about the project, which could have enabled stakeholders to uphold the risks and impact of the project as well as the potential opportunities.

All key documents relating to the project to promote the economic inclusion of the youth stress the need for conducting consultations ahead and urge raising awareness among beneficiaries and the public regarding the project and the different activities about it, in addition to involving citizens in ensuring an appropriate interaction with the youth platforms, notably in terms of seeking inputs on the project and its implementation. This could have served as an efficient communication tool with young people and their organizations from across the country.

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The program was expected to gather the views of the affected people at large and incorporate measures as part of the plan to ensure the active participation of stakeholders including those from vulnerable groups or those exposed to risks.

There was also a need to organize a committee for the regional coordination of periodic focus group meetings with a representative sample of the beneficiaries of the project twice a year. The goal was to present the reports and the recommendations relating to the services offered as part of the project as well as any other issue under study by the regional coordination committee, in addition to determining the time frame and the form of the participation of stakeholders during the project's cycle. There has also been an agreement between the Bank and the borrower to distinguish between the groups that are directly affected by the project and other categories, besides delimiting the scope, deadlines, and the information that shall be disclosed.

Most young respondents evoked the limited chances for their inclusion in the program's governance. They mentioned the poor level of youth participation in different phases of the program and the limited openness to younger people. Regardless of their identity, social background, and resources, 52% of respondents said the openness of the program to the youth was very poor, 31% said it was poor and 10% said it was average, while 5% described it as good and 2% said it was very good.

Concerning the participation of younger people in setting the goals of the project, 57% said it was very poor, 25% described it as poor and 4% said it was average, while 5% considered it good.

As for ensuring the participation of the youth who are not members of any official institution, 44% of respondents said it was very poor, 31% said it was poor, 13% considered it average, while 7% said it was good and another 5% assessed it as very good.

At the level of the representation of the youth in different levels of decision-making within the program, 62% said it was very weak, 27% said weak, 8% said average while 2% considered it good and 1% said it was very good.

Concerning support for associations as partners in the involvement of the youth in the program, 41% said it was very weak, 29% said weak, 15% said average, 11% deemed it good while 4% said very good. At the level of youth participation in the program follow-up and assessment, 31% said it was very poor, 35% said poor, 15% said average, 11% said good and 8% very good.

Concerning measures and procedures as well as the principles permeating the program, 42% said good, 22% said average, 33% said weak and 3% said very good.

Regarding the required infrastructure to support the participation of the youth, 38% of respondents said it was average, while 26% said it was good, 11% said very good, 20% considered it weak and 5% said very weak.

Concerning how far the project ensured the principle of equality and the gender approach, 33% said good, 32% said average, and 30% said weak, while 3% said very good and 2% only said very weak.

At the level of abiding by the professional health and safety measures while implementing the project on economic inclusion of the youth, 46% of respondents said it was good, 28% said average, and 21% said weak, while 3% said very good and 2% considered them very weak.

As for commitment to deadlines in organizing youth activities, 12% said it was good, 32% average, 37 weak while 7% said it was very good and 12% said very weak. Concerning youth access to the venues of the program's activities, 49% considered it average, 25% said it was good, 15% said it was weak, another 15% said very good and 5% said it was very weak.

The findings of the survey show that the majority of youth respondents agree that the governance of the program was marked by poor youth participation and weak opportunities for their involvement in the program's implementation, monitoring, and assessment, even though the referential documents of the program provide for measures to encourage the participation of stakeholders by offering them a large space in the implementation of the project as well as promoting the disclosure of information and ensuring equality to foster representativeness in decision-making.

Concerning youth participation in setting out the goals of the program, 57% considered it very low, 25% said low, 4% average, and 9% good, while 5% of respondents said it was very good.

As far as guaranteeing the participation of the youth who are not part of any official institution, 44% said it was very low, 31% said low, 13% said average, and 5% assessed it as very good.

At the level of the representation of youth at different decision-making levels within the program, 62% said it was very weak, 27% said weak and 8% said average, while 2% said good and 1% very good.

Concerning support for associations that promote youth participation in the program, 41% considered it very low, 29% said low, and 15% said average. 11% described it as good while 4% said very good. With regards to youth participation in the program's monitoring and assessment. 31% said it was very low, 35% said low, 15% said average, and 11% said good while 8% said very good.

Concerning measures and procedures as well as the principles of the program, the survey showed ratio disparities. 42% said they were good, 22% said average, 33% weak while 3% said very good.

