



Report on Dr. Bisher Al-Khasawneh's Government Performance in its First Six Months

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Introduction,
Methodology, Report
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Introduction

This report, issued by Al-Hayat Center - RASED, is considered the second of its kind monitoring of the performance of Dr. Bisher Al-Khasawneh's government covering the first Six Months since its formation (12 October 2020 to 12 April 2021). It presents quantitative and qualitative data and facts that have been collected and analyzed based on scientific and objective methodologies, taking into consideration international best practices in this regard. It is noteworthy that RASED issued its first report on monitoring Al-Khasawneh government covering its first one hundred days. This is the second report monitoring the government's performance over a period of six months.

Monitoring government performance is considered one of the most important elements when evaluating the ability of the government and public institutions to fulfill their commitments and provide the services within their responsibility, targeting citizen and society, as well as evaluate the extent of their effectiveness in pursuing the implementation of projects, achieving their set goals, and meeting the needs and aspirations of the community in a way that yields valuable returns for the Jordanian society, in accordance with standards of efficiency and effectiveness, to improve government performance.

Regarding the international standards governing accountability, it was found that accountability has two sources: legislation and principles of integrity. This means that the government is accountable for its performance and its commitments stipulated in the constitution and other legislations. The Government is also accountable for its performance following the principles of integrity, which derive from ensuring the optimal use of resources, the fight against corruption, and the obligation to implement written and oral commitments while clarifying the reasons behind the decisions taken to the public, in addition to indicating the consequences of these decisions and other commitments.

The report aims to provide information on the government performance, to be used as a source of information indicating the shortcomings and achievements in the implementation of its commitments and providing recommendations that develop its performance. The report's working team also notes that a period of six months may be insufficient to implement all commitments in the absence of a clear implementation program for the current government even though the government announced that it had delivered the executive program to his Majesty King Abdullah II on 16/2/2021, and is yet to be published to the media and the public. The report aims to increase the level of societal accountability for the government. The presented commitments and their achievements are a powerful indicator to determine the strength (or lack thereof) of the government's performance for the current/future period. The report also targets

Jordanians by equipping them with a reference on government performance to enable them to exercise their role in monitoring, evaluating, and holding the government accountable, based on documented facts and information. Furthermore, the report targets the media as well as researchers, academics, and public opinion in general.

The report presents the commitments (from various sources) made by the government during the first six months since its formation within the period from 12 October 2020 to 11 April 2021. Furthermore, the report monitors the activities of the Prime Minister and members of the Ministerial Team and the decisions of the Cabinet. The report also provides information about Defense laws issued or amended by the Al-Khasawneh's government. It also includes a qualitative analysis of the government's commitments in three vital sectors: health, agriculture, and labor and employment by following the mechanisms of the main qualitative interviews and focus groups. Moreover, the report presents the results of the e-survey of the level of satisfaction in terms of the government's performance as well as the evaluation of Al-Khasawneh government's performance for the first six months of its formation.

Methodology

This report was prepared based on a clear research methodology that includes qualitative and quantitative indicators that have been developed based on the accumulated experience of RASED in preparing monitoring reports in accordance with some of the international practices that provide monitoring methodologies and scientific indicators, to measure and evaluate the level of government performance. It was prepared by Al-Hayat Center - RASED. The research team took a set of steps to prepare the report, represented by the following stages:

1. Information-Gathering Stage:

The research team collected information related to all axes of the report and using reliable sources of information, namely:

- A. The Official Gazette
- B. The official website of the Prime Ministry
- C. The official websites of Ministries
- D. The Government's official website.
- E. The ministries' and ministers' social media accounts
- F. Jordan News Agency (Petra)
- G. The open-source information "Google Search Engine," used by the research team when there is no information available through the aforementioned sources, to be the last stage of the search to ensure more standards of reliability and accuracy in the search.

2. Information Verification Stage:

Following the information-gathering stage, a joint session was held between the working teams, during which the collected information was reviewed and verified for accuracy. A representative sample of the incoming information was reviewed and confirmed to have occurred or that it had been received by the main sources approved in the research process.

3. Classification of Information and its Analysis Stage

Following the accuracy verification of the , the report's axes were distributed among several research teams whereby each team undertook the task of classifying the information within the axis that falls under its responsibility. Each team then worked on analyzing this information.

First: The Government's Commitments and Promises

1. The Collection of Commitments and Promises

To collect the government's commitments and promises, RASSED tracked what was issued by the Prime Minister, Dr. Bisher Al-Khasawneh in all government meetings, in addition to what was stated in the government statements, seeking the Lower House's confidence. The team extracted⁽¹⁾ commitments contained in these statements and analyzed the response letter to the Parliament discussions. Moreover, all the Prime Minister's media meetings and field visits were monitored to identify the commitments made by the Prime Minister.

2. Classification of Commitments

After collecting the commitments, the report team classified them into seven axes according to the type of each commitment as follows:

- 1 Administrative Reform and Anti-Corruption
- 2 Economic Reform
- 3 Development and Services
- 4 The Rule of Law and Human Rights
- 5 Foreign Affairs
- 6 Political Reform
- 7 Transparency and the Media

3. Tracking the Level of Commitments' Implementation

The reporting team carried out a thorough and extensive research relying on the information sources approved in this report to find out the level of implementation of all government commitments. It classified them according to the status of commitment. Furthermore, the team's work on the distribution of commitments according to their content was sent to the executive authorities associated with them, and to all relevant authorities, to verify the level of implementation. The levels of implementation were determined according to three scores that were selected based on RASSED's experience in evaluating government plans and commitments, and based on several international standards, these scores are:

- **Completed: The commitment is awarded this level when the following conditions are met:**
 - All material foundations of the commitment were executed.
 - There was a clear and proven outcome of the commitment.

(1) Rased Issues an Analysis of the Official Ministerial Statement presented by the Government during the confidence session <https://ibit.ly/wdRb>

- **In Progress:** A commitment is considered “in progress” when the following conditions are met:
 - Implementation of one or more of the material foundations of a given commitment has begun.
 - There was clear and documented evidence of implementation aimed at achieving the commitment.
- **Not Started:** A commitment is considered “Not Started” if the research team did not find any evidence of starting to implement any of the commitment’s foundations.

Second: Cabinet Members’ Activities

To track the activities of the ministers, the team relied on the official websites of the government and ministries as well as their official pages on social media sites, in addition to the official pages of the ministers, to collect information from all possible sources. The Jordan News Agency (Petra) was a valuable source of information. Ministries were also officially requested to provide information about ministers’ activities.

Third: Defense Orders

All defense orders issued under the Defense Law and published in the Official Gazette, as well as the amendments and notifications issued regarding previous Defense laws, were monitored. These orders were analyzed and converted into items within the main axes. Moreover, the notifications and instructions published in the Official Gazette and issued under the defense orders were collected to be utilized in the analysis

Fourth: Cabinet’s Decisions

The research team tracked all the decisions issued by the Cabinet and published in the Official Gazette. The team also analyzed these decisions and classified them into the main categories and axes.

Fifth: Target Sectors

The research team targeted several sectors that largely affect society and which impact daily life and the challenges of the stage. These comprise the sectors of health, labor and employment, and agricultural. Other sectors will be addressed in future reports.

4. Verifying Information from Relevant Ministries:

After sorting the information on government commitments, the reporting team contacted all ministries and the Prime Ministry to verify the information on the commitments and the level of implementation of these commitments.

5. Data Analysis and Validation with Stakeholders:

The analysis and verification stage was divided into two main categories. The first was quantitative, involving a survey that included a set of questions related to government performance. It was distributed to a representative sample throughout the Kingdom. The second category was a qualitative analysis, whereby several stakeholders were selected through the integration of the largest number of stakeholders in the process of evaluating the results and to provide an impartial, transparent, and objective point of view to assess the true level of achievement in several targeted sectors. To this end, experts and representatives from sectors directly related to some of the commitments were invited, including civil society organizations, the private sector, and journalists, to take part in qualitative interviews and focus groups.

6. Community Participation and Input in the Report's Findings:

The work team shared the report conclusions with the community by holding a press conference, followed by publishing the report on the website of Al-Hayat Center- RASED, and on social media via the center's accounts so that citizens can participate and comment on the results, in addition to collecting the contributions and input of those interested in the report results and analyzing them for the purpose of including them in this report.

Executive Summary

This report provides a qualitative analysis of the performance of Al-Khasawneh government during the first six months of its formation. The report also monitors and analyzes all the commitments made by Al-Khasawneh government. The number of commitments amounted to 171. They were analyzed based on the axes on which the commitments were distributed along with their sources, and the degree to which those commitments were fulfilled. The report also analyzed three sectors that it, namely the labor and employment sector, the health sector, and the agricultural sector. The analysis was performed according to the methodology of conducting a group of interviews with stakeholders in those sectors, in addition to holding meetings with focus groups of experts and stakeholders in the mentioned sectors.

The report contained a set of comparisons between Al-Khasawneh government and the last three governments in terms of the number of ministers who formed the government. Al-Khasawneh government was formed from 40 ministers in its first version and three amendments. When comparing the current government with the previous one in terms of the number of ministers in the first six months of their formation, it can be concluded that Al-Razzaz government contained 36 ministers, Al-Mulki government contained 36, and Al-Nsour government contained 32 ministers. Comparing the number of commitments made by Al-Khasawneh government with Al-Razzaz government within the first six months of their formation, it is clear that Al-Khasawneh made 171 commitments, while Al-Razzaz made 114 commitments, and the percentage of fulfilled commitments by Al-Khasawneh government reached 10% and Al-Razzaz government 15.7%. Moreover, the decisions issued by Al-Khasawneh government reached 155 decisions, compared to 189 decisions issued by Al-Razzaz government.

The report included a qualitative analysis targeting stakeholders in three main sectors, namely, labor and employment, agriculture, and health, where 22 personal interviews and 3 focus sessions were conducted targeting experts, the private sector, and young and female activists. The discussion involved the impact of the commitments made by the government within these sectors and their compliance with the sector requirements.

The results of the analysis of the interviews and focus sessions on the agricultural sector showed that most of the stakeholders considered that the government's commitments to the agricultural sector were insufficient and did not meet the needs of the sector, and that the implementation of the commitments within this sector can be described as weak. One participant said that we have reached the stage of despair in protecting and developing the sector. The majority of the stakeholders confirmed that the commitments made can be classified under the axis of dealing with the damages of the Covid-19 pandemic and not providing support and incentives to farmers in general. The Majority of the participants agreed that the government did not

address the roots of the crises but rather tried to address their consequences. Furthermore, the stakeholders agreed on a set of recommendations, most notably cancelling interest on agricultural loans, organizing production processes, approving the agricultural map, and providing real incentives to support farmers financially and morally, including cancelling taxes on production requirements, assisting in seed purchase, transfer of technology and agriculture knowledge, fertilizers and pesticides, solving the problem of national unemployment, solving the export challenge by canceling the imposition of high fees on them, and creating a mechanism for the transfer of exports to Europe via the national carrier «Royal Jordanian» at competitive prices. The recommendations also included establishing the Jordan Chamber of Agriculture, starting food processing, and stopping importing goods that are produced in the Kingdom.

