



Performance Report of the Dr. Omar Al-Razzaz government during the period 14 / 12 / 2018 to 14 / 3 / 2019

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Hayat Center - Rased

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Introduction & Methodology of the Report

Introduction

According to Article (45) of the Jordanian Constitution, the cabinet ministers shall be responsible for the administration of all internal and external affairs of the State, except matters that have been entrusted or may be entrusted to the Constitution or to any law regarding any other person or entity. Also, according to Article (48) of the Constitution, the Prime Minister and the ministers are responsible for implementing all decisions issued by the Cabinet ministers, each within their competence. Article (51) of the Constitution states that the Prime Minister and each of the ministers are accountable to the Parliament for the work of their ministries.

According to Article (53) of the Jordanian Constitution, the government, once formed, must submit a ministerial statement to win the confidence vote of the House of Representatives. The ministerial statement is considered to be one of the most important democratic tools in Jordan; as the government cannot carry out their work without the trust of the House. The statement also requires the government to submit its programs and plans to the Parliament which will be adopted throughout their term of running the public affairs, and will help them consolidate the concepts of democracy, reform and development in various fields. This process determines whether the House of Representatives will grant or withhold confidence in the newly-formed government.

In view of the international principles governing the concept of accountability, it is found that accountability has two main sources are: Legislation and Principles of Integrity. This means that the government is accountable for its performance and commitments as specified in the Constitution and other Legislations. The government is also accountable for its performance under the principles of integrity. These consist of ensuring the optimal use of resources and anti-corruption, as well as implementing the verbal and written commitments issued by the government, clarifying causes and effects of these decisions and commitments for the citizens.

This 3rd report is being published in light of the official and public attention to the government performance, issued by Hayat-Rased to inform the public about the performance of the government

of Dr. Omar Al-Razzaz in terms of the implementation of both verbal and written commitments. The report also tracked the decisions of the Cabinet ministers, and the committees formed by the government during its term in the office, as well as the outputs of these committees and its impact on government decisions. The report also provides information on the in-house and field activities of ministers, as well as monitoring their working travels, their interactions with the Parliament, and their responses to the questions addressed by the MPs. The report also analyzes the rumors spread thorough media outlets and social media platforms, and to what extent (Haggak Taerif) government online platform filters these rumors.

This report primarily aims to act a resource for the government itself, in order to provide a source of information about its performance and to identify its shortcomings in the implementation of its commitments, as well as to present recommendations and best practices. The report also aims to serve MPs, in order to have a reference on the performance of the government, which will enable them to exercise their oversight role based on documented facts and information, as well as target media, researchers, academics and public opinion.

This report shows the performance of the Government in the third quarter of its term and covers the period from 142018/12/ to 142019/3/.

Methodology of the Report

This report is based on a clear research methodology with qualitative and quantitative indicators identified based on the accumulated experience of Rased in publishing of oversight reports on regular basis, taking into consideration number international best practices that provide monitoring methodologies and scientific indicators to measure and evaluate governmental performance.

This report was prepared by a team of researchers from Hayat-Rased, in addition to a team of highly qualified independent researchers with experience in governmental performance. The team has taken the following series of actions in order to conduct this report:

1. Data Collection Phase:

Two separate teams from Hayat–Rased led the implementation of this stage, where they worked in parallel, in order to collect data related to each outline of the report, using the following reliable resources:

- A. The official gazette.
- B. The Prime Ministry website.
- C. The Ministries websites.
- D. The Ministries official pages on Facebook.
- E. Petra, the official Jordanian News Agency.
- F. The information provided by the Government Entities upon prior request from the research team. (Information on the Ministers’ field and in-house activities, in addition to their working travels during the reporting period).
- G. Online open source information “Google Search Engine”, which is used by the research team as a final method to ensure more credibility and accuracy when there is no information available from the above sources.
- H. Parliament’s minutes of meeting.
- I. Observations by Rased’s team in Parliament.

2. Data Verification Phase:

After the data collection phase, a session brought together both of Rased's research team and the independent researchers' team to review all the information gathered and verify its accuracy. Additionally, the data verification team cross checked the data provided by the concerned government entities by prove by evidence technique to verify the accuracy of the information. However, in the case where the data verification team could not authenticate the information provided by the government entities, the government was contacted again to review all the information in this regard. In case of absence of verification (evidence), the unverified information were not considered nor taken in the report.

3. Information Classification and Analysis Phase:

Following verifying the accuracy of the data collected, the report's outlines were distributed to different research teams, as each team was assigned to the task of categorizing the information within the outline under the team responsibility. Directly after, each team analyzed all the information and drafted a partial report related to the outline they were preparing. This approach abled Rased's research team together with the team of independent researchers to carry out a comprehensive review of the report before the conducting the proofreading and visual editing.

