

# Jordanian government's response to the ongoing coronavirus crisis and the impact of the pandemic in the short and long-term

Research by  
Hayat Center - RASED  
as part of the  
Neighbourhood Watch  
Coalition activities



## Goals

This study aims to assess the relevance, effectiveness, efficiency, integrity, and sustainability of the Jordanian government's response to the current coronavirus crisis from the perspectives of different stakeholders and the impact of the pandemic in the short and long-term. It also identifies good practices and lessons learned from the government's management of the crisis.

### The aims of this coalition are to:

- (i) identify the needs and challenges faced by the CBOs specific communities during this time as a result of the crisis
- (ii) design and implement small projects within their communities as a response to fulfill identified needs and priorities
- (iii) create proactiveness, cohesion, inclusivity, and trust-building among local communities to empower them to take lead in times of crisis
- (iv) fill in the knowledge gaps of the government and decision-makers on the situation and working solutions through policy briefs that will be prepared by Al-Hayat and the CBOs based on continuous analysis and community discussions
- (v) monitor and document human rights and civic space

violations that occurred and hold those responsible accountable (vi) assist the CBOs in creating a social enterprise projects that will contribute to sustaining their work.

## Target Group

The study targeted opinion leaders alongside leaders of civil society organizations in Jordan and both male and female activists at the local communities' level and the national level. The survey was filled out by 1,012 respondents.

## “Neighborhood Watch Coalition”

On April 9th, 2020 – Hayat Center-RASED launched a call for applications to join the “Neighbourhood Watch Coalition” on Facebook that calls CBOs and CSOs in all districts and Municipalities across Jordan to join the coalition. The total number of CSOs who submitted their applications is 232 so far. The CSOs are deeply entrenched within local communities across Jordan and are passionate and active in their engagement with Hayat-RASED.

## The most important findings

- 39% of the respondents are satisfied to a large extent with the fairness of the governmental procedures taken during the Coronavirus crisis.
- 16% of the respondents expressed their dissatisfaction with the Government's transparency regarding the crisis repercussions and its effect on the economic side.
- 77.4% expressed their satisfaction with the implementation of justice and the rule of law with violators.
- 18.8% expressed their dissatisfaction with the level of clarity of the defense orders.
- 32% evaluated the government's measures to preserve human rights during The Coronavirus pandemic as very good.
- 42.7% evaluated the government's measures to preserve the freedom of opinion and expression as good.
- 94.5% expressed their satisfaction with the armed forces' and security forces' measures.
- 58.9% evaluated the measures taken to isolate governorates as very effective.
- 20.8% expressed their dissatisfaction with the government's measures in providing masks and medical supplies.
- 31.6% expressed their dissatisfaction with the government's

measures to help the most negatively affected groups.

- 20.4% expressed their dissatisfaction with the government's measures regarding the rights of private sector workers.

- 32.2% expressed their dissatisfaction with the procedures taken for granting paper and electronic permits and the means of distributing them

- 50.3% of the respondents who used "Darsak" platform (an online educational platform) expressed their satisfaction with it.

- 31% expressed a high possibility of which citizens would not be able to buy their basic needs because of the financial crisis.

- 24.8% stated a high possibility of which the private sector would not be able to pay their workers' as a result of the crisis.

- 46.1% of the respondents believe there is a possibility that unemployment rates would rise.

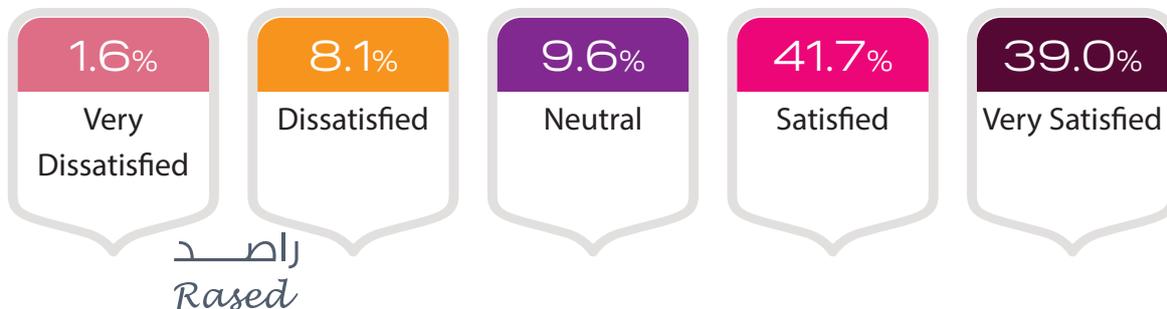
- 64.4% of the respondents expressed a very high possibility of a drop in the government's local revenues.