As for the health sector, most of the stakeholders who were interviewed, or those who participated in the focus groups, considered that the commitments were insufficient and did not meet the needs of the health sector, and that what has been implemented of these commitments is “weak” and “hopeless.” They believed that the health sector was not a priority for the government. The government’s main priority has recently been centered on fighting Covid-19. Several stakeholders considered that the government’s performance was good in providing vaccines to citizens. However, most of the stakeholders interviewed considered that what Al-Khasawneh government provided in the health sector was confused and could not be considered as an implementation of a commitment but rather a way of addressing the damage posed by the pandemic. The accomplishment was restricted to providing assistance and staff. Most stakeholders evaluated the government’s performance as “weak”, and relied on their evaluation due to the failure to provide health insurance to citizens and the activation of Defense Law No. (23), and the failure to pay debts due to private hospitals and drug warehouses, in addition to the financial dependence on Himmat Watan Fund. However, some of the participants rated the government’s performance as “average”, and they justified their assessment due to the government’s continuous efforts to increase vaccination rates, obtain vaccinations and approve them, and appoint health workers. The participants took into account the circumstances surrounding the formation of the government and the pandemic, as well as the cabinet reshuffles that affected three health ministers in six months.

The stakeholders made recommendations related to the health sector, including increasing the budget of the Ministry of Health, appointing qualified personnel on permanent contracts, as well as paying the debts of the private sector and drug warehouses, and activating Defense Law No. 23, as well as increasing the focus on the health sector in general and not focusing on fighting the Corona pandemic only, providing professional and technical training for medical staff, accelerating work in establishing a plant for the production of oxygen, developing the work of health institutions outside the capital, assessing the available health technology in the Kingdom, and developing pharmaceutical industries and monitoring their prices. It must be noted that a period of six months is not sufficient to measure the extent of the government’s

ability to implement its commitments, but it gives an indication of how the health issue will be managed in the following stage, especially since the current health sector problems can be dated back to several past governments.

Concerning the labor and employment sector, most of the stakeholders interviewed considered that the support provided by Al-Khasawneh government in the labor and employment sector to employers, workers, and sectors affected by the pandemic was not sufficient. The government did not address the roots of the crises but rather tried to address their consequences. What exacerbated the situation was the absence of clear plans, leading its deterioration. This is confirmed by one of the results of the survey conducted by RASED on the level of satisfaction by Jordanians with the government's handling of the labor and employment file, with 59.1% of Jordanians expressing dissatisfaction with its performance. The majority of stakeholders implied that what the government did regarding the development of programs in cooperation with the Social Security Corporation and the packages provided by the government to stimulate the labor and employment sector as a sustainability program, and postponing payments on loans owed by borrowers from the Development and Employment Fund is not sufficient to meet the requirements of the sector and address the problems it suffers from such as low wages and the issue of financial default. One of the stakeholders who participated in the focus groups stated that there is no "war room" in the government to enable the development of a clear plan of action

The majority of stakeholders said that the application of the flexible work system did not have a significant positive impact on empowering women in the labor market and did not contribute significantly to raising the level of their economic participation in the labor and employment sector. Moreover, the application of the flexible work system was purely a formality that lacked clear executive regulations. The government should have made real economic reform, worked on achieving justice, organized a national workshop to ensure the participation of all sectors and trade unions, and set up a national action strategy through which the empowerment of Jordanian women in the labor market would be achievable without being subjected to discrimination to raise the level of their economic participation.

The report includes the results of a survey conducted by RASED on the performance of Al-Khasawneh government during the first six months. It included a set of questions about general satisfaction with the government's performance and its ability to assume its responsibilities. Among the most prominent results of the survey was that 44.1% of Jordanians believed that the ministerial team was unable to bear the responsibilities during the first Six months, while 22.8% of Jordanians believed that the ministers handled the responsibilities in an "average" manner. The poll targeted a sample of 2,140 male and female citizens.

Regarding the government's practice of the principle of transparency and making information available to citizens and the media, 4.7% of Jordanians believed that the government practiced it extensively, while 18.4% believed that the government practiced it moderately. In terms of the government's handling of the Covid-19 pandemic, the results showed that there was a decline in the level of satisfaction among citizens regarding the government's performance during the crisis. The level of satisfaction was significant during the first 100 days according to 12.3% of Jordanians, while after 6 months it declined, with only 7.6% of Jordanians being "significantly" satisfied with the government's performance. The decline also affected those who were "moderately" satisfied with the government's performance. After 100 days, it was 34.8%, and after 6 months it declined to 23.4%. Regarding the level of "weak" satisfaction, the percentage increased by 2.6%, as it was 24% after 100 days, while after 6 months it reached 26, 2%.


Regarding the satisfaction of Jordanians with the government's handling of the labor and employment file, it was found that 2.7% of Jordanians are highly satisfied, while the percentage of those who are "moderately" satisfied reached 13%, and 25.1% of Jordanians were "weakly" satisfied. The percentage of those who were not satisfied was 59.1% of Jordanians. Regarding Jordanians' satisfaction with the level of electronic services provided during the first six months since the formation of the current government, it was found that 8.5% of Jordanians were highly satisfied, and 28.5% of Jordanians were moderately satisfied, while the percentage of those whose satisfaction was "weak" reached 28.3%, and 34.7% of Jordanians were dissatisfied.

The report contains an analysis of all the decisions taken by Al-Khasawneh government during its first six months, as the number of decisions taken by the Cabinet reached a total of 155 decisions. The decisions were collected from official sources published in the Official Gazette, and all decisions were studied and analyzed based on several main axes. The report traced all Defense Orders issued by Al-Khasawneh government under the Defense Law that were published in the Official Gazette, in addition to the amendments and communications issued regarding previous defense laws. Moreover, these orders were analyzed into main axes. They reached 8 Defense orders and 20 subsequent statements of previous defense laws.

The reporting team tracked all the activities of the members of Al-Khasawneh government over the six months since its formation. The activities that were implemented through approved sources were collected. The total activities of all government members reached 1,141 activities and the number of field visits by the Prime Minister reached 6 field visits. The Minister of Agriculture and the Minister of Water and Irrigation had the highest number of field activities, with 63 field activities for each of them, followed by the Minister of Social Development with 50 activities. Below is a table showing the activities that were counted according to the ministries.

Recommendations

1. RASED calls on the House of Representatives to play its oversight role by reviewing the outcomes of this report and seeking to hold the government accountable based on the commitments it has undertaken.
2. RASED calls on various media outlets and investigative journalism officials to perform their assigned role including periodic verification and follow-up of the government in terms of fulfilling its commitment, as well as act in all fairness with active ministries and hold the non-cooperating ministries accountable.
3. The government should make measurable, timetable, and entity-specific commitments.
4. The government must share its implementation program with the media and civil society organizations.
5. Ministers should intensify their field work, communicate directly with citizens, and be aware of the performance of institutions in the governorates.
6. Civil society, in general, and particularly trade unions and the professional institution must be consulted whenever the government is seeking to understand the need of certain sectors or before making any decisions or drafting laws.
7. There is a necessity to implement previous strategies and establish an approach that clarifies that strategies are transferrable across governments and ministers and are considered as a work program and not linked to a specific person or official.
8. The government's cooperation with civil society organizations must be enhanced in addition to the need to activate the provisions of the freedom of information laws and promoting the values of transparency and good governance.
9. The ministries are required to publish all news related to the work of the ministers and their activities to ensure the implementation of the principle of transparency and to preserve the citizen's right to see the ministries' performance.
10. The government's viewing of this report as an initial inventory of the period covered (first six months since its formation) enhances the values of transparency and participation. It also grants citizens as well as civil society organizations an opportunity to follow up on the government's work and monitor its performance.
11. The neglect of some ministries or ministers to respond to the inquiries of the reporting team within the granted timeframe and despite the persistence of the reporting team to encourage them to respond reflects the negative view these ministries have about the role of civil society organization as well as the role of society and its constitutional right to follow up, evaluate, and hold the government accountable for its performance, commitments, and decisions



Chapter One: Government Commitments

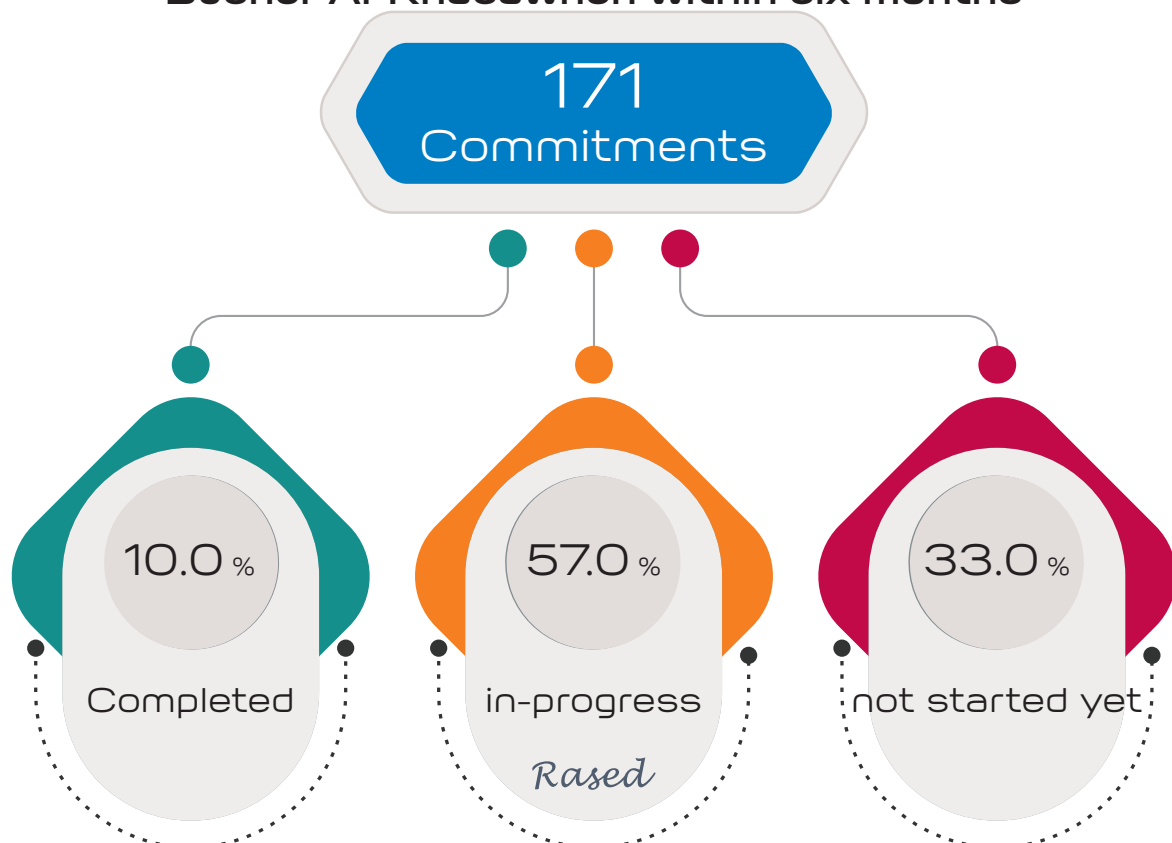
1.1 Introduction

This chapter includes a quantitative and qualitative analysis of the total commitments made by the Al-Khasawneh government during its first six months in terms of the number of commitments and their sources, the main axes they were distributed to, and the degree of their achievement. It is worth noting that many obligations are difficult to measure because a large proportion of them are not linked to a set timeframe or somewhat not implementable, especially in light of the absence of a clear executive program for measurement purposes. Moreover, most of the commitments are related to the Prime Minister without referring to specific ministries that will implement these obligations, which made the investigation and verification process more difficult to find the specialized authority responsible for the implementation of the commitments.