Accuracy & Error in Measurements

Despite the systematic methodology used to conduct this report which ensures an accuracy rate of more than 95%, some errors are likely to be present at a rate of no more than 5%, especially in the following outlines:

1. The Activities of Cabinet Ministers:

The possibility of error in this outline lies in the fact that some of ministers' activities were not published through the data sources adopted in the methodology of this report. Additionally, number of ministries did not commit to sending the inquired information to the research team despite of the repeated requests.

2. Classification of the Cabinet Ministers' Decisions:

The report's team worked on finding the key outlines for the classification of decisions. However, there are number of decisions that can be classified under more than one outline, leaving multiple classification possibilities. For example, the decision of the cabinet ministers: "The approval to exempt UNRWA (United Nations Relief and Works Agency for Palestine Refugees in the Near East) of school textbooks fees for the academic year 2017/2018/, and cover the expenses and consider it as donations from budget of the Ministry of Education." We found that this decision, with a lot of interventions, could be classified within the outlines of services – education. This also affects the budget of the Ministry of Education so it was more likely to be classified within the financial and economic outlines. In addition to being a decision related political affairs.

3. The Governmental Committees:

The possibility of error in this outline lies in the absence of a government source providing sufficient information about committees formed by the government. Therefore, the report's team collected the information from the decisions of the Council of Ministers and the sources adopted in the methodology of the report.

Methodology used to prepare the outlines for the report

Firstly: Governmental Commitments

1. Determining governments' commitments

For the purpose of determining the commitments made by the government, the research team tracked all statements made by the Prime Minister Dr. Omar Al-Razzaz in all forums, statements and plans. Both the government statement requesting the confidence of the Parliament and the response to the Parliament's debate were analyzed for the purpose of obtaining all commitments included in these statements. On the other hand, the team tracked all the media briefings and field visits of the Prime Minister with the purpose of monitoring all the commitments made by his Excellency until the day the government launched its 2019.2020 Priorities Plan which contained a large number of commitments that were enumerated and compared with previous commitments as a unified list that contains all the government commitments. .

2. Classification of Commitments

Following the determination of governmental commitments, the report team worked on classifying the commitments within 10 outlines each based on the type of the commitment:

1. Administrative.
2. Financial and Economic.
3. Services.
4. Integrity, Transparency and Anti-Corruption.
5. Legislative.
6. Political.
7. Employment and Social Protection.
8. Public Sector Performance.
9. Public Sector Governmental Appointments.
10. International Conventions and Memorandums of Understanding.
11. Energy.

3. Determining the Implementation Level of the Commitments

The report team prepared an extensive desk research using the sources of information adopted in this report with the purpose of determining the level of implementation of all government commitments. The research was carried out by Rased's researchers in collaboration with a team of independent researchers. The information was checked and verified on three different stages. The commitments level of achievements was determined according to three levels, which have been determined based on the experience of Rased in evaluating governmental plans and commitments and based on number of international standards. These are:

Completed: The commitment is granted this level when the following conditions are met:

- All elements of the commitment have been achieved.
- There was a clear and proven outcome for the commitment.

In Progress: The commitment is granted this level when the following conditions are met:

- The implementation of one or more of the elements of the commitment have started.
- There was a clear and documented evidence of an implementation that aims towards achieving a commitment.

Not Started: This level is granted in the event that the research team did not find any evidence on the initiation of implementing any element of the commitment.

4. Evaluating the Language of the Commitment

In order to evaluate the accuracy of the language of each of the governments commitments, four indicators were adopted, these indicators where derived from international standards:

- Time-bound: Has the language of the commitment determined a timeframe for the implementation of the commitment.
- Specified Implementer: Has a specific implementer been identified for the implementation of the commitment.
- Specified Implementation Plan: Have the procedures to be implemented for the purpose of achieving the commitment been specified.
- Measurable: The extent to which the commitment can be measured.

Secondly: Cabinet Decisions

The research team followed up on and identified the decisions issued by the cabinet ministers during the cabinet meetings and published officially on the Prime Ministries and the E-Government Website. The decisions were then categorized under the relevant outline. 11 outlines were adopted and classified as follows:

1. Administrative.
2. Financial and Economic.
3. Services.
4. Integrity, Transparency and Anti-Corruption.
5. Legislative.
6. Political.
7. Employment and Social Protection.
8. Public Sector Performance.
9. Public Sector Governmental Appointments.
10. International Conventions and Memorandums of Understanding.
11. Energy.