- 51.7% evaluated the government's response plan in combating the Corona as very effective.

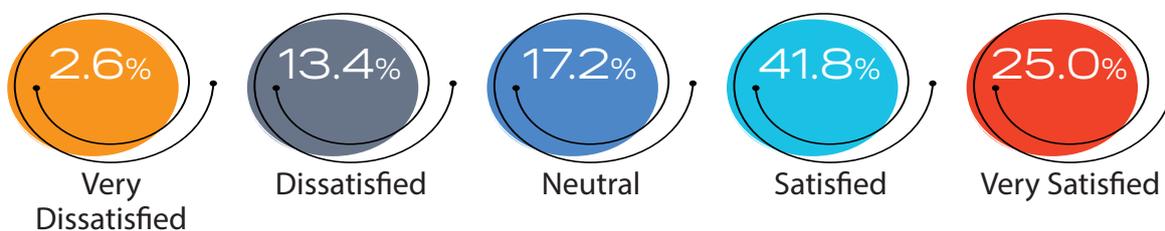
- 12.1% believe that the participation between the private sector and the Government in developing and implementing plans was weak.

## Info-graphics

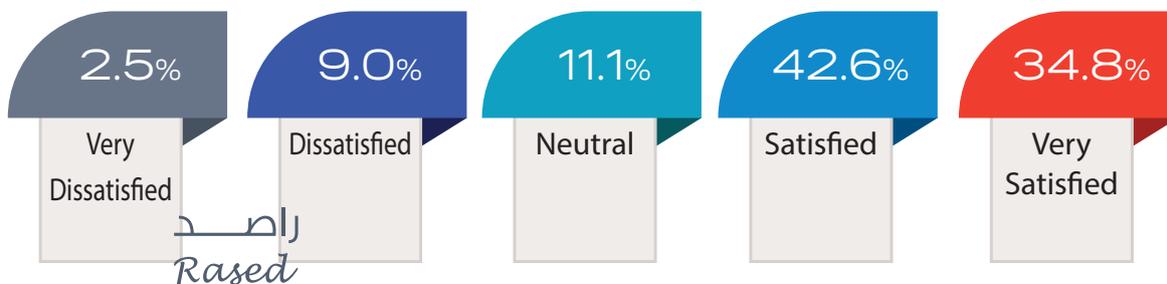
1. The extent of satisfaction of the governmental procedures 'fairness with handling the Coronavirus outbreak



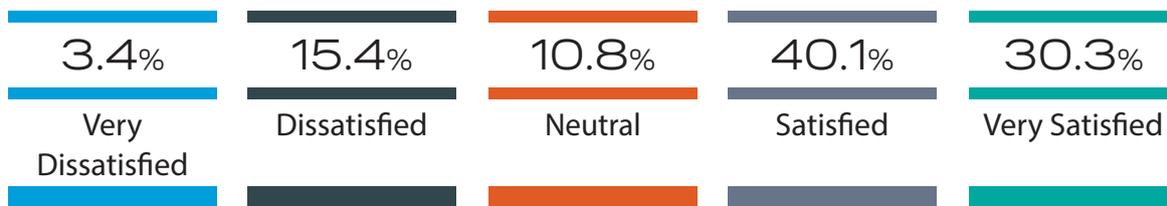
2. To what extent was the Government transparent with the COVID-19's repercussions and its effects on the economy