1.2 . Percentages of Government Commitments' Fulfillment

Within six months, the government made 171 commitments, and by analyzing the rates of the fulfillment of the commitments, it becomes clear that the government has not started implementing 33% of the commitments it made, while the percentage of commitments being implemented has reached 57%, and the percentage of completed commitments reached 10%.

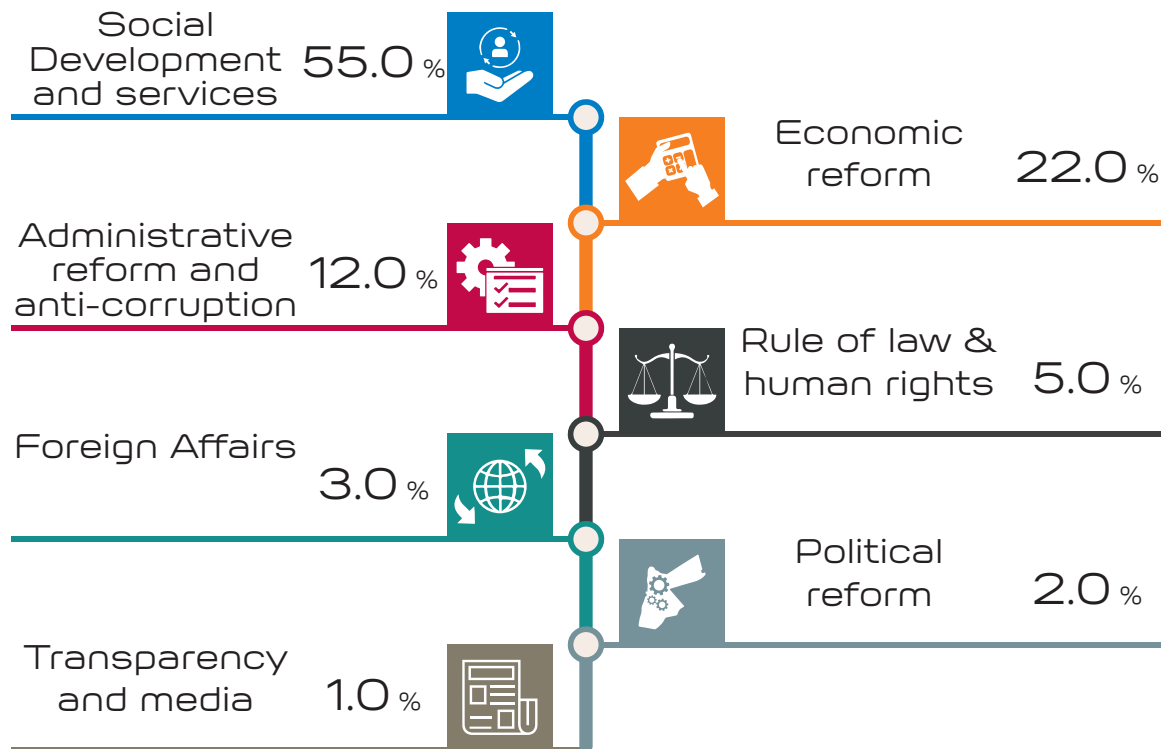
Figure (1):The commitments of the government of Dr. Busher Al-Khasawneh within six months



1.3 Axes of the Government's Commitments

The commitments were analyzed on seven main axes, most of which were concentrated in the axis of development and services by 95 commitments with a percentage of 55%, followed by the axis of economic reform with 38 commitments at 22%, and the axis of administrative reform and anti-corruption by 20 commitments at 12%, the axis of rule of law with 9 commitments at a rate of 5%, the axis of foreign affairs with 5 commitments at a rate of 3%, the axis of political reform with 3 commitments at 2%, and finally, the axis of transparency and the media, with only one commitment reaching 1%.

Figure (2):The distribution of the axes of the commitments of the government of Dr. Bisher Al-Khasawneh within six months



1.4 Sources of the Government's Commitments

In terms of the sources from which the commitments were derived, the majority of them were issued by a ministerial statement, at 119 commitments or 70%, followed by the commitments that came through the official meetings of the Prime Minister with various sectors of Jordanian society at 27 commitments at a rate of 16%, followed by the commitments issued by the government official response to the discussion of the House of Representatives regarding granting the confidence to the Prime Minister, which reached 25 commitments at 14%.

Figure (3): Sources of Commitments of the Government of Dr. Bisher Al-Khasawneh within six months

The following table shows all the commitments made by Al-Khasawneh government within six months and the level of their implementation:

Table (1): All Commitments made by Al-Khasawneh government within Six Months and the Level of their Implementation