Thirdly: Government Committee

The research team could not find an official governmental reference through which all committees formed by the government can be identified. For the purpose of identifying the number and nature of the committees formed, the research team relied on the sources of information adopted for the preparation of the report to carry out an extensive research.

The committees mentioned in this report are the committees that were formed by direct decision of the Prime Minister, these exclude the permanent ministerial committees such as the Administrative and Economic Committees and the Committees that were formed by the ministers such as the committee formed by the Ministry of Public Works and Housing for the purpose of studying the "Dams infrastructure condition".

The research team started reviewing the decisions of the cabinet ministers and searching for the decisions that resulted in establishing these committees. Following that, the research team started searching the website and Facebook page of the Prime Ministry, the E-Government website and the Petra news agency website for committees formed by the Government of Dr. Omar Al-Razzaz. The research team also used search engines for news that might indicate the formation of a committee, following that the researchers started verifying and documenting all the information.

Fourthly: Rumors and Official Handling of them

The research team adopted the platform (Haggak Taerif) as the official source for monitoring the rumors spread among the Jordanian community. The information on the platform was analyzed using the following methodology:

- a) Collect the rumors and monitor the number of views per rumor across the platform and the source of each rumor.
- b) Analyze the facts published by the government in response to rumors and to indicate the adequacy of published facts to refute rumors.
- c) Compare the rumors received on the platform with the rumors circulated through the media and social media sites to show the level of coverage given by the platform to the circulated rumors.

Fifth: Cabinet Ministers Activities

In order to determine the activities carried out by the members of the Council of Ministers during the reporting period, the report's team followed the news published on the website of each ministry, their Facebook pages, the official website of the Prime Ministry, the official Jordanian News Agency (Petra), and the news submitted by the Ministries to the research team as official documents after verifying all the information. The research team did not document news published on unofficial news websites to ensure a clear and fair research methodology.

After determining the activities of the members of the Council of Ministers, they were divided into two types:

- Field Activities (Outside the Ministry)
- Meeting/Activity inside the Ministry

To ensure that the efforts of the Cabinet Ministers outside Jordan are highlighted during travel, the research team monitored, documented, and considered these efforts as field activities.

Sixth: Travel of the members of the Council of Ministers

In order to track the trips of Ministers outside Jordan, the official newspaper was adopted as a main source for this purpose, where the research team tracked all the official newspaper volumes during the reporting period that publish the Acting Minister – who is assigned when a Minister travels outside the country.

Since the last issue of the official newspaper volumes was published on March 4th, 2019 on the official website of the Prime Ministry, Rased's research team monitored the Ministries travels from March 4th, 2019 till March 14th, 2019 using Petra; the official Jordan News Agency.

Seventh: The interaction of members of the Council of Ministers with the Parliament

In this outline, Rased's research team monitored the attendance of Cabinet Ministers members in the Parliament, according to the following steps:

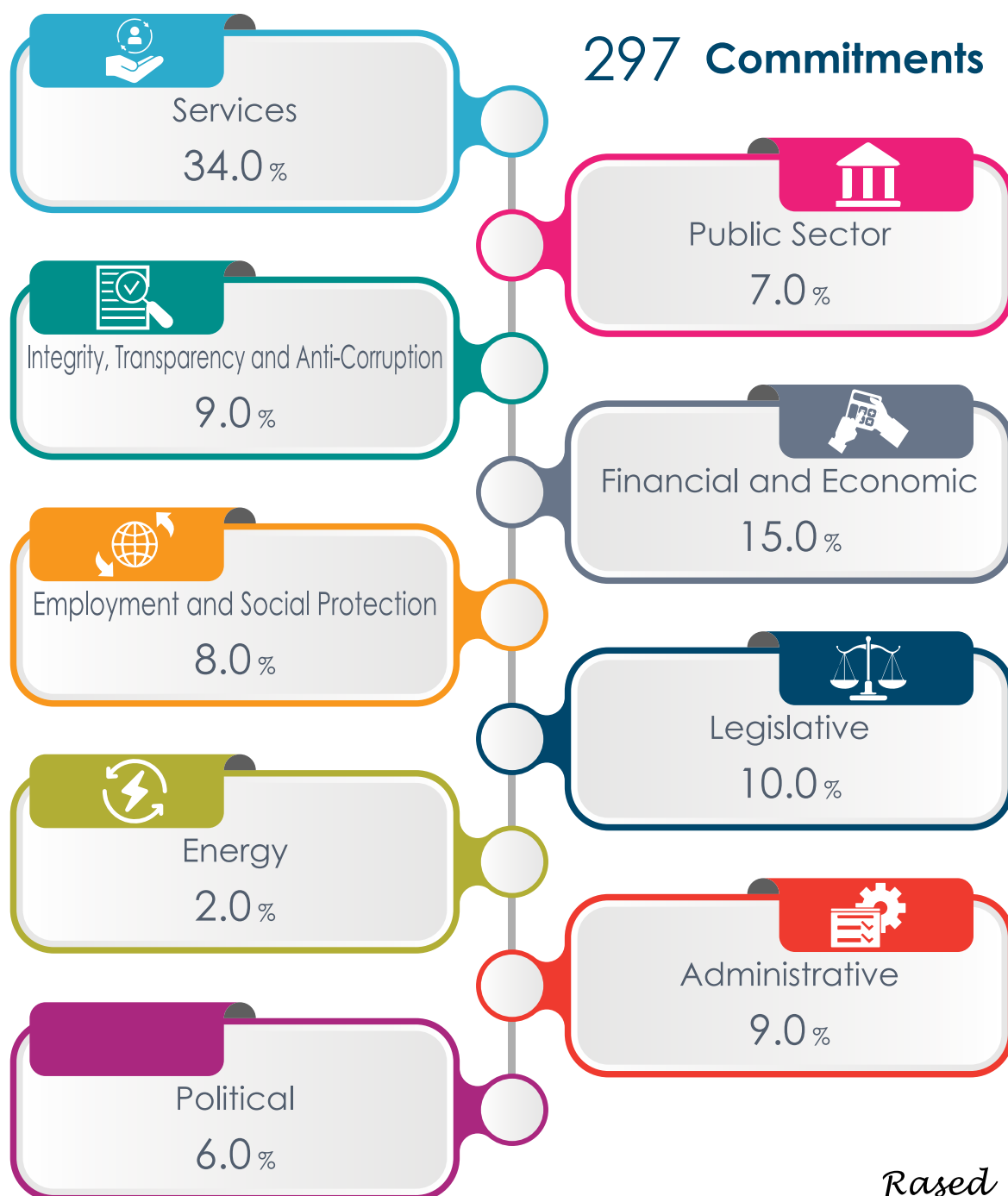
1. Data Collection Phase:

Rased's team relied on the information gathered from the Rased Parliament Monitoring Program team, which recorded the attendance and absence of members of the Cabinet Ministers. In addition to reviewing the minutes of meetings of Parliamentary Committees that were published on the website of the Council which shows attendance.

2. Verification of Information Phase:

After collecting the data, the research team worked on comparing the information received from the information sources to verify its accuracy.

Executive Summary



**Figure (1): Allocation of Commitments Outlines for the
Government of Dr. Omar Al-Razzaz During a Period of 9 Months
(2019/3/14 - 2018/6/14)**