Concerning the infrastructure needed to support youth participation, 38% considered it average, 26% said it was good and 11% said very good, while 20% said weak and 5% very weak.

Respondents' assessment of the program's guarantees for gender and parity showed that 33% said good, 32% said average, 30% said weak, 3% said very good and 2% described it as very weak.

Respect for health and professional safety measures within the program was considered by 46% as good, while 28% said it was average, 21% said it was low, 3% said very good and 2% assessed it as very low.

In terms of respect to the deadlines for organizing youth activities, 12% assessed it as good, 32% said average, 37% said low, 7% said very good and 12% described it as very weak. Concerning youth access to the venues for the program's activities, 40% said average, 25% said good, 15% said low and another 15% said very good, while 5% assessed it as very low.

These findings clearly show that the majority of youth respondents blame the program's governance for low youth participation and poor opportunities for youth participation in the implementation, monitoring, and assessment, despite the fact the program's founding documents include a series of measures to encourage the participation of stakeholders and offers a large space for information disclosure relating to the program in an equal manner that encourages representativeness in decision-making.

## 2-Lack of youth access to information

Active youth and civil society participation hinge on knowledge and the capacity to access information. It also relies on promoting their capacities to freely express views on issues that matter to them. This participation also entails the use of new communication channels in the political, economic, social, cultural, and environmental areas.

As part of the monitoring of consultations relating to the program to support the economic inclusion of the youth in the Marrakech-Safi region, a general consultation was held at the headquarters of the National Job Promotion Agency (ANAPEC) in Marrakech on January 15, 2019, with the participation of 19 young men and women.

The researcher phoned the young women and men whose numbers were available on the list. But several of these phone numbers were not functioning. Only 8 calls were answered, including some answers from family members of the participants in the early consultations.

Others did not offer us a chance to communicate with them after we explained the purpose of the call, saying they never heard of the project or that they do not remember the purpose behind the meeting. They said they went only to accompany some of their attending relatives. Only three people answered us directly and affirmed that they are unaware of the phases of the project and the characteristics of the program as well as how to benefit from it. They had not been invited to participate in other meetings during other stages of the program. Afterward, a form was sent to them to reaffirm what has been said over the phone.

In this respect, the study showed that the possibilities of learning and getting informed about the components of the program remain very poor. This was reflected in the lack of information available to young people and youth organizations about the program amid communication difficulties. Over two-thirds of respondents (70%) were unaware of the program, while 58% of those who learned about it did not know about the parties in charge of its implementation.

The results of the study showed that the main reasons behind the lack of awareness about the program are to be found in the poor communication channels as well as the difficulties to access information (70%). Some respondents even expressed indifference towards this project, saying they are unwilling to take part in its activities (15%), while some considered these programs as discriminatory citing clientelism and opportunism in selecting beneficiaries (10%). A small group cited other reasons.

The majority of 65% of those who are aware of the program said that they learned about it from social media, notably, Facebook, while 5% said they learned about it from friends or beneficiaries, 7% via websites, 3% said they were introduced to it through the program activities, 10% pointed to the media while 10% mentioned other sources including associations.

The results of this study also show that the bulk majority of those aware of the program did not know about the parties that were responsible for managing it at the level of their prefecture (80%). Most (85%) of them said they were unable to determine the party that manages the project.

The survey, however, showed diverging views on the party that manages the project as follows: 14% said the National Initiative for Human Development (INDH), labor ministry (10%), vocational training office (9%), the Job Promotion Agency (ANAPEC) (8%), Culture, Youth and Sports Ministry (1%).

Most young respondents said the knowledge young people and the civil society organization had about the different components of the project did not meet expectations, stressing the lack of communication and information as well as information inaccessibility (70%).

Concerning access to information on the program to support youth economic inclusion, most respondents (70%) said the parties in charge of the program's implementation did not offer information or data about the activities and services offered as part of the program. They mentioned poor access to information with 30% of respondents who said were aware of the existence of communication and information access tools. Of these, 42% mentioned websites, 5% cited the program's activities and 5% mentioned other means including associations.

Concerning the participation of the youth in spreading the news about the program, 13% said it was very poor, 29% described it as poor, and 22% said it was average, while 21% said good and 15% very good.

### 3-Complaints and grievance redress mechanisms

Grievance redress mechanisms are part of the management of the program like other World Bank-funded projects. These are independent tools that are not run by the World Bank's team in charge of elaborating projects and supporting their implementation. These are administratively part of the governmental agencies or bodies in charge of implementing the project, as the World Bank requires the setting up of such mechanisms.