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
1	An executive program for the years 2021-2024 that includes a comprehensive methodology for dealing with various economic, social, financial, and political issues, following national priorities in various sectors.	The Government	Administrative reform, anti-corruption	Not yet Begun
2	Activating the partnership between the public and private sectors in full transparency and governance, by preparing projects that can be implemented from the financial, technical, and legal aspects, and submitting them to the private sector for implementation purposes	The Government	Administrative reform, anti-corruption	In Progress
3	Carrying out structural reforms and promoting good governance in the energy sector	Ministry of Energy and Mineral Resources	Administrative reform, anti-corruption	Not yet Begun
4	Carrying out structural reforms and promoting good governance in the water sector	Ministry Of Water And Irrigation	Administrative reform, anti-corruption	Not yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
5	Carrying out structural reforms and promoting good governance in the labor sector	Ministry of Labor	Administrative reform, anti-corruption	Not yet Begun
6	Intensifying oversight, holding accountable all those who fail to provide public service and rewarding those with achievement	The Government	Administrative reform, anti-corruption	In Progress
7	Enhancing the level of services provided by the public sector to citizens	The Government	Administrative reform, anti-corruption	In Progress
8	Implementing a scientific study to structure the public sector	The Government	Administrative reform, anti-corruption	Not yet Begun
9	Considering the possibility of the scientific merging of some ministries and bodies	The Government	Administrative reform, anti-corruption	In Progress
10	The government will welcome the communication and dialogue with professional unions with open arms, based on the role these national institutions play in serving their members and give voice to their professional issues..	The Government	Administrative reform, anti-corruption	In Progress
11	In the coming days, the government will submit a scientific study to his Majesty regarding the development of the administration and the draft laws that require amendment in order to proceed with this process.	The Government	Administrative reform, anti-corruption	In Progress
12	The government will be committed to responding to parliamentary questions, interrogations, and inquiries within the legal periods.	The Government	Administrative reform, anti-corruption	In Progress
13	The government pledges to provide all forms of support and assistance to the armed forces and security services, and to continue to take care of them and pay attention to them in terms of training, preparation and arming.	Ministry of Defense/ Ministry of Interior	Administrative reform, anti-corruption	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
14	Improving the conditions of retired military personnel	Ministry of Defense/ Ministry of Interior	Administrative reform, anti-corruption	In Progress
15	Improving the conditions of employees of the armed forces and security agencies	Ministry of Defense/ Ministry of Interior	Administrative reform, anti-corruption	In Progress
16	Strengthening the role of oversight institutions, granting them more independence, and activating their role in controlling any attempts or practices to encroach on public funds.	The Government	Administrative reform, anti-corruption	In Progress
17	Combating corruption in its various forms and manifestations, as well as financial and administrative corruption	The Government	Administrative reform, anti-corruption	In Progress
18	Consecrate the independence of the Integrity and Anti-Corruption Commission and its support for the public system aimed at combating corruption and promoting the values of integrity.	The Government	Administrative reform, anti-corruption	In Progress
19	The government's willingness to cooperate with the Anti-Corruption Commission to work on filling some gaps in the legislation through which some may implement practices classified as corrupt practices or wasting public money.	The Government	Administrative reform, anti-corruption	In Progress
20	Work to correct any violations and defects included in the Audit Bureau's report in a manner that preserves the integrity of public money and prevents any violations of it.	The Government	Administrative reform, anti-corruption	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
21	The government adopts a methodology to stimulate economic growth that includes a common vision on the government's approach and program for managing the national economy in partnership with the private sector, and with the support of international institutions and donors.	Ministry of Planning & International Cooperation	Economic Reform	In Progress
22	The government shall not borrow a single penny to finance any additional current spending, and that any additional borrowing of any kind will be directed to investment and productive projects.	Ministry Of Finance	Economic Reform	In Progress
23	Improving the purchasing power of citizens by enhancing social protection	Ministry of Social Development / Ministry of Finance	Economic Reform	In Progress
24	Take the necessary legislative and administrative measures to unify tax administration.	Ministry of Finance	Economic Reform	In Progress
25	Completing the bidding procedures for the national invoicing system, and submitting the tax computer system bid	Ministry of Finance	Economic Reform	Not Yet Begun
26	Improve tax and customs collection	Ministry of Finance	Economic Reform	In Progress
27	Accelerate tax services for tax-obligated companies and facilitate them through the Golden List program	Ministry of Finance	Economic Reform	In Progress
28	Activating international cooperation to combat tax evasion by exchanging information and making use of agreements to prevent double taxation	Ministry Of Finance	Economic Reform	Not Yet Begun
29	Unify customs administration for all regions of the Kingdom	Ministry of Finance	Economic Reform	In Progress
30	Activating tax and customs settlements and reconciliation committees to resolve outstanding issues.	Ministry of Finance	Economic Reform	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
31	The government will carry out a paradigm shift in customs procedures and administration, digitize them, and review customs tariffs	Ministry of Finance	Economic Reform	In Progress
32	Combating evasion, tax avoidance, and governing exemption	Ministry of Finance	Economic Reform	In Progress
33	Address tax distortions and imbalances and fill gaps in the procedures of the tax system, by developing legislation that regulates this within the tax reforms measures for 2021,	Ministry of Finance	Economic Reform	In Progress
34	Re-disbursing the increase in allowances for public sector employees, civil and military	The Government	Economic Reform	Completed
35	Increase national exports	Ministry of Industry Trade & Supply	Economic Reform	Completed
36	Reducing the budget deficit by boosting domestic revenues, and addressing gaps and distortions in the revenues and expenditures	Ministry of Finance	Economic Reform	In Progress
37	Opening export markets for Jordanian products, and concluding trade agreements that grant preferential treatment for these products in those markets.	Ministry of Industry Trade & Supply	Economic Reform	In Progress
38	Increasing capital spending to drive economic growth.	The Government	Economic Reform	In Progress
39	Limiting government purchases to the local industry and within the specified terms and specifications.	The Government	Economic Reform	Completed
40	Establishing a sovereign investment fund, to which the government and foreign investment funds contribute, and open to Jordanian expatriates	The Government	Economic Reform	Not Yet Begun
41	Inducing economic and financial structural reforms aimed at improving the business environment.	The Government	Economic Reform	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
42	Developing a rewarding system to stimulate investment and direct it geographically and sectorally, to create job opportunities for Jordanians in the governorates, districts, and regions with high unemployment rates.	The Government	Economic Reform	Not Yet Begun
43	Automation of permits related to the labor market	Ministry of Labor	Economic Reform	Completed
44	Focusing on empowerment programs and strengthening the system of training and vocational and technical education to meet the requirements of the labor market	Ministry of Labor	Economic Reform	In Progress
45	Limiting violations that occur in the work environment, such as child labor	Ministry of Labor	Economic Reform	In Progress
46	Reducing unemployment rates	Ministry of Labor	Economic Reform	Not Yet Begun
47	Control and regulate the labor market	Ministry of Labour	Economic Reform	In Progress
48	Developing the system of inspection, safety and occupational health in the labor sector	Ministry of Labor	Economic Reform	In Progress
49	Providing new job opportunities supported by the implementation of professional and technical training programs to meet the needs of the local and foreign markets, especially in the modern digital fields.	Ministry of Labor	Economic Reform	In Progress
50	Supporting the construction sector, given its important role in moving the national economy, and employing manpower.	Ministry of Public Works & Housing	Economic Reform	In Progress
51	Directing foreign aid towards national priorities related to filling financing gaps	Ministry of Planning & International Cooperation	Economic Reform	In Progress
52	Employing digital economy to boost economic growth.	Ministry of Digital Economy And Entrepreneurship	Economic Reform	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
53	Developing political life and our democratic march through dialogue	Ministry of Political & Parliamentary Affairs	Political Reform	In Progress
54	Expand the participation of citizens in political life and national decision-making	Ministry of Political & Parliamentary Affairs	Political Reform	In Progress
55	Promote the decentralized approach in providing services and handling complaints.	The Government	Development & Services	In Progress
56	Reducing poverty rates.	The Government	Development & Services	Not Yet Begun
57	Organizing children's nurseries	Ministry of Social Development	Development & Services	In Progress
58	Establishing a special fund for the elderly to support them with all necessary needs, and to ensure a decent life for them through the Ministry of Social Development	Ministry of Social Development	Development & Services	In Progress
59	Continuing to improve the school environment by constructing new school buildings and additions, and carrying out the necessary maintenance .	Ministry of Education	Development & Services	Not Yet Begun
60	Continuing to develop the curriculum	Ministry of Education	Development & Services	Not Yet Begun
61	Expanding the enrollment of our children in kindergartens according to a specific plan. To fully accommodate children from the age of five years within the next two years	Ministry of Education	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
62	Providing needy students with equipment and devices so that e-learning supports and enhances the development of a quality school education and higher education.	Ministry of Education/ The Ministry of Higher Education and Scientific Research- Jordan	Development & Services	In Progress
63	Developing electronic educational content to be more interactive	Ministry of Education	Development & Services	In Progress
64	Raising the competencies of teachers	Ministry of Education	Development & Services	In Progress
65	Developing the option of distance education to be part of the educational process.	Ministry of Education	Development & Services	In Progress
66	Conducting a detailed study to apply multiple water harvesting techniques	Ministry Of Water And Irrigation	Development & Services	In Progress
67	Motivating local communities and the private sector to produce yields crops and industrial yields in the agricultural sector	Ministry of Agriculture	Development & Services	Not Yet Begun
68	Promote innovation and entrepreneurship in the agricultural sector	Ministry of Agriculture	Development & Services	In Progress
69	The government is working to regulate the agricultural sector with the aim of relying on modern agricultural technologies	Ministry of Agriculture	Development & Services	Not Yet Begun
70	Support agricultural research and developing suitable varieties for our Jordanian environment	Ministry of Agriculture	Development & Services	In Progress
71	Support agricultural industries that depend on local inputs	Ministry of Agriculture	Development & Services	In Progress
72	Automation and digitization of work in the agricultural sector, to increase productivity	Ministry of Agriculture	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
73	A shift away from traditional agriculture	Ministry of Agriculture	Development & Services	Not Yet Begun
74	Supporting the stability of the agricultural sector and protecting its production, which is the base and lifeline of national food security	Ministry of Agriculture	Development & Services	Not Yet Begun
75	Implementation of the "agricultural map" project, through which we will invest parts of the treasury lands that are suitable for agriculture.	Ministry of Agriculture	Development & Services	In Progress
76	Provide a package of incentives to support farmers and help them overcome the difficult conditions faced by the agricultural sector.	Ministry of Agriculture	Development & Services	In Progress
77	The government will achieve total sufficiency of agricultural vegetables for this year 2021.	Ministry of Agriculture	Development & Services	In Progress
78	Focusing on developing domestic tourism	Ministry of Tourism And Antiquities	Development & Services	In Progress
79	Facilitating the entry procedures for patients into the Kingdom, and ensuring that the best level of treatment services are provided to them at fair and attractive prices.	Ministry of Tourism And Antiquities / Ministry of Health	Development & Services	In Progress
80	Supporting workers in the tourism sector and establishments in this sector within the announced support and protection programs, and through the Tourism Risk Fund.	Ministry of Tourism And Antiquities	Development & Services	In Progress
81	Securing the necessary facilities to sustain the work of tourist facilities and to preserve employment in them.	Ministry of Tourism And Antiquities	Development & Services	In Progress
82	Implementing a strategic plan for tourism marketing and promotion	Ministry of Tourism And Antiquities	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
83	Complete the computerization of hospitals and health centers to save time and effort and contribute to providing high quality services	Ministry of Health	Development & Services	Not Yet Begun
84	Adherence to a transparent and open approach to publicizing the capabilities of our health system.	Ministry of Health	Development & Services	In Progress
85	Improving the infrastructure of hospitals and health centers and continuing to achieve their accreditation standards	Ministry of Health	Development & Services	In Progress
86	Supplying hospitals and health centers with the necessary medical and nursing staff and equipment	Ministry of Health	Development & Services	In Progress
87	The government will expand training and qualification programs to include new specializations and larger numbers to fill the shortfall in all specialties	The Government	Development & Services	In Progress
88	Complete the necessary procedures to operate the National Center for Epidemics and Communicable Diseases Control to provide its services with efficiency and quality.	The Government	Development & Services	Completed
89	Providing free-of-charge vaccines to citizens within an integrated, accurate, fair, and transparent plan that takes into account giving it according to the priorities and internationally recognized needs, starting in the first quarter of the current year	The Government	Development & Services	Completed
90	Field hospitals will have a tangible positive impact on improving the reality of health services provided to citizens after the COVID-19 crisis so that these services will be more efficient and fair.	Ministry of Health	Development & Services	Completed
91	We strive to achieve comprehensive health insurance in all governorates.	Ministry of Health	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
92	The launch of a new health insurance system that includes defined-benefit insurance packages, to involve the uninsured groups during the next two years, and we have started the necessary legislative and administrative procedures for this.	Ministry of Health	Development & Services	Not Yet Begun
93	Continuing to develop food and pharmaceutical industries, maintaining strategic stocks of basic commodities, controlling prices, preventing monopoly, and ensuring the provision of goods to citizens at fair prices.	Ministry of Health	Development & Services	Not Yet Begun
94	Enhancing the strategic reserve of basic foodstuffs, especially those not produced locally.	Ministry of Industry Trade & Supply	Development & Services	In Progress
95	Promote accountability values to achieve equitable distribution and reduce water losses by maximizing the benefits of digital transformation applications.	Ministry Of Water And Irrigation	Development & Services	Not Yet Begun
96	Executing major strategic projects to achieve water security for the Kingdom	Ministry Of Water and Irrigation	Development & Services	Not Yet Begun
97	Digitization of operating and collection systems related to the water sector.	Ministry Of Water And Irrigation	Development & Services	Not Yet Begun
98	The government will develop its capabilities in the water sector to cope with the exceptional circumstances of epidemics, floods, and attacks	Ministry Of Water And Irrigation	Development & Services	Not Yet Begun
99	Providing a computerized database linking the municipalities with the relevant institutions in the public and private sectors, leading to a unified integrated comprehensive plan.	Ministry of local administration	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
100	The government will work to assess the current decentralization experience, build on its advantages, overcome its disadvantages, and amend the draft local administration law,	The Government	Development & Services	In Progress
101	The government will refer the new local administration bill to the House of Representatives, to make the necessary amendments to serve national goals	The Government	Development & Services	In Progress
102	Establishing a comprehensive plan in cooperation with the municipalities and the competent authorities to protect agricultural property.	Ministry of local administration	Development & Services	Not Yet Begun
103	Study all matters related to the promotion of some administrative units that some members of the Parliament have demanded, to achieve public interest within the available capabilities.	Ministry of Interior	Development & Services	Not Yet Begun
104	Implementing programs targeting youth in particular, to enhance their participation in decision-making, and to activate their pioneering role in the development of their local communities.	Ministry of Youth	Development & Services	Not Yet Begun
105	Empowering unemployed youth and employing them in all governorates with regard to the agricultural sector	Ministry of Agriculture	Development & Services	In Progress
106	Studying the possibility of transforming the sports complexes of the Ministry of Youth into a nucleus of youth cities, so that there is a city for youth in every governorate, in addition to continuing to support the sports, from clubs and national teams, in various activities and games.	Ministry Of Youth	Development & Services	Not Yet Begun
107	Encouraging the establishment of extractive industries and transformative industries based on national raw materials	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
108	Developing the sector-based system to make Jordan a regional center for the exchange of energy in its various forms.	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
109	Enabling foreign and domestic investment as key entry points to job creation and employment in the energy sector.	Ministry of Energy and Mineral Resources	Development & Services	In Progress
110	Implementation of the energy strategy for the years 2020-2030	Ministry of Energy and Mineral Resources	Development & Services	In Progress
111	Attracting investments in the mining sector.	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
112	Reducing energy costs for the national economy.	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
113	Increase the contribution of local and renewable energy sources within total energy	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
114	Expansion of exploration operations for natural gas in the Risha field, by drilling more wells this year and in the coming years.	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
115	The government shall cooperate with the Parliamentary Energy Committee to discuss all issues related to energy in a manner that serves the supreme national interest in this strategic sector.	Ministry of Energy and Mineral Resources	Development & Services	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
116	Preparing a strategy for the mining and mineral resources sector for the next ten years, to be followed by an implementation plan with specific timelines.	Ministry of Energy and Mineral Resources	Development & Services	Not Yet Begun
117	Empowering women in the labor market, and raising their economic participation through the implementation of the flexible work system.	Ministry of Labour	Development & Services	Completed
118	Development of smart transportation systems.	Ministry of Transport	Development & Services	In Progress
119	Employing modern technologies and clean energy in the transportation sector	Ministry of Transport	Development & Services	In Progress
120	The government will continue to implement its strategy to create an advanced and sustainable public transport	Ministry of Transport	Development & Services	In Progress
121	The Fast Bus project is regularly scheduled between Amman and Zarqa, which is expected to be completed by the end of this year	Ministry of Transport	Development & Services	In Progress
122	The Fast Bus project is regularly scheduled inside the capital, Amman, which will be completed in the middle of this year	Ministry of Transport	Development & Services	In Progress
123	Urban transport project within cities	Ministry of Transport	Development & Services	In Progress
124	Setting up the Aqaba port projects system.	Ministry of Transport	Development & Services	In Progress
125	Capacity building of workers in the transport sector	Ministry of Transport	Development & Services	Not Yet Begun
126	Rehabilitation of roads linking the Kingdom with neighboring countries within the available resources, according to priorities. There is an urgent priority to complete the desert road and the Baghdad International Road.	Ministry of Public Works & Housing	Development & Services	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
127	Increase the available governmental open data sets and AI strategy.	Ministry of Digital Economy And Entrepreneurship	Development & Services	In Progress
128	Launching more electronic payment projects	Ministry of Digital Economy And Entrepreneurship	Development & Services	In Progress
129	Complete the legislative infrastructure necessary to achieve these goals related to the information technology sector	Ministry of Digital Economy And Entrepreneurship	Development & Services	In Progress
130	Continuing to build an advanced digital infrastructure to enable smart cities, smart transportation means, health care, education services, and other areas.	Ministry of Digital Economy And Entrepreneurship	Development & Services	In Progress
131	Promote industrial development by making available the necessary digital technologies.	Ministry of Digital Economy and Entrepreneurship	Development & Services	Not yet Begun
132	The government is working to complete the digital and integrated infrastructure, which will advance the digital transformation in the Kingdom and economic development projects,	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress
133	Providing a single interactive government interface for all segments of society	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress
134	Increase the competencies of Jordanian youth in modern technologies	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
135	Establishing the national optical fiber network project.	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress
136	Establish a comprehensive national data system	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress
137	Attracting investments and opening regional and global markets to Jordanian projects and Jordanian entrepreneurs in the IT sector	Ministry of Digital Economy and Entrepreneurship	Development & Services	Not Yet Begun
138	A plan to develop digital government services through the implementation of the "Jordanian Strategy for Digital Transformation" and its roadmap.	Ministry of Digital Economy and Entrepreneurship	Development & Services	In Progress
139	The government will continue to study any measures that would enable Jordanian press and media workers to fulfill their role and mission under decent living conditions.	The Government	Transparency & the Media	In Progress
140	Canceling the instructions related to the non-renewal of passports of Jordanians residing abroad, whether sentenced or wanted for financial issues, with an emphasis that this procedure is consistent with the constitutional rights of citizens.	Ministry of Interior	Rule of Law & Human Rights	Completed
141	Commitment to review legislation in order to address any gaps that are exploited by outlaws	Ministry of Justice	Rule of Law & Human Rights	In Progress
142	Expanding the application of remote trials in line with international human rights standards, in a way that contributes to expediting litigation procedures and saving citizens' time, effort and financial costs.	Ministry of Justice	Rule of Law & Human Rights	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
143	Review the Judicial Execution Law regarding the issue of imprisonment of the debtor or those who are financially insolvent, in consultation with the competent authorities, and in cooperation with the Lower House of Representatives, in a manner that preserves the balance and rights between the creditor and the debtor	Ministry of Justice	Rule of Law & Human Rights	In Progress
144	The government is working to expand the application of alternative societal sanctions	Ministry of Justice	Rule of Law & Human Rights	Not Yet Begun
145	Raising legal awareness among different groups of society through awareness campaigns emphasizing the principle of the rule of law and its implementation	The Government	Rule of Law & Human Rights	In Progress
146	Commitment to launch the updated National Strategy 2020-2025 for the 2017 Anti-Corruption and Integrity Commission	The Government	Rule of Law & Human Rights	Completed
147	Developing legislation related to sanctions in line with developments	The Government	Rule of Law & Human Rights	Not Yet Begun
148	The government will enhance its communication with the international community to shoulder its responsibilities and fulfill its obligations towards the consequences it has and will continue to bear as a result of the waves of humanitarian refugees, and the increasing pressures that result from them on various sectors.	The Government	Foreign Affairs	In Progress
149	Increasing the level of coordination, cooperation and mutual exchange with all, in a way that achieves our common interests and enhances our political, economic, commercial and investment relations.	The Government	Foreign Affairs	In Progress
150	The government will continue exerting all efforts to achieve a just peace that is based on international legitimacy decisions and is based on the two-state solution.	The Government	Foreign Affairs	In Progress
151	We will continue to confront all practices and violations committed by the Israeli occupation authorities	The Government	Foreign Affairs	In Progress
152	Directing the ministerial team to intensify field work, communicate with citizens and seek their issues and needs, in all governorates of the Kingdom	The Government	Development & Services	Not Yet Begun