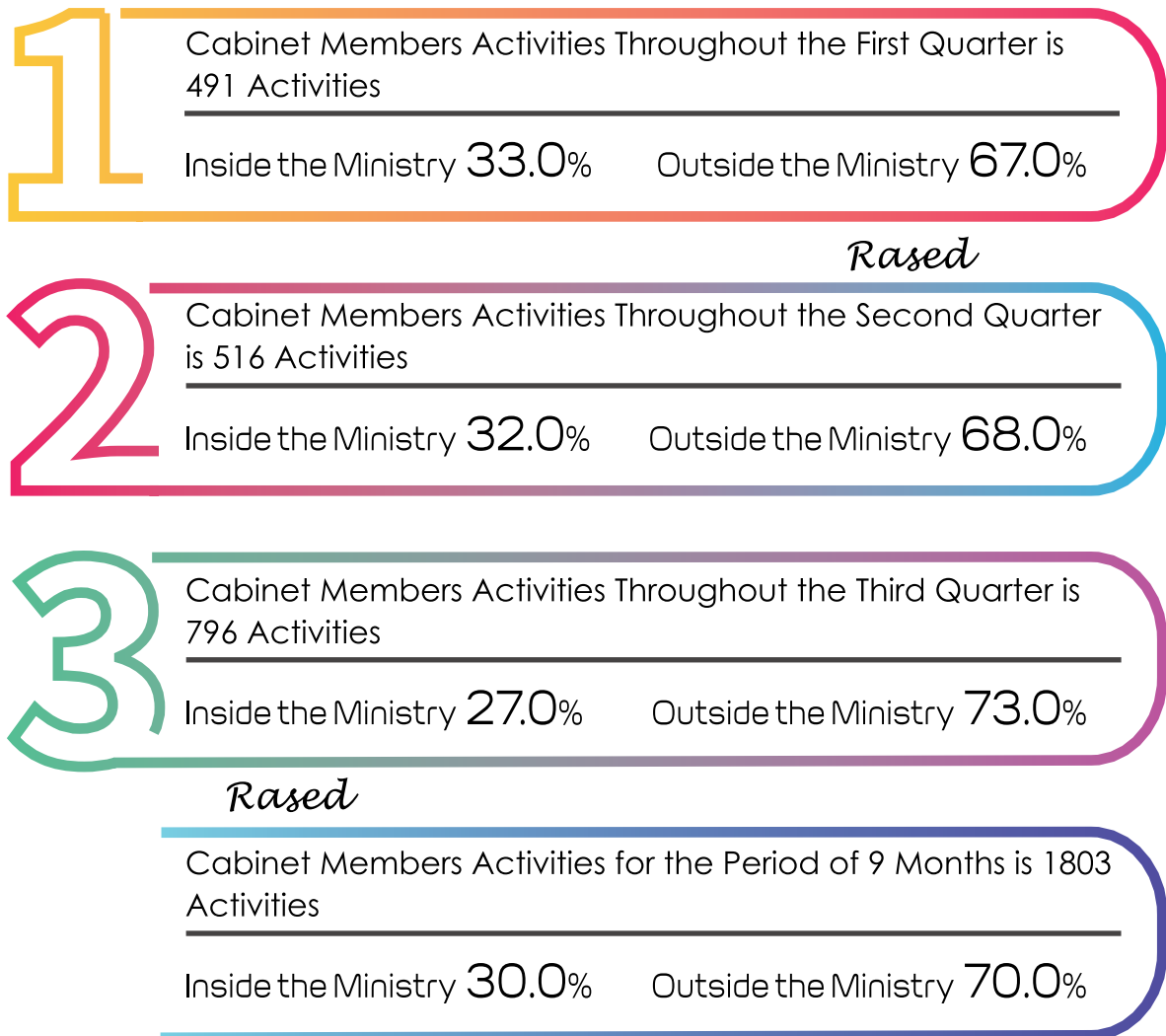


Figure (2): Level of Implementation for Commitments of the Government of Dr. Omar Al-Razzaz During a Period of 9 Months (2019/3/14 - 2018/6/14)



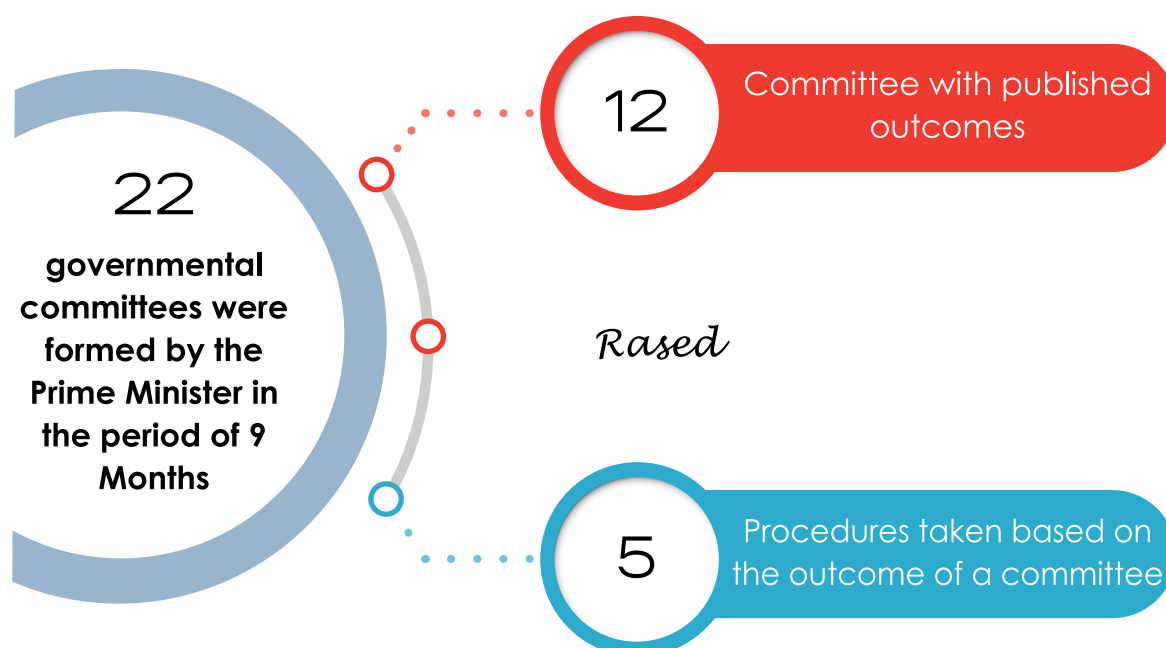
**Figure (3): Decisions of the Cabinet for the Period of 9 Months
(2019/3/14 - 2018/6/14)**