This chapter is based on the study findings which showed that a large part of respondents (83%) were unaware of the existence of the complaints and grievance redress mechanisms as part of the program.

Most respondents (70%) considered that they should resort to Moroccan courts as a grievance redress mechanism, others mentioned seeking help from local authorities that oversee the program. Only 1% of respondents were aware of the complaints and grievance redress mechanism, as a tool required by the World Bank.

Most (72%)- of those who are unaware of the mechanism- were unaware of the program as a whole. The rest cited different reasons including lack of access to information and poor communication.

Concerning the fields covered by the complaints and grievance redress mechanism, approved by the World Bank, more than half (56%) said it was linked to the environmental field, 62% mentioned the social field, 12% linked it to the participation of the youth in associations, 14% mentioned transparency and accountability and 35% underscored respect for the rule of law.

Concerning the best methods to submit complaints and grievances, 50% said personal presence, 5% cited the phone, 3% mentioned texting, 24% favored mail correspondence, and 18% emails.

Based on the aforementioned information, we conclude that the effectiveness of the complaint and grievance redress mechanisms required by the World Bank depends on a range of pre-requisites, notably the need to raise awareness about the mechanism by promoting communication. There is also a need to explain its role in protecting rights including environmental and social rights as well as promoting trust in the programs funded by the World Bank.

As per the 10<sup>th</sup> standard of the environmental and social framework, the grievance redress mechanism should provide different ways for users to submit their complaints, including in person, via phone, written messages, or email in addition to submitting the grievances on the website or using a database. However many of these means were not activated.

## IV- Conclusions and recommendations

### The findings of the study

The study concludes that the program in support of youth economic inclusion faces many impediments and lacks the needed measures to meet the transparency and accountability requirements and to safeguard the rights of the stakeholders as per the program's strategy. These measures, as per the program documents, offer a contractual basis between the World Bank and the government on the one hand and between the government and the Marrakech-Safi region on the other hand.

The inclusion of youth and involvement of the civil society in decision-making should be based on these three main pillars:

- Elaborating an action plan to mobilize all stakeholders to create momentum in favor of inclusion, accountability, and joint management.
- Setting up a genuinely decentralized governance framework that determines prerogatives while separating between decision-making and implementation on the one hand and monitoring and assessment on the other hand.
- Improving communication and information in a way that reinforces respect for the principles of coherence and promotes the engagement of all stakeholders.

The findings of the study shows can be summed up as follows:

- Weakened consultation process between different stakeholders and institutions. The document on environmental and social assessment shows that the preliminary consultations hosted by the National Agency for Job Promotion (ANAPEC) in Marrakech on January 15, 2019, were marked by the participation of 20 young people representing different civil society organizations, as well as graduates who were on the hunt for a job and project holders. But we found out that the participants had nothing to do with youth organizations or civil society action as many of them were unaware of the purpose of the meeting in the first place;
- An absence of the complaint processing mechanism within the program to support youth economic inclusion in the Marrakech-Safi region. We can also cite the non-designation of an officer in charge of this mechanism as part of the program governance and the lack of means to access this mechanism. Even though a form has been prepared to submit complaints- in line with the provisions of the environmental and social assessment- there was no address to which the form could be submitted, unlike other programs that assign an officer to process and receive complaints by email or over the phone or both. A researcher at the association Youth for Youth sent an email to the officials of the World Bank in charge of the program, whose names have been disclosed in the program documents, asking about the officer in charge of the

grievance redress mechanism, and the way to submit the complaint form. This email remained unanswered.

- Lack of transparency in accessing the information on the program at the level of all sources. There were also difficulties in meeting officers in charge of the project at the local level. Most of the World Bank documents relating to the program were available in English only. This made the Arabic-speaking information seeker in Morocco in need of translation. The documents that were available in Arabic were not in the Arabic version that is understood by Moroccans.
- The unclear vision among the stakeholders on their position as beneficiaries affected the efficiency of technical and financial support by the program and had an impact on their social and economic standing.
- Regardless of the availability of communication means and digital platforms that are so popular among the youth, communication with the youth was below expectations leading to weak outreach, which was in turn reflected in the poor awareness among young people.