3. The extent of satisfaction of the Government's implementation of justice and rule of law with the violators

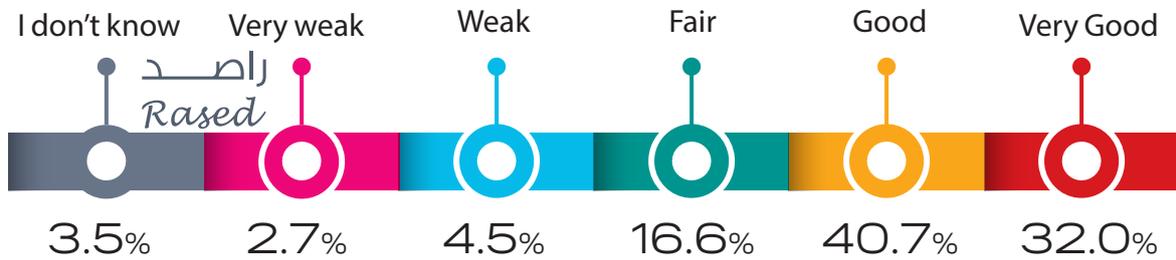


4. To what extent was the Government clear and precise with the defense orders, and its decisions, and how easy and understandable was the language used when addressing citizen

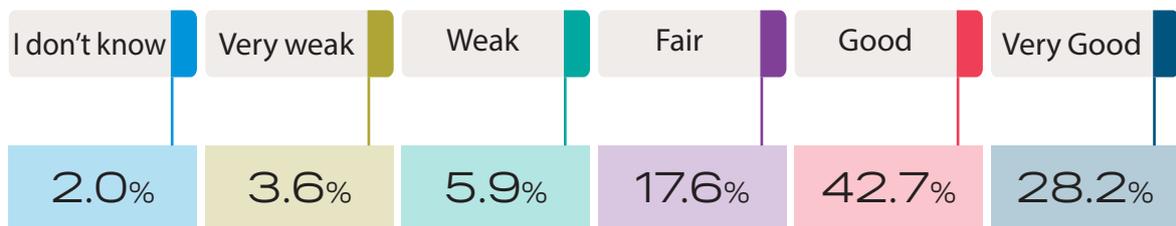


The Evaluation of the Government's response to the Corona pandemic during April 2020.

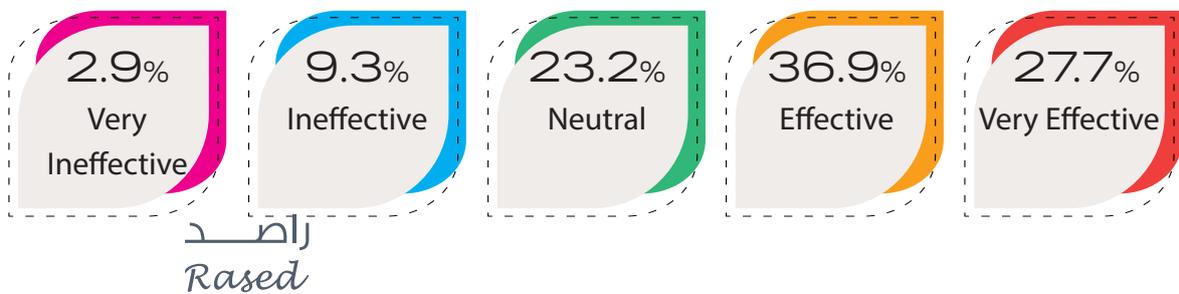
5. To what extent was the Government's performance and methodology considerate of Human Rights while dealing with the outbreak?



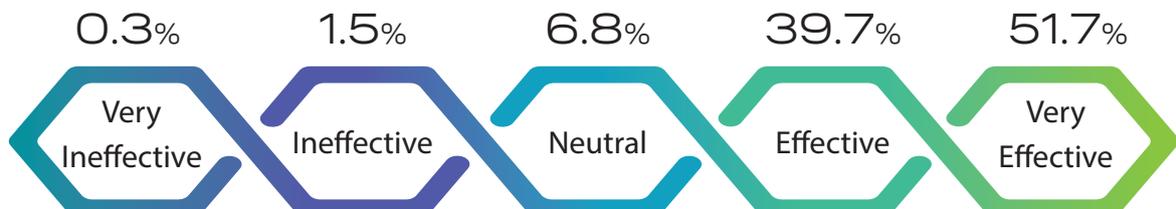
6. To what extent did the Government protect the Freedom of Speech during the pandemic