Source: E-Government Website, Social Media Pages & Website of the Prime Ministry



**Figure (4); The Activities of the Members of the Government of
Dr. Omar Al-Razzaz for the Period of 9 Months (2019/3/14 - 2018/6/14)**

Source: Jordanian News Agency - Petra, Ministries Websites and Social Media Pages



**Figure (5); Committees Formed by the Prime Minister Throughout
the Period of 9 Months (2019/3/14 - 2018/6/14)**

Source: Jordanian News Agency - Petra, Prime Ministry Website and Social Media Pages

Rumors Related To Public Sector Performance were Traced by Raseds' Team 174

Using different media outlets and social media sites
of them were not dealt with by (Haggak Taerif) Platform 74

Rased

100 rumors were dealt
with by (Haggak Taerif)
Platform
Received 124.811
views

94 rumors were refuted
by announcing the full truth

6 rumors were not refuted due to
insufficient information about the truth

**Figure (6): Analyzing the Work of (Haggak Taerif) Platform Since
the Day it Initiated Work (2019/3/14 - 2018/11/22)**

Source: Addustour Newspaper, Akeed website www.akeed.jo, (Haggak Taerif) Platform www.haggak.jo
Which is a Governmental Platforms that Initiated Work on 2018/11/22 and it Aims to Refute Rumors

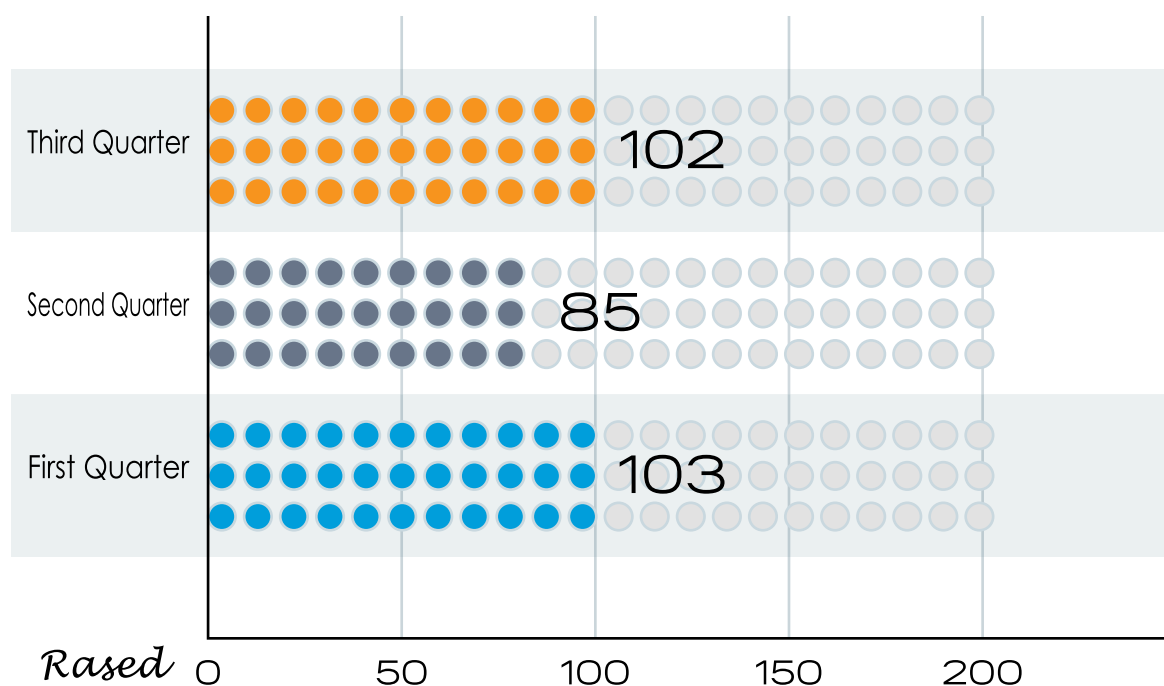
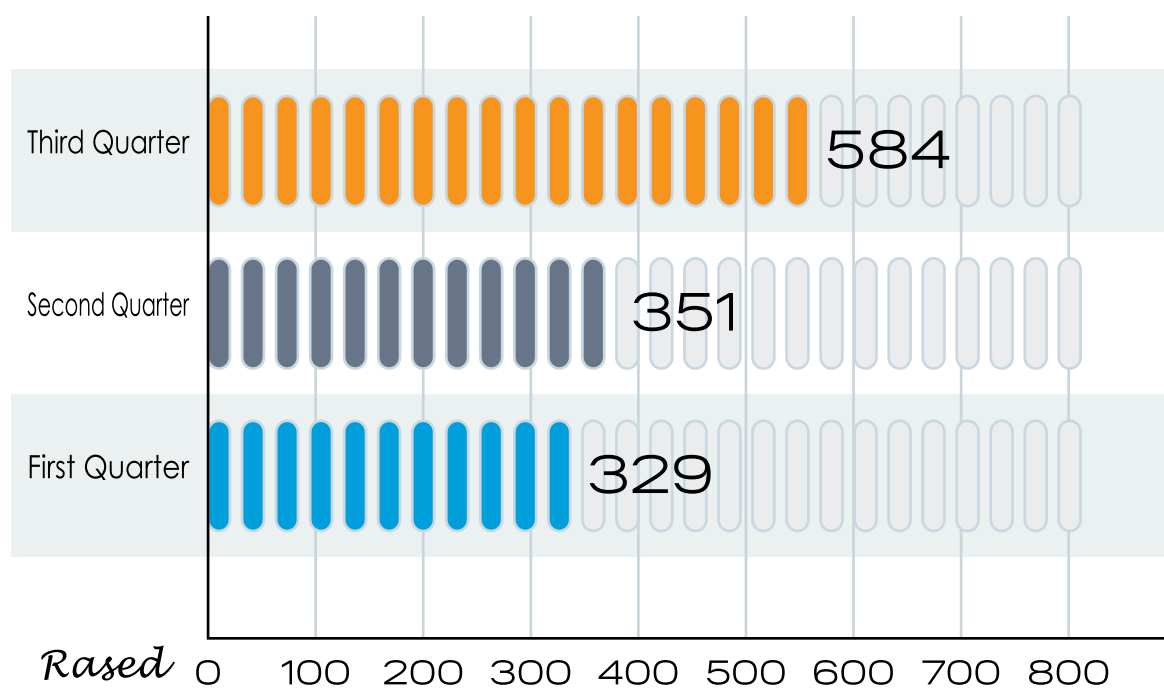