## Recommendations

Based on the findings of the study that showed low participation of young people and youth organizations in the program to support youth economic inclusion and given the deficiencies in communication and lack of access to information, we suggest the following:

- Elaborating a clear and efficient strategy enabling access to information relating to the World Bank programs that target the youth.
- Taking measures to introduce the program to a larger base and generalizing consultations with stakeholders, especially in marginalized and hard-to-reach areas.
- Raising the awareness of journalists and communications professionals about the need to include the youth and youth organizations in World Bank programs.
- Offering technical support to youth organizations and stakeholders. This aid should cover all mechanisms adopted by the World Bank in its youth-targeted programs.
- Developing programs to raise awareness about the World Bank's programs and projects, notably those benefiting marginalized and unemployed young people, to include them in the accountability process.
- Assisting partner youth organizations in providing all guarantees and measures to effectively promote youth participation in programs aiming at fostering their social and economic inclusion.
- Implementing the tenth standard of the World Bank's environmental and social framework by activating the complaints and grievance redress mechanism and determining the party responsible for processing these. The absence of such a mechanism is a serious issue that should be remedied.

- Adopting mechanisms to monitor progress in terms of youth participation in economic inclusion and integrating gender parity at all levels, notably in the social, economic, and information fields.
- Making available the program's documents in Arabic while making sure the translation is accurate and using terms that are used by Moroccans to enable a good understanding and facilitate access to accurate and clear information about the project.



## Annexes (in Arabic)

### Annex 1: Questionnaire of the study

#### مشاركة الشباب والمجتمع المدني في برنامج دعم الإدماج الاقتصادي للشباب (P151169)

تعمل جمعية الشباب لأجل الشباب وتحالف آراب واتش على تطوير دراسة ميدانية بحثية تلامس الآليات والمنهجيات ومدى مشاركة الشباب والمجتمع المدني في بلورة وتنفيذ برنامج دعم الإدماج الاقتصادي للشباب (P151169)، باعتباره أحد أهم البرامج والمشاريع الاستثمارية الممولة من طرف مؤسسة البنك الدولي لفائدة المغرب. وتتناول الدراسة مدى تمكين الشباب والمجتمع المدني من المشاركة وفق تعزيز المقاربة الحقوقية والمبنية على المشاركة الداعمة لاستحضار انتظارات الشباب والمجتمع المدني كفاعلين في تدبير برامج ومشاريع البنك الدولي والحكومة المغربية.

وفي هذا السياق، يسعدنا أن تساهموا عبر ملء هذه الاستمارة والإجابة على جميع الأسئلة بشكل صحيح وموضوعي، والتي نتوخى منها تحليل الإمكانيات والفرص والمنهجيات التي اعتمدها برنامج دعم الإدماج الاقتصادي للشباب، الذي يموله البنك الدولي.

❖ رقم الاستمارة: .....

❖ اسم الباحث(ة): .....

❖ تاريخ ومكان ملء الاستمارة: .....

#### معلومات شخصية:

1. العمالة أو الإقليم الذي تقطن به؟

مراكش  الحوز  شيشاوة  الصويرة

أسفي  الرحامنة  اليوسفية  قلعة السراغنة

2. المجال الترابي التي تقطن بها:

حضرية  قروية  شبه حضرية

3. النوع الاجتماعي:

رجل  امرأة

4. السن:

25 - 18

5. المستوى الدراسي:

ابتدائي  إعدادي  ثانوي  جامعي  تكوين مهني

6. وسيلة التواصل معك:

- البريد الإلكتروني: .....
- الهاتف (رقم الواتساب): .....
- الفايسبوك: .....
- وسيلة أخرى: .....

المحور الأول: معرفة الشباب والمجتمع المدني بالبرنامج

7. هل سبق لك أن تعرفت على برنامج دعم الإدماج الاقتصادي للشباب والذي تنجزه الحكومة المغربية والبنك الدولي على مستوى جهة مراكش – أسفي؟

8. في حالة لا، لماذا؟.....

9. في حالة نعم، كيف تعرفت على برنامج دعم الإدماج الاقتصادي للشباب؟

مشاركة في أنشطة البرنامج

من طريق الأصدقاء أو أحد المستفيدين(ات)

وسائل الإعلام

عبر المنصات الإلكترونية

وسائل التواصل الاجتماعي

وسائل أخرى، مع التحديد.....

10. هل تعرف(ين) الجهة المسؤولة على تدبير البرنامج على صعيد العمالة التي تقطن بها؟

11. في رأيك، من هي الجهة المسؤولة عن تدبير البرنامج على صعيد العمالة التي تقطن بها؟

وزارة الشغل.