7. In terms of timing, to what extent was the Government decision of evacuating Jordanian students residing abroad effective

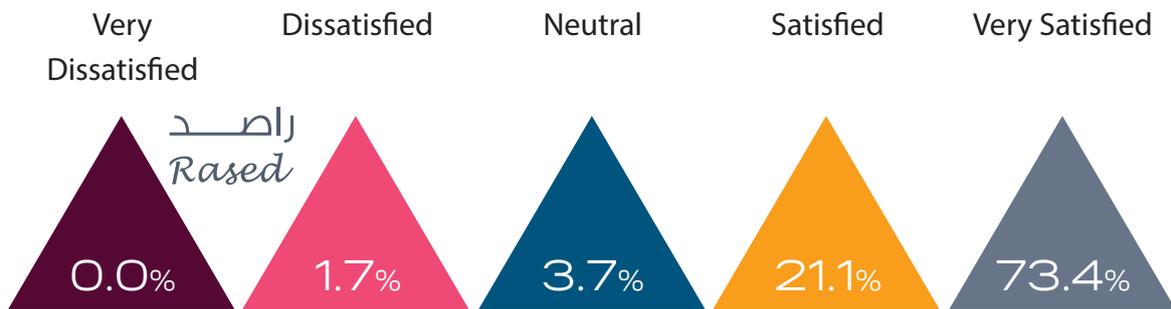


8. The Extent of evaluation to the government's response plan facing Corona pandemic – in general? In general, to what extent was the Government Response Plan effective when tackling the outbreak of COVID-19



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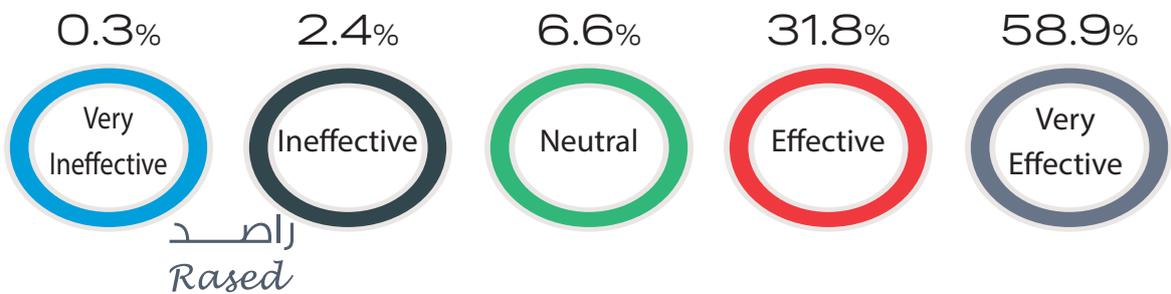
9. The Extent of satisfaction with the procedures taken by the armed forces



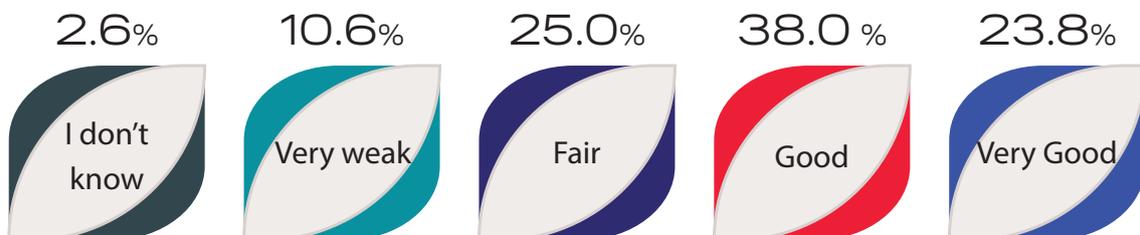
10. The Extent of satisfaction with the procedures taken by the Government in order to provide masks and medical supplies