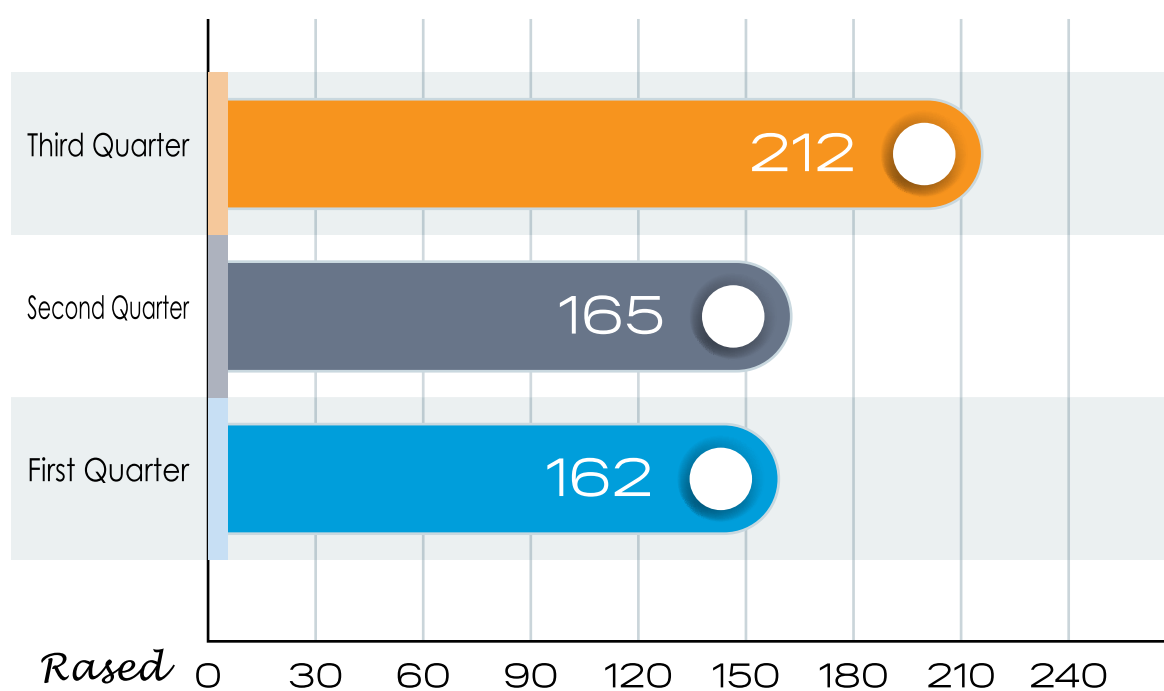
Figure (7): Comparing the Number of the Decisions of the Cabinet for the Period of 9 Months (2019/3/14 - 2018/6/14)