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
153	Work to establish a joint economic city. Procedures are still in progress to be completed in order to start the implementation process on the borders between Jordan and Iraq	The Government	Economic Reform	Not Yet Begun
154	Excluding Iraqi and Jordanian products from any import registration system applied to enter the markets of both brotherly countries	The Government	Development & Services	Completed
155	Allocating a plot of land to the Iraqi and Jordanian company for industry and determining the cost of the rental allowance for the lands allocated to the joint economic city	The Government	Economic Reform	Not Yet Begun
156	Renewal of the Memorandum of Understanding signed between the two countries to import crude oil from Iraq for another year after agreement on the required amendments	The Government	Development & Services	Completed
157	The government in addition to the Lower and Upper Houses Representatives are to handle the necessary communications with CSOs, municipalities, local communities, and political parties to work on developing legislation governing political life.	The Government	Political Reform	In Progress
158	The Procurement Department will announce a tender to approve the location of the detained vehicles and the tender will be referred according to the procurement system and the instructions issued pursuant thereto.	The Government	Development & Services	In Progress
159	Government support for the contracting and construction sector in Jordan as one of the main drivers of the various economic sectors and enhancing its ability to export engineering consultancy services.	The Government	Economic Reform	In Progress
160	The government's willingness to take mitigating measures on Jordanian farmers by creating export markets and developing food processing	The Government	Development & Services	In Progress
161	The necessity to implement the projects presented by the Public-Private Partnership Project PPP for this year, which are ready in terms of feasibility studies and financial impact	The Government	Economic Reform	In Progress

No.	Text of Commitment	Relevant Ministry	Main Axis	Level of commitment
162	Developing and building 15 schools for the Ministry of Education, as part of the Ministry of Education's plan to establish 600 schools throughout the Kingdom.	Ministry of Education	Development & Services	In Progress
163	Construction of buildings and yards for freight and passengers for the new land border crossing of King Hussein Bridge	Ministry of Public Works & Housing	Economic Reform	Not Yet Begun
164	Activating the movement of transport and the flow of goods and commodities, and establishing joint investments between Jordan and Iraq	The Government	Foreign Affairs	Not Yet Begun
165	Keep the National Committee for Epidemic Control as well as the health authorities in continuous session to study any developments in the epidemiological situation.	The Government	Development & Services	Completed
166	Not tolerating any violations that are caught, and the application of defense orders and instructions issued according to them against violators.	The Government	Development & Services	In Progress
167	Intensifying control over individuals and establishments in bakeries and markets, especially in light of the expected developments in the weather, and to ensure that everyone is committed to wearing masks and observing physical distancing, and avoiding crowds and gatherings	The Government	Development & Services	In Progress
168	Empowering the National Center for Epidemics and Communicable Diseases Control to start its actual work within an institutional and legislative framework	The Government	Development & Services	Completed
169	Execute an immediate investigation into the oxygen failure at Al-Salt Governmental Hospital	The Government	Rule of Law & Human Rights	Completed
170	Postponing the borrowers' installments from the Development and Employment Fund	Development and Employment Fund	Economic Reform	Completed
171	Reaching, by next summer, a stage of epidemic stability and the opening of all sectors	The Government	Development & Services	In Progress

1.5. Qualitative Analysis of the Effects of Government Commitments on Target Sectors

The work team has identified three sectors that represent a priority and need for all Jordanians, especially after the Covid-19 pandemic. These are the labor and employment sector, the agricultural sector, and the health sector. The Jordanian government has made several special commitments in each sector in a way that aims to establish these concepts and accordingly, the work team organized qualitative key interviews and focus group discussions with some stakeholders about the commitments of these sectors and the extent of their impact on these sectors and society in general, represented by 22 qualitative interviews and 3 focus groups, in which about 30 experts and stakeholders participated.

1.5.2. The Agriculture Sector

Most of the stakeholders in the agricultural sector considered the commitments of Al-Khasawneh government insufficient and did not meet the needs of the sector⁽²⁾ and that what has been implemented of these commitments is “weak”⁽³⁾ and “has reached a stage of despair”⁽⁴⁾ in protecting and developing the sector, as the government administration lacks experience⁽⁵⁾ and the sector has been neglected⁽⁶⁾ and subjected to marginalization for many years⁽⁷⁾ throughout successive governments. Moreover, the majority of stakeholders confirmed that what Al-Khasawneh government provided in the agricultural sector is not an implementation of a commitment to provide support and incentives to farmers,⁽⁸⁾ but rather is classified within the treatment of the damages of the Corona pandemic⁽⁹⁾. Furthermore, most of them attributed the reasons for the government’s weak commitment to implementing its obligations to political reasons in terms of the mechanism of government formation and technical reasons⁽¹⁰⁾. Some of the stakeholders stated that

(2) (A.F), (S.SH), (A.KH), (Z.M), (S.SH), (A.KH), (M.S.), (M.A.) Stakeholders from key telephone interviews

(3) (S.SH), (M.S) stakeholders from key telephone interviews

(4) (A.F) stakeholder from key telephone interviews

(5) (A.Z) A stakeholder from focus groups in the agriculture sector

(6) (A.KH) stakeholder from key telephone interviews

(7) (M.R) A stakeholder from focus groups in the agriculture sector

(8) (A.KH) A stakeholder from key telephone-based interviews

(9) (A.F) A stakeholder from key telephone-based interviews

(10) (A.F) A stakeholder from key telephone-based interviews

the agriculture portfolio is merely a consolation reward whenever a government is formed,⁽¹¹⁾ and that the government did not address the root causes of the crises, but rather tried to address the results,⁽¹²⁾ in addition to the lack of an agricultural strategy⁽¹³⁾ and the confusion that is evident in the work of the ministry⁽¹⁴⁾ which lacks the required organization and competencies that ultimately lead to its deterioration⁽¹⁵⁾⁽¹⁶⁾.