INDH

وزارة الثقافة والشباب والرياضة.

ANAPEC

الجمعيات

OFPPT

لا أعرف

المركز الجهوي للاستثمار

12. في رأيك، كيف ترى مستوى إعلام وإخبار الشباب وجمعيات المجتمع المدني بمكونات برنامج دعم الإدماج الاقتصادي للشباب؟

جيد جدا	جيد	متوسط	ضعيف	ضعيف جدا

### المحور الثاني: الولوج للمعلومات حول برنامج دعم الإدماج الاقتصادي للشباب؟

13. في رأيك، هل تتيح الجهات المسؤولة عن تنفيذ برنامج دعم الإدماج الاقتصادي للشباب بجهة مراكش – أسفي معلومات ومعطيات حول أنشطة وخدمات البرنامج؟

14. في حالة لا، لماذا؟.....

15. في حالة نعم، ماهي الوسائل المعتمدة من طرف الجهات المسؤولة عن البرنامج؟

مشاركة في أنشطة البرنامج

طريق الأصدقاء أو أحد المستفيدين(ات)

مائل الإعلام

المنصات الإلكترونية

مائل التواصل الاجتماعي

مائل أخرى، مع التحديد.....

16. هل تعتقد(ين) أن المعلومات حول البرنامج متاحة للشباب وجمعيات المجتمع المدني؟

17. في رأيك، كيف ترى الحصول على المعلومات وتوفيرها من طرف الجهات المسؤولة عن البرنامج؟

جيد جدا	جيد	متوسط	ضعيف	ضعيف جدا

### المحور الثالث: نموذج للحكامة الدامجة والتدبير المشترك.

ضعيف (ة) جدا	ضعيف (ة)	متوسطة (ة)	جيد (ة) جدا	جيد (ة)	المعايير
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18. مساهمة البرنامج في تلبية احتياجات الشباب العاطل عن العمل على صعيد جهة مراكش – أسفي.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19. تقاسم أهداف وغايات البرنامج وتحديدها بالاتفاق مع الشباب
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20. البنية التحتية اللازمة لدعم مشاركة الشباب
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21. وصول الشباب إلى أماكن أنشطة البرنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22. مواعيد تنظيم الأنشطة مناسبة للشباب (خارج ساعات الدرس على سبيل المثال)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23. الإجراءات والمساطر الموضوعية في إطار برنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24. انفتاح البرنامج على الشباب بغض النظر عن هويتهم وخلفيتهم الاجتماعية ومواردهم
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25. ضمان مشاركة الشباب الذين لا ينتمون لأي مؤسسة رسمية
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26. ضمان البرنامج لمبدأ المساواة ومقاربة النوع
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27. معرفة الشباب بالجهات الفاعلة المختلفة المشاركة في البرنامج وما هو دورهم
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28. تمثيلية الشباب في مختلف مستويات صنع القرار في البرنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29. دعم الجمعيات الشريكة لمشاركة الشباب في البرنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30. مشاركة الشباب في نشر المعلومات حول البرنامج

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	31. مشاركة الشباب في تنفيذ البرنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32. مشاركة الشباب في تتبع وتقييم البرنامج
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	33. الالتزام بتدابير الصحة والسلامة المهنية في تنفيذ المشاريع المتعلقة ببرنامج الدعم الاقتصادي

### المحور الرابع: آلية الشكاوى والتظلم.

34. هل سبق لك أن تعرفت على آلية الشكاوى والتظلم الخاصة ببرنامج دعم الإدماج الاقتصادي للشباب والذي تنجزه الحكومة المغربية والبنك الدولي على مستوى جهة مراكش – أسفي؟



35. في حالة نعم، كيف؟.....

36. في حالة لا، لماذا؟.....

37. في رأيك، ماهي المجالات التي يجب أن تشملها آلية الشكاوى والتظلم المعتمد من طرف البنك الدولي؟

المجال البيئي

المجال الاجتماعي

مجال المشاركة المجتمعية للشباب والجمعيات

مجال المحاسبة والشفافية

مجال إعمال التزام بالقوانين والمساطر

38. في رأيك، ماهي أنجع الوسائل المستعملة في آلية الشكاوى؟

الحضور الشخصي

الهاتف

رسالة نصية

البريد

البريد الإلكتروني

39. هل لديكم (ن) أسئلة أخرى، كنتم تودون أن تطرح عليكم؟

.....  
.....  
.....