Source: E-Government Website, Social Media Pages & Website of the Prime Ministry



**Figure (8): Comparing the Field Activities of Cabinet Members
for the Period of 9 Months (2019/3/14 - 2018/6/14)**

Source: Jordanian News Agency - Petra, Ministries Websites and Social Media Pages



**Figure (9): Comparing the Office Activities of Cabinet Members
for the Period of 9 Months (2019/3/14 - 2018/6/14)**

Source: Jordanian News Agency - Petra, Ministries Websites and Social Media Pages

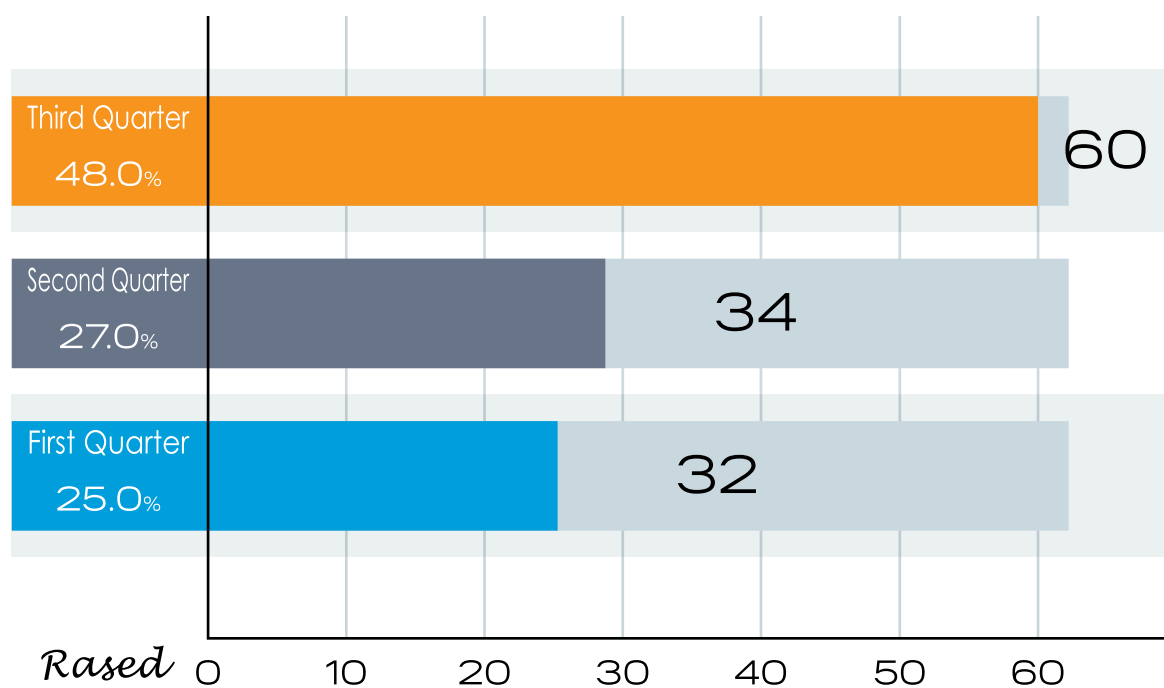


Figure (10): Comparing the Number of Travels of Cabinet Members for the Period of 9 Months (2019/3/14 - 2018/6/14)


Source: Jordanian News Agency - Petra, The Official Newspaper

In light of the increased public interest in viewing the performance of the government through its achieved and ongoing commitments, and in light of the increased community awareness and technological openness which plays a major role in the delivery of information and the dissemination of rumors. and based on the responsibility of Hayat –Rased in fostering the culture of accountability and transparency as well as providing the correct information to the public opinion, Rased launched “Razzaz Meter” since the government of Dr. Omar Razzaz took over its constitutional powers on 14/2018/6/, this new monitoring tool in Jordan and the region aims to monitor and evaluate the performance of the government in implementing the government’s plans and commitments, and track all the cabinet's decisions and categorize it. Additionally, the performance of ministers took part in the assessment includes tracking their activities business trips, following that these results are presented to the citizens as an essential tool in the promotion of transparency.

On the other hand, “Razzaz Meter” also traced the effectiveness of official committees. Also, tracing the rumors related to public performance and how the government deals with them through Haggak Teiraf platform.




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