"We weren't consulted " was the phrase that the majority of stakeholders responded with⁽¹⁷⁾ regarding the question of whether or not the government made commitments to stakeholders. The stakeholders expressed their dissatisfaction with the matter and most of them criticized the government's absence in the role of the Supreme Agricultural Council.⁽¹⁸⁾ The criticism also affected the absence of the field-based role including those of the government, while giving other importance to other sectors.⁽¹⁹⁾

Most of the stakeholders considered that what the government did in the agricultural sector in terms of supporting the Agricultural Credit Fund with JD30 million was insufficient^{(20) (21)} and modest⁽²²⁾. Moreover, gaps became visible in directing the packages in the right direction and were allocated toward fulfilling other personal ends⁽²³⁾. Furthermore, there was a weakness in terms of supporting non-traditional fish agricultural projects and appointing workers in "Haraj" in addition to the tax on agricultural exports being

(11) (M.A) A stakeholder from focus groups in the agriculture sector

(12) (A.F) A stakeholder from key telephone-based interviews

(13) (S.SH), (Z.M) stakeholders from key telephone-based interviews

(14) (S.SH), (S.SH), (A.KH) (A.F) stakeholders from key telephone-based interviews

(15) (A.Z) A stakeholder from focus groups in the agriculture sector

(16) (A.F) A stakeholder from key telephone-based interviews

(17) (A. F), (S.SH) (A.KH), (Z.M), (S.SH) (M.S), (M.A), stakeholders from key telephone-based interviews

(18) The Supreme Agricultural Council: It is the highest authority for agriculture and is chaired by the Prime Minister, and the membership of each of the ministers of agriculture, finance, labor, industry, trade in addition to agriculture unions and associations. It is responsible for setting the supreme agricultural policies.

(19) (A.F) A stakeholder from key telephone-based interviews

(20) (M.A) A stakeholder from focus groups in the agriculture sector

(21) (M.A) A stakeholder from key telephone-based interviews

(22) (M.H) A stakeholder from focus groups in the agriculture sector

(23) (M.R) A stakeholder from focus groups in the agriculture sector

postponed⁽²⁴⁾. The fees collected for the Amman Municipality “from the central market” were postponed for a year as well. These measures are not considered implementation of the government’s commitment to provide aid to farmers, support the stability of the sector and support its production. These measures do not measure up to the size and requirements of the sector, nor do they measure up to the loans of farmers or borrowers. This is not Support but only facilitation of things⁽²⁵⁾. “The last thing the government thinks about is the agricultural sector”⁽²⁶⁾. They justified that the support includes two forms: The first is financial and the second is material which includes exempting production inputs, exempting exports from taxes, distributing agricultural lands to the unemployed, providing solutions to farmers’ problems arising with the Ministry of Labor, and developing the agricultural lending mechanism, in addition to solving the problem of faltering farmers⁽²⁷⁾.

The stakeholders touched on the government’s failure to implement its commitment regarding completing the agricultural map and supporting food industries. The Government also failed to provide incentives to support farmers, and it did not divert from traditional agriculture as promised. The commitments remained within the theoretical framework. Thus, the government’s performance was ranked weak and moderate. Some of the stakeholders did evaluate the government’s performance as “good,” given its support to women from rural areas. It provided interest-free loans to female farmers and facilitated social security, and work is underway to prepare a system to protect women working on farms⁽²⁸⁾, which includes membership in social security, health insurance, determining working hours and preserving the rights of female workers on farms. Some stakeholders considered the government’s performance towards the role of women and youth in the agricultural sector as ineffective and Al-Khasawneh government showed its lack of belief in the ability of women in the sector, did not shed light on their role, and put them in a spiral. Despite the existence of female leaders in cooperative societies and rural development, these women did not get any opportunities. There is a need to support women with grants and not loans⁽²⁹⁾. In addition, the media did not allocate any space to female farmers and the absence of government interest in women.⁽³⁰⁾

(24) (A.F), (S.SH), (A.KH) stakeholders from telephone-based interviews

(25) (S.Y) A stakeholder from focus groups in the agriculture sector

(26) ibid

(27) (S.SH), (M.A), (A.F), (S.SH) Stakeholders from key telephone-based interviews

(28) The draft system for protecting women working on farms and being considered by the Legislation and Opinion Bureau

(29) (F.R) A stakeholder from focus groups in the agriculture sector

(30) (N.M) A stakeholder from focus groups in the agriculture sector

Some of the stakeholders assessed Al-Khasawneh government as “very weak”⁽³¹⁾ since it was only able to implement a small number of commitments and considering that the repeated amendment to Al-Khasawneh government is a dangerous precedent, as (4) amendments took place within (6) months, meaning that it is unstable and does not meet the people’s needs⁽³²⁾. Furthermore, there is poor planning⁽³³⁾, appointments of non-specialized ministers⁽³⁴⁾, and there is a distance between the commitments made by the government and the media statements.⁽³⁵⁾

“Official statements are different from what the public sees” is a phrase mentioned by some stakeholders in response to Al-Khasawneh’s visit to the central market and considered it degrading and terrifying. “It is part of the government’s work to protect consumers, but not at the expense of agriculture.”⁽³⁶⁾ Some of the stakeholders consider The Official Minister to be the Minister of Finance and the Prime Minister⁽³⁷⁾; the Minister of Agriculture is without tools. An example of this is the visit of the Prime Minister to the central market where he demanded a reduction in prices without considering the burdens borne by farmers after his government raised taxes on the sector and increased the fees for work permits from JD25 to JD300 with more taxes on production requirements. They also pointed out the sector’s lack of security and safety and the weakness of the rule of law in the sector leaving hopes to await decisions from the King explaining the core of the government’s work⁽³⁸⁾.

Stakeholders need to do a full “inventory” to evaluate Al-Khasawneh government, according to the measurement tools used, including the set plan, what was achieved, and what was not. It is noteworthy that there is an absence of a plan. For example, the previous minister of agriculture, Dawoodeyeh, took charge without a plan, and the changes and amendments that followed affected agriculture. Moreover, the government did not provide foreign markets to Jordanian products and did not contribute to controlling local production. Rather, they contributed to “directing a blow at” the local product.

(31) (S.SH), (A.KH) stakeholders from key telephone-based interviews

(32) (A.F) A stakeholder from key telephone-based interviews

(33) (A.KH) A stakeholder from key telephone-based interviews

(34) (S.SH) A stakeholder from key telephone-based interviews

(35) (A.Z) A stakeholder from focus groups in the agriculture sector

(36) (M.A) A stakeholder from focus groups in the agriculture sector

(37) (A.Z) A stakeholder from focus groups in the agriculture sector

(38) ibid

The stakeholders considered that “mechanization”⁽³⁹⁾ is available and sufficient, but it is not used and needs to be managed in a way that serves the agricultural sector⁽⁴⁰⁾, as the burden of introducing it is mainly on the private sector and the role of the public sector through the National Center for Agricultural Research has a budget of JD8 million⁽⁴¹⁾. Some stakeholders considered the government’s refusal of the agricultural digitization project in 2010⁽⁴²⁾, which saves efforts and time and facilitates access to the world. Moreover, some stakeholders indicated that many farmers feared the project would increase taxes on them as a result of their lack of confidence in the government.⁽⁴³⁾ Furthermore, the government did not benefit from the pandemic, which revealed the defects of the sector by transforming the pandemic into an opportunity through exports⁽⁴⁴⁾.

A few of the stakeholders considered that the private sector bears a large part of the responsibility for the conditions of the agricultural sector due to its failure to draw a clear picture of what is happening to the sector⁽⁴⁵⁾. Some stakeholders considered that the government’s failure to have a database that serves the agricultural sector is considered a defect and did not address it, in addition to not consulting specialized people and the domination of the ministries of Labor, Finance, Environment, and Public Works and Housing⁽⁴⁶⁾, and that the ministry needs to be restructured⁽⁴⁷⁾. Moreover, some stakeholders indicated that the government did not have agricultural data: “At the beginning of the pandemic the beekeepers’ union requested permits to access their farms and we discovered that the government lacks any data and they asked us to provide them with the data. In the second closure we asked for permits and they once again asked us to provide them with the data⁽⁴⁸⁾”. Some considered that the defect is within the ministry where experienced staff were referred to retirement and the current experience is only theoretical, with staff hiding behind their desks, meaning that there are no experienced people to prepare the commitments before

(39) Mechanization: The use of modern machines in agriculture.

(40) (M.H) A stakeholder from focus groups in the agriculture sector

(41) (F.R) A stakeholder from focus groups in the agriculture sector

(42) Digitization: the introduction of electronic automation in all areas of agricultural business.

(43) (M.R) A stakeholder from focus groups in the agriculture sector

(44) (S.Y) A stakeholder from focus groups in the agriculture sector

(45) (M.H) A stakeholder from focus groups in the agriculture sector

(46) Work permits from the Ministry of Labor, financing from the Ministry of Finance, Public Works & Housing and project studies referenced to the Ministry of Environment

(47) (F.R) A stakeholder from focus groups in the agriculture sector

(48) (M.R) A stakeholder from focus groups in the agriculture sector

announcing them, which harmed the sector, in addition to the existence of personal interests, the absence of participation, and the weakness of those in charge of managing the situation⁽⁴⁹⁾.

The stakeholders unanimously agreed on a set of recommendations, most notably the abolition of the interest on agricultural loans, the organization of production processes, the approval of the agricultural map, and the provision of real incentives to support farmers financially and morally, including the abolition of taxes on production requirements, assistance in purchasing seeds, technology transfer, agricultural extension, fertilizers and pesticides, solving the problem of national unemployment, and solving the export challenge by canceling high fees and creating a mechanism for transporting agricultural exports to Europe via the national carrier, "Royal Jordanian", at competitive prices. The recommendations also included establishing the Jordan Chamber of Agriculture, starting food processing, and stopping importing goods that are produced in the Kingdom, in addition to, unifying the efforts of scientific and agricultural research, organizing the agricultural sector, and approving a clearly defined agricultural strategy, as well as the need to consult with farmers and their representatives before making decisions. There is also a need to benefit from the State of Country Report issued by the Economic and Social Council⁽⁵⁰⁾, and develop a food security strategy, create a body that unifies the role of farmers⁽⁵¹⁾, and takes the sector into consideration. The Agriculture sector must be considered sovereign, otherwise, we will remain in a vicious circle⁽⁵²⁾.