11. The Citizen's evaluation of the Government's procedures in isolating the governorates and districts in Jordan

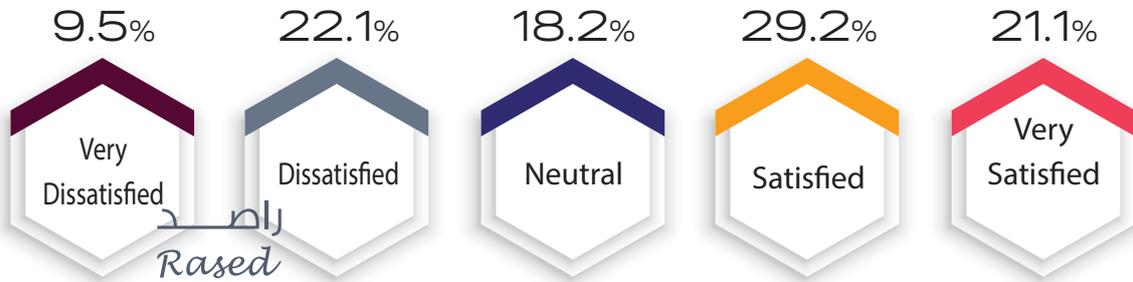


12. The Citizens' evaluation of the Government's performance in evaluating the economic and social impacts emerging from the Government Response Plan

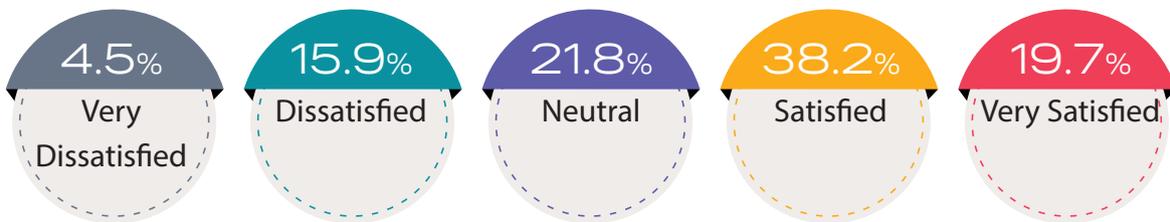


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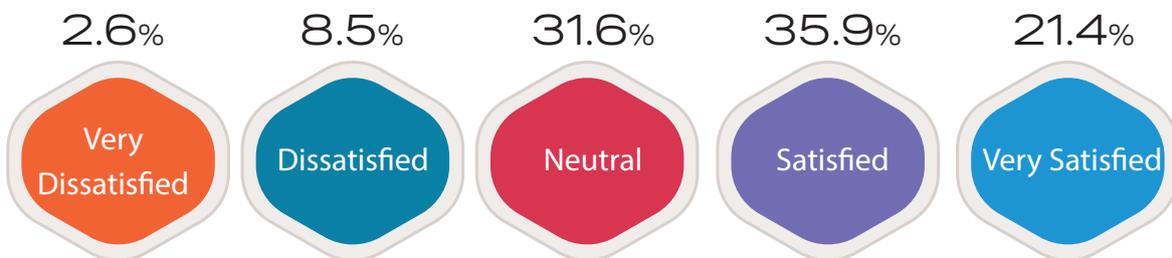
13. The extent of satisfaction of the Government's procedures to help out the groups which are most negatively affected by the crisis (like daily workers, etc)



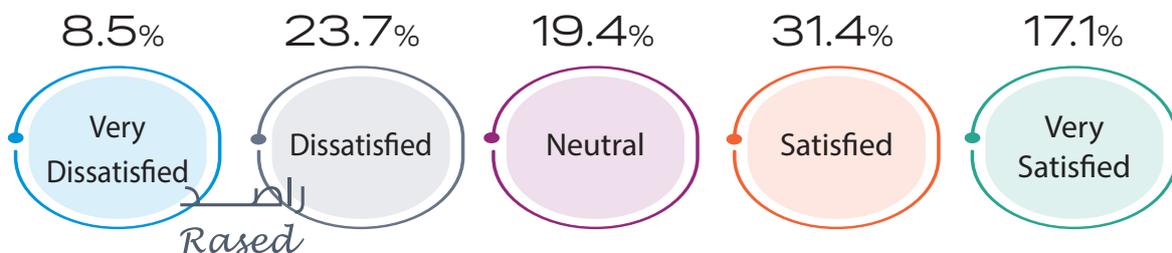
14. The extent of satisfaction with the Government's procedures regarding the rights of workers in the private sector