شکرا علی تعاونکم (کن)

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Annex2: List of parties involved in the semi-directive interviews

المقر	المتدخلين الذين تم مقابلتهم	الهيئات
عمالة مراكش	1. جمعية الفضاء المدني للشباب والديمقراطية	المنظمات الغير حكومية
	2. جمعية المواهب للتربية الاجتماعية فرع مراكش	
	3. جمعية مبادرات مواطنة	
	4. الجمعية المغربية لتربية الشبيبة فرع مراكش المدينة	
إقليم الحوز	5. جمعية مجلس دار الشباب رحال ابن أحمد (أيت أورير)	
	6. جمعية تمصلوحت 2010 (تحناوت)	
إقليم أسفي	7. الجمعية المغربية لتربية الشبيبة فرع أسفي	
	8. جمعية نداء للتثالث الصبغي فرع أسفي	
	9. المنتدى الجمعي لأسفي	
إقليم قلعة السراغنة	10. جمعية حي العوينة للتنمية	
	11. جمعية أفاق حرة	
إقليم اليوسفية	12. جمعية انطلاقة	
إقليم شيشاوة	13. جمعية الخير للتنمية المستدامة	
إقليم بن جرير	14. جمعية حركة التويزة	
جهة مراكش أسفي	1. بعض المصالح الخارجية لوزارة الداخلية 2. بعض المصالح الخارجية لوزارة التشغيل والإدماج المهني 3. بعض المصالح الخارجية لوزارة الثقافة والشباب والرياضة 4. المركز الجهوي للاستثمار	الهيئات الحكومية

Annex3: List of participants in the consultation of the project



لائحة الحضور

التوقيع	التكوين	الهاتف	الاسم واللقب
	Bac + 2	06.14.30.68.81	عواطف كيبه
	Diplome TS GE	06.69.83.41.39	حديجة آيت مزاجي
	Bac + 3	06.19.95.43.33	القُدوري يسي
	Bac + 2	06.35.92.38.03	بابا عمر
	Bac	06.81.16.62.06	أيوب تويطي
	Bac + 2	06.41.71.05.13	عتيه أزوناك
	Bac + 2	07.07.01.99.07	داطمة الزهراد سفيان
	Bac + 2	06.0.73.22.74	حماد أرزوقة
	Bac + 2 Diplome CPPT	06.64.86.22.77	أمينة العششاب
	Bac elu	06.42.31.44.69	هاني عول
	Bac + 4	06.42.85.58.19	نجمة سرحاني
	DAC + 2	06.73.63.09.27	أسماء الصغراوي
	Bac + 2	06.32.94.48.20	زينب البوسيد
	BAC	06.19.44.07.03	هينة آيت مسعود
	BAC	06.36.69.68.19	نادية السويدي
	BAC + 2	06.76.91.29.35	نور الهادي مهنوج
	Dept of accounting Diplome Lib. Bac + 2	06.23.78.09.20	لينا الخياط
	Bac + 5	06.40.60.49.92	ليلا الكريبه
	Bac + 2	06.51.30.96.87	انتظام طارقه

encommerce  
international



Annex 4: Communications with the bank's official in Morocco



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- ❖ Cadre de gestion environnementale et sociale (CGES), Programme pour soutenir l'insertion économique des jeunes au Maroc (P151169), ministre de travail et de l'insertion professionnelle du Maroc, Février 2019
- ❖ Disclosable Version of the ISR38174 - Supporting the economic inclusion of youth - P151169 - Sequence N° 1, 17/08/2019
- ❖ Disclosable Version of the ISR40957 - Supporting the economic inclusion of youth - P151169 - Sequence N° 2, 28/04/2020
- ❖ Disclosable Version of the ISR43806 - Supporting the economic inclusion of youth - P151169 - Sequence N° 3, 21/10/2020
- ❖ Disclosable Version of the ISR46392- Supporting the economic inclusion of youth - P151169 - Sequence N° 4, the word bank, 14/05/2021
- ❖ Rapport définitif N°6421, Relatif à l'audit des comptes de projet d'inclusion économique des jeunes (pret bird N°8954), SA00879376, ministre de l'économie, des Finances et de la réforme l'administration du Maroc, Janvier 2021
- ❖ <https://openknowledge.worldbank.org>
- ❖ <https://projects.albankaldawli.org/ar/projects-operations/document-detail/P151169>