Most stakeholders stated that the implementation of these recommendations, including reviewing the agricultural lands that have been leased, providing financial and moral support, such as providing agricultural advisory services, supporting small farmers, starting to cultivate desert lands to confront climate change, and treating pollution, in addition to involving university professors, experts and trade unionists to prepare agricultural plans with the introduction of technology such as modern irrigation networks, providing training and counseling for agriculture, especially fish farming, supporting charitable societies' projects by introducing renewable energy to farms, providing water and electricity to farmers, activating the General Farmers Union Law, activating the law on quality unions, facilitating partnerships between the public and private sectors, creating a marketing plan, appointing consultants from specialists and moving away from making any "spontaneous" decisions⁽⁵³⁾. All of the aforementioned recommendations shall be considered a way for the agricultural sector out of its crisis.

(49) (N.M) A stakeholder from focus groups in the agriculture sector

(50) (S.Y) A stakeholder from focus groups in the agriculture sector

(51) (M.H) A stakeholder from focus groups in the agriculture sector

(52) (M.R) A stakeholder from focus groups in the agriculture sector

(53) (A.Z) A stakeholder from focus groups in the agriculture sector

1.5.3 . The Health Sector

While the stakeholders and experts in the health sector considered the difficulty of measuring the extent to which Al-Khasawneh government implemented the commitments it made to the sector, as most of the stakeholders who were interviewed⁽⁵⁴⁾ or through their participation in focus groups⁽⁵⁵⁾ considered that the commitments were insufficient⁽⁵⁶⁾ and did not meet the needs of the health sector⁽⁵⁷⁾. What was implemented from these commitments were “weak”⁽⁵⁸⁾ and “not up to the expectations”⁽⁵⁹⁾ and the health file is “not a priority” for the government⁽⁶⁰⁾. The government’s role has been recently limited to combating the pandemic only, as several stakeholders considered that the government’s performance was good concerning providing vaccinations to citizens⁽⁶¹⁾.

Most of the stakeholders interviewed considered that what the Al-Khasawneh government provided in the health sector was confusing and not an implementation of an obligation to provide support to workers, but rather it is classified within the treatment of the damages of the Covid-19 pandemic⁽⁶²⁾. Stakeholders attributed the reasons for the government’s weak obligations to implementing its commitment to political reasons in terms of the mechanism for the formation of governments (technical reasons⁽⁶³⁾), as the government did not address the roots of the crises, but rather tried to address its consequences, in addition to the lack of a clear health strategy, which led to the deterioration of the sector.⁽⁶⁴⁾

(54) Key telephone interviews on 18/4/2021

(55) Focus groups held with stakeholders in the health sector on 27/4/2021

(56) (M.F) a stakeholder during telephone-based interviews 18/4/2021

(57) (A.T) Focus groups with health sector stakeholders 27/4/2021

(58) (Z. K) (A. S) (N.KH) (M.D) Stakeholders through telephone-based interviews 18/4/2021

(59) (A.A) a stakeholder during telephone-based interviews 18/4/2021

(60) (S.GH) During focus groups with stakeholders in the health sector 27/4/2021

(61) (S.GH) (M.G) (F.SH) (S.Q) during focus groups in the health sector 27/4/2021

(62) (Z. K) (A. S) (N.KH) (M.D) Stakeholders through telephone-based interviews

(63) (M.F) Stakeholders through telephone-based interviews 18/4/2021

(64) (A.A) Stakeholders through telephone-based interviews 18/4/2021

“We were not consulted” is the phrase with which all stakeholders interviewed responded when asked about whether or not the government has consulted commitments with stakeholders.⁽⁶⁵⁾ They expressed their dissatisfaction with this and criticized the government’s absence in terms of health unions, doctors, nurses, pharmacists, or even the private sector and parliament. They also criticized the absence of the government’s effectiveness in executing the defense orders especially order number 23⁽⁶⁶⁾ which is a governmental failure in the face of the private sector⁽⁶⁷⁾. Moreover, most stakeholders criticized the appointments in the health sector in that they do not acquire specialized health personnel and untrained health workers were the ones that got appointed,⁽⁶⁸⁾ in addition to the government resorting to the mechanism of purchasing services and referring health personnel to retirement in such circumstances.⁽⁶⁹⁾ Most of the stakeholders considered that the government’s efforts in the health sector in terms of providing vaccines in all varieties are the government’s duty. Therefore, the efforts made by Al-Khasawneh government to obtain vaccines are undeniable.⁽⁷⁰⁾⁽⁷¹⁾

Most of the stakeholders evaluated the government’s performance as “weak”, and relied in their evaluation on the failure to provide health insurance to citizens⁽⁷²⁾⁽⁷³⁾ and the activation of Defense Law No. (23), the failure to pay the debts of private sector hospitals and drug warehouses⁽⁷⁴⁾, and the financial dependence on

(65) (A.A) (M.F) (Z.K) (F.H) (M.D) (A.B) (A.S) during telephone-based interviews 18/4/2021

(66) Defense Order No. 23 of 2020 issued pursuant to the provisions of Defense Law No. 13 of 1992. Based on the provisions of Article 3 and Article 4 of Defense Law No. 13 of 1992: The Minister of Health is authorized to take possession of any hospital in whole or in part including its facilities and assign its departments and workers to continue operating it to receive patients of covid-19 to be transferred by the Ministry of Health only. Second: The Minister of Health is authorized to set a pricing for the treatment of Covid-19 patients who are being treated at their expense in private hospitals. Third: Whoever violates this defense order shall be punished with imprisonment for a period of no less than three months and not exceeding three years.

(67) (M.F.) from telephone-based interviews with stakeholders 18/4/2021

(68) Health personnel (doctors, nurses, pharmacists, laboratory technicians)

(69) (A.A) (M.F) (Z.K) (F.H) (M.D) (A.P) (A.S) during telephone-based interviews with stakeholders.

(70) (S.GH) (A.T) (M.G) (F.SH) (M.A.) during focus groups with stakeholders in the health sector 26/4/2021.

(71) (A.A.) (M.F) (Z.K) (F.H) (M.D) (A.B) (A.S) during telephone-based interviews with stakeholders.

(72) (A.A.) during the telephone-based interviews 18/4/2021

(73) (A.T) (F.SH) during focus groups with stakeholders in the health sector

(74) (F.H) during the telephone-based interviews 18/4/2021

the Hemmat Watan Fund⁽⁷⁵⁾. Some of them evaluated the government's performance as "moderate", and they reasoned their assessment of the government's continuous efforts to increase vaccination rates, obtain and approve vaccines, and appoint health workers⁽⁷⁶⁾, taking into account the circumstances surrounding the formation of the government and the Covid-19 pandemic, as well as the cabinet reshuffles that affected three health ministers within six months.

The stakeholders presented a set of recommendations, most notably increasing the budget of the Ministry of Health⁽⁷⁷⁾, appointing qualified personnel on permanent contracts⁽⁷⁸⁾, paying the debts of the private sector and drug warehouses, activating Defense Law No. 23, increasing the focus on the health sector in general and not focusing on fighting the epidemic only⁽⁷⁹⁾, providing professional and technical training for medical personnel⁽⁸⁰⁾, accelerate work on establishing a plant for the production of oxygen⁽⁸¹⁾, develop the work of health institutions outside the capital⁽⁸²⁾, make an assessment of the available health technology in the Kingdom⁽⁸³⁾, and develop pharmaceutical industries and monitor their prices⁽⁸⁴⁾, considering that a period of six months is not sufficient to measure the extent of the government's ability to implement its commitments, but rather gives an indicator regarding how to manage the health file in the next stage, especially since the current problems of the health sector have outlived many previous governments.

1.5.4. The Labor and Employment Sector

Most of the stakeholders from the labor and employment sector stated that the commitments issued by Al-Khasawneh government were insufficient and did not meet the sector's needs,⁽⁸⁵⁾ and that the commitments

(75) (M.F) during the telephone-based interviews

(76) (M.D) (F.H) (A.S) (A.A) (A.B) during telephone-based interviews with stakeholders

(77) (M.D) during focus groups with stakeholders in the health sector

(78) (A.A) (M.F) (Z.K) during telephone-based interviews with stakeholders

(79) (F.H) during telephone-based interviews with stakeholders

(80) (F.SH) (M.A) (M.G) (S.Q) During focus groups with stakeholders in the health sector

(81) (M.A) During focus groups with stakeholders in the health sector

(82) (A.T) During focus groups with stakeholders in the health sector

(83) (S.Q) During focus groups with stakeholders in the health sector

(84) ibid

(85) (KH. R) during telephone-based interviews with stakeholders 18/4/2021

that have been implemented are few and do not meet the expectations⁽⁸⁶⁾. Most of the stakeholders interviewed considered that what A-Khasawneh government provided in the labor and employment sector including support for employers, workers, and the affected sectors in the Corona pandemic was insufficient⁽⁸⁷⁾. The government did not address the roots of the crises but rather tried to address their consequences, in addition to the lack of clear plans, which led to the deterioration of the situation in the sector⁽⁸⁸⁾. This is confirmed by one of the results of the survey conducted by RASED on the satisfaction of Jordanians with the government's handling of the labor and employment file, as the percentage of those who are dissatisfied with its performance reached 59.1%.

"No one consulted us" was the phrase with which the majority of stakeholders responded⁽⁸⁹⁾ as they expressed their dissatisfaction with the fact that they were not consulted, and indicated the government's failure towards the sector when it adopted formal -but not essential- measures to address the problems that the sector suffers from⁽⁹⁰⁾. Moreover, only short-term plans were presented and no solutions were provided. The majority of those interviewed criticized the government's absence on the field. The government should have undertaken field visits to gain insight into the reality of the sector. This is further confirmed by one of the results of the survey conducted by RASED in terms of the ministerial team's ability to assume its responsibilities, as 44% of Jordanians believe that the team of the minister was not able to assume its responsibilities during the first 6 months.

The majority of stakeholders said that what the government did by introducing programs in cooperation with the Social Security Corporation and the packages provided by the government to stimulate the labor and employment sector such as the Estedama program,⁽⁹¹⁾ and postponing the repayment of loans owed by borrowers from the Development and Employment Fund is not sufficient to meet the sector's requirements and address the problems it suffers from such as low wages⁽⁹²⁾ and financial defaults. One of the stakeholders from the focus groups mentioned that there is no "war room" in the government that will be able to develop

(86) (S.M) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(87) (S.M) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(88) (A.R) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(89) (A.A) telephone-based interview with stakeholders on 18/4/2021

(90) (S.M) telephone-based interview with stakeholders on 18/4/2021

(91) (S.M) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(92) (M.S) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

a plan that includes a clear work matrix⁽⁹³⁾.

Stakeholders touched on the government's failure to implement its commitments that include empowering unemployed youth, finding real projects to employ them, and providing them with appropriate support⁽⁹⁴⁾. One of the stakeholders said, "The government is using the issue of empowering young people and its care for them and creating job opportunities for the satisfaction of the media only"⁽⁹⁵⁾ without serious work aimed at developing clear plans and strategies to address the problems faced by young people and to provide real alternative solutions⁽⁹⁶⁾.