15. The extent of satisfaction with the government's procedures to provide loans for companies

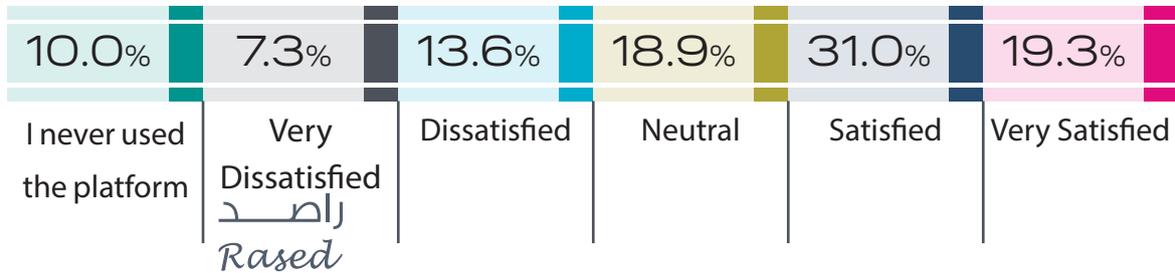


16. The extent of satisfaction with the procedures regarding granting paper and electronic permits to the people and based on what were they distributed

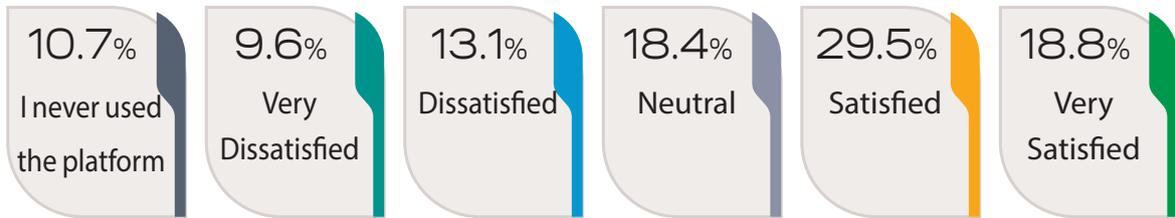


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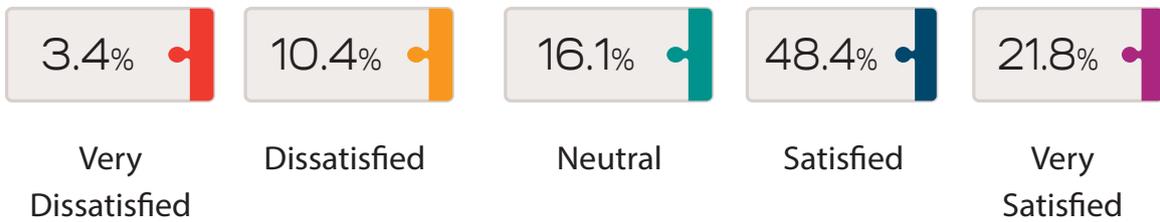
17. The extent of satisfaction with the online learning platform "DARSAK " that was launched by the Ministry of Education for school students to continue their education.



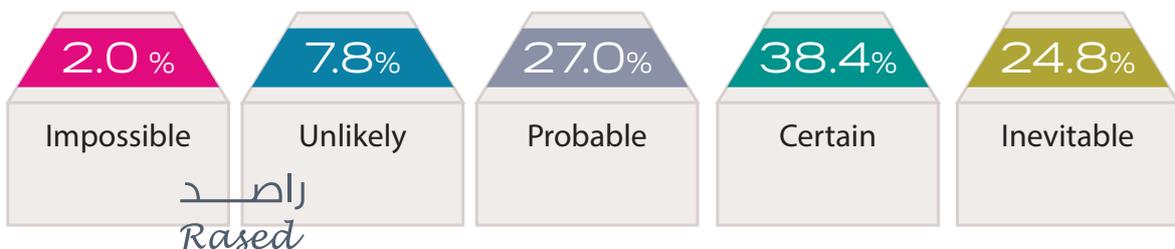
18. The extent of satisfaction with Sanad application (stayhome.jo) which was launched by the Ministry of Digital Economy and Entrepreneurship that works on granting electronic permits for citizens'



19. The extent of satisfaction with the government's electronic services that were provided during the Corona pandemic

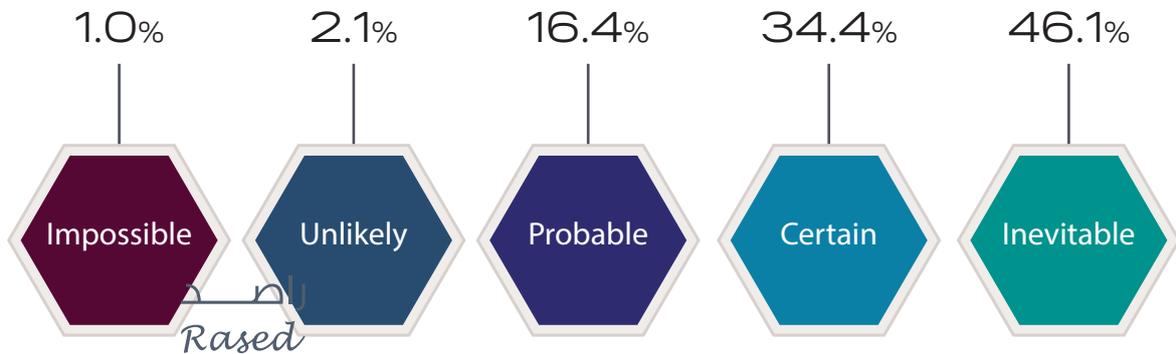


20. What is the possibility for the private sector to not be able to provide salaries to their employees?

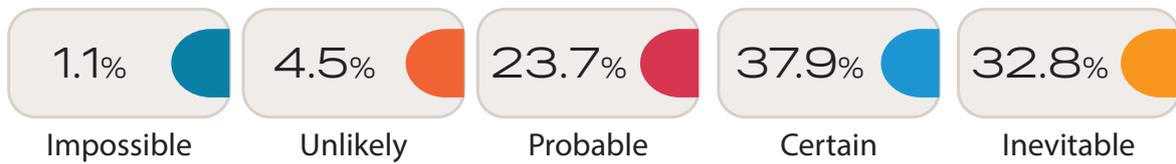


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21. The possibility of a rise in the unemployment rate



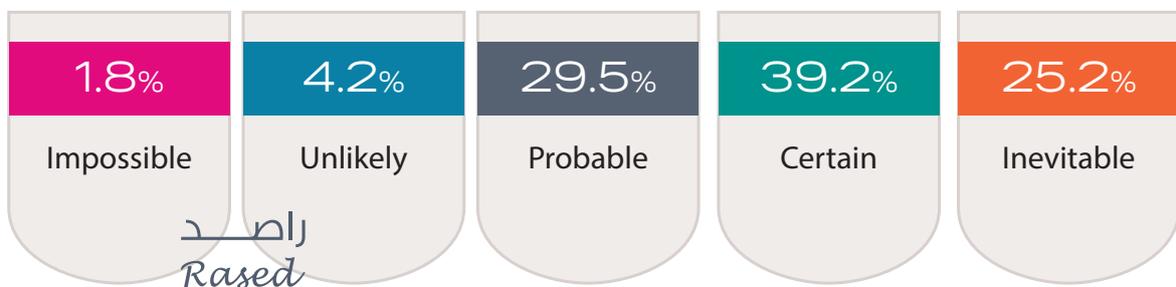
22. The possibility of an increase in store closures due to the financial crisis.



23. The possibility that some of the craftsmen are more likely now to lose their jobs like (carpenters, blacksmiths, mechanics...etc.)

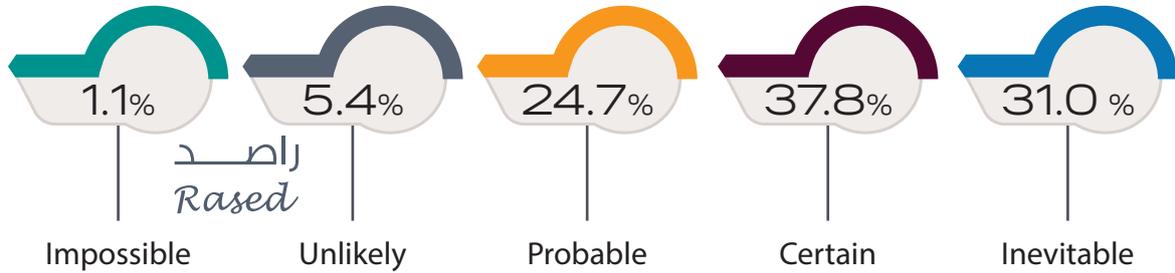


24. The possibility of a drop in the Government's local revenues

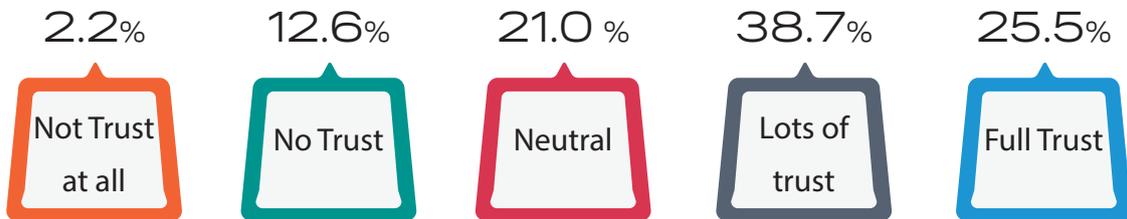


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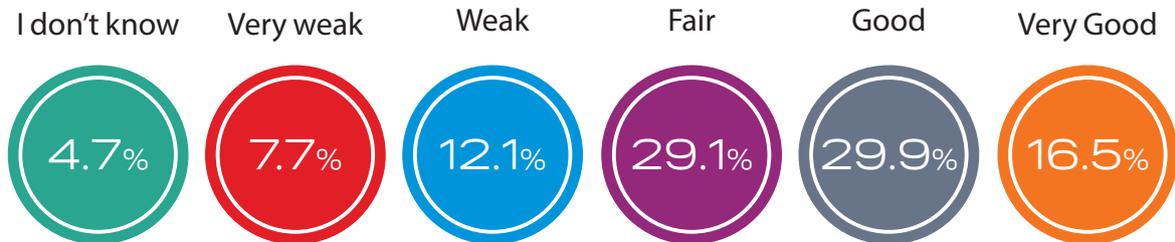
25. The possibility of which citizens can no longer afford to buy their basic needs due to the financial crisis



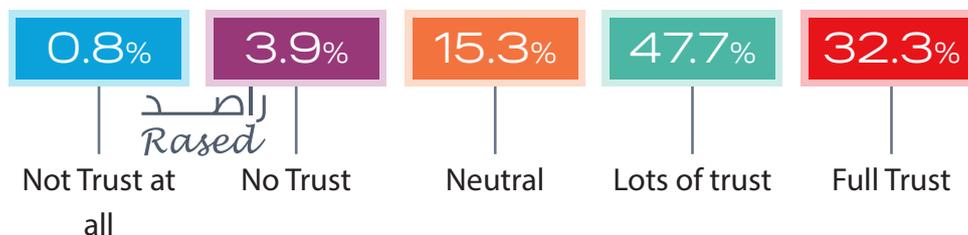
26. To what extent do citizens trust the governmental procedures in protecting human rights and freedom of speech of individuals and sectors



27. To what extent is the Government working with the private sector to develop plans and take decisions



28. What is the citizens' level of trust with the information provided by the Government regarding the COVID-19 crisis



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