Most of the stakeholders said that the application of the flexible work system did not have a significant positive impact on empowering women in the labor market and did not contribute significantly to raising the level of their economic participation in the labor and employment sector⁽⁹⁷⁾. They also mentioned that the system was only a formality without any executive grounds⁽⁹⁸⁾. The government must undertake real economic reform, work to achieve the idea of justice⁽⁹⁹⁾, organize a national workshop to ensure the participation of all sectors and trade unions, and set up a national action strategy through which work to achieve the empowerment of Jordanian women in the labor market and omit any discrimination against them to raise the level of their economic participation⁽¹⁰⁰⁾.

"The government was merely a group of employees and they dealt with the issues based on that, not as politicians⁽¹⁰¹⁾." This was a statement made by one of the stakeholders about evaluating the performance of Dr. Bisher Al-Khasawneh's government during the first (6) months since its formation. "The government did not have a clear vision regarding the labor market and the absence of all forms of participation and consultation that the government has committed to," one stakeholder said. Most of the evaluations

(93) (S.M) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(94) (S.M) telephone-based interview with stakeholders on 18/4/2021

(95) (KH. R) telephone-based interview with stakeholders on 18/4/2021

(96) (H.A) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(97) (A.A) telephone-based interview with stakeholders on 18/4/2021

(98) (H.A) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(99) (KH.R) telephone-based interview with stakeholders on 18/4/2021

(100) (KH.A) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(101) (KH. R) telephone-based interview with stakeholders on 18/4/2021

regarding the government's performance "did not meet the requirements" and the government does not have concrete plans and programs on the ground, with the presence of multiple references and the absence of clear plans and strategies⁽¹⁰²⁾. Some of them described the performance as bad, weak, and scattered, especially in terms of the labor and employment sector⁽¹⁰³⁾. Others said that the government's performance cannot be judged in the shadow of the pandemic and its negative effects, which, according to them, affected the extent of the government's implementation of the commitments it undertook towards the labor and employment sector⁽¹⁰⁴⁾.

(102) (S.M) a stakeholder from focus groups for the employment and labor sector on 25/4/2021

(103) (A.A) telephone-based interview with stakeholders on 18/4/2021

(104) (H.H) telephone-based interview with stakeholders on 18/4/2021

**Chapter Two:
Survey of
Citizen Opinions
on Government
Performance in its
First Six Months**

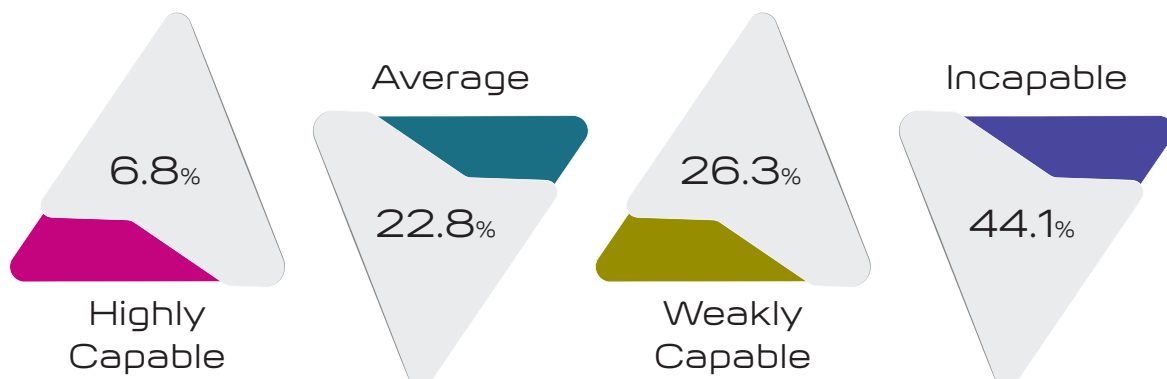
2.1. Introduction

In addition to RASED's work in monitoring government performance, a survey was conducted about the performance of Al-Khasawneh government during the first six months. The survey contained several questions regarding the public's general satisfaction with the government's performance and its ability to assume its responsibilities. Furthermore, the survey contained the Jordanians' input regarding the level of achievement of the government's commitments, which have been presented to address the concept of transparency, covid-19, labor and employment, as well as the level of satisfaction with government e-services. The survey targeted a sample of 2,140 male and female citizens distributed over all governorates.

2.2. Jordanians Input on the Ability of the Ministerial Team to Handle its Responsibilities

The results of the poll showed that 6.8% of Jordanians believe that the ministerial team of Dr. Bisher Al-Khasawneh's government was able to shoulder its responsibilities largely during the first 6 months, while 22.8% of Jordanians believed that the ministerial team was able to shoulder its responsibilities moderately, and 26.3% of Jordanians believed that the ministerial team was able to shoulder its responsibilities in a weak manner. Furthermore, 44.1% of Jordanians believed that the ministerial team was not able to assume its responsibilities during the first 6 months.

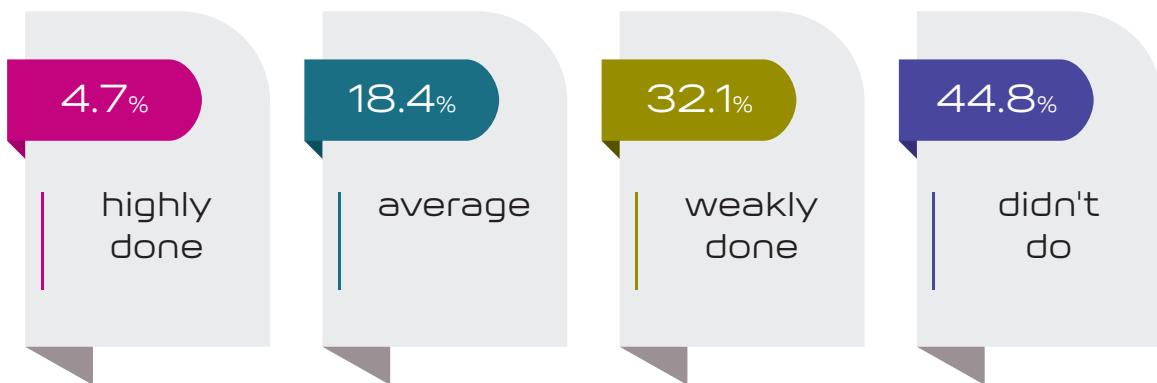
Figure (4): The ability of the ministerial team of the Government of Dr. Bisher Al-Khasawneh to Handle its responsibilities within six months



2.3. Jordanians Input on the Government's Practice of the Principle of Transparency and Access to Information

Regarding the government's practice of the principle of transparency and making information available to citizens and the media, 4.7% of Jordanians believed that the government practiced it largely, while 18.4% of Jordanians believed that the government practiced it moderately, and the percentage of Jordanians who think that the government practiced it poorly reached 32.1%. Finally, 44.8% of Jordanians did not believe that the government practiced the principle of transparency and making information available to citizens and the media.

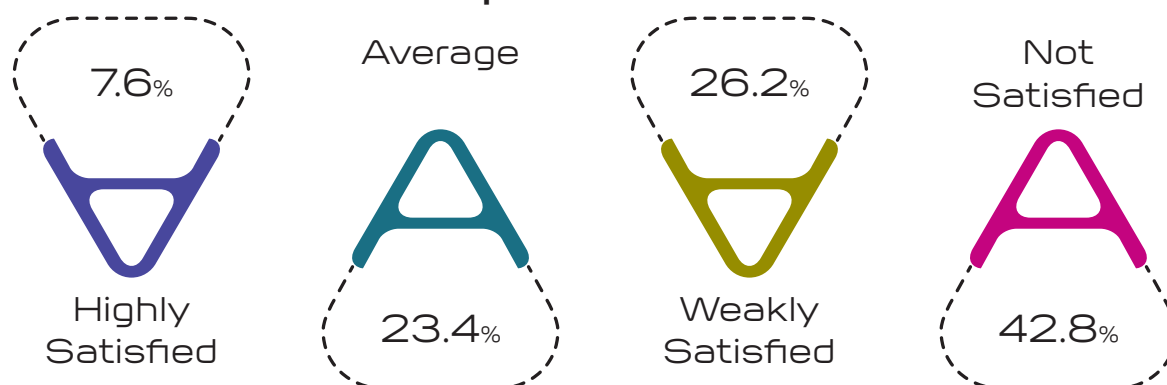
Figure (5): The extent to which the Government of Dr. Bisher Al-Khasawneh exercises the principle of transparency, and make information available to citizens and media within six months



2.4 . Jordanians' Input on the Government's Handling of COVID-19

In terms of the government's handling of the pandemic, the results showed that there was a decrease in the level of citizens' satisfaction with the government's handling of covid-19. During the first 100 days of the government's formation, the public's satisfaction was at a higher rate for 12.3% of Jordanians, while after 6 months it decreased to 7.6%. In the first 100 days of the government's formation, 34.8% believed the government role could be described as moderate but this percentage declined within the next six months to 23.4%. Those who ranked the government with "weak" increased by 2.6%. In the first 100 days, the percentage was 24%, while after 6 months it reached 26.2%. Moreover, the percentage of those dissatisfied with the government's handling of the pandemic reached 42.8% after 6 months when during the first 100 days it was 28.9%.

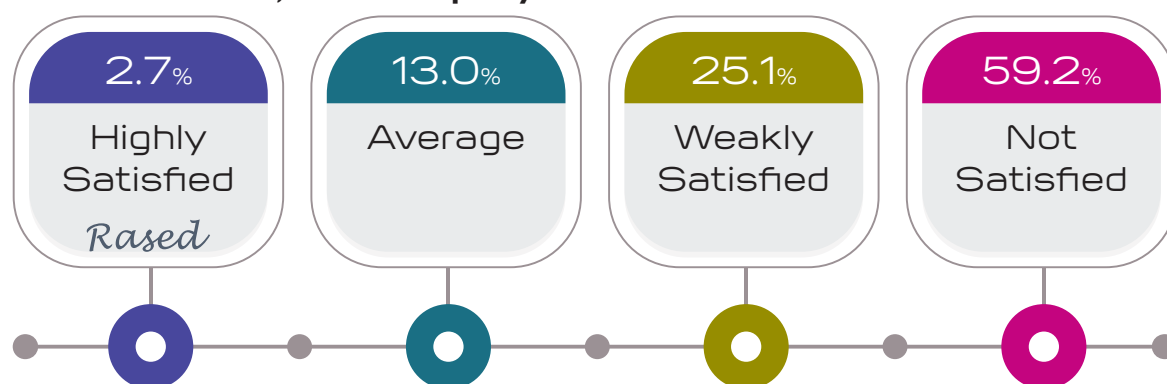
Figure (6):The extent of satisfaction with the government of Dr. Bisher Al-Khasawneh's dealings with Corona pandemic in six months



2.5. Jordanians' Satisfaction with the Government's Handling of the Labor and Employment File

Regarding the satisfaction of the Jordanians with the government's handling of the labor and employment file, it was found that 2.7% of Jordanians were satisfied to a large extent, while the percentage of those who were moderately satisfied reached 13% of Jordanians, and 25.1% of Jordanians were weakly satisfied. The percentage of those who were dissatisfied was 59.2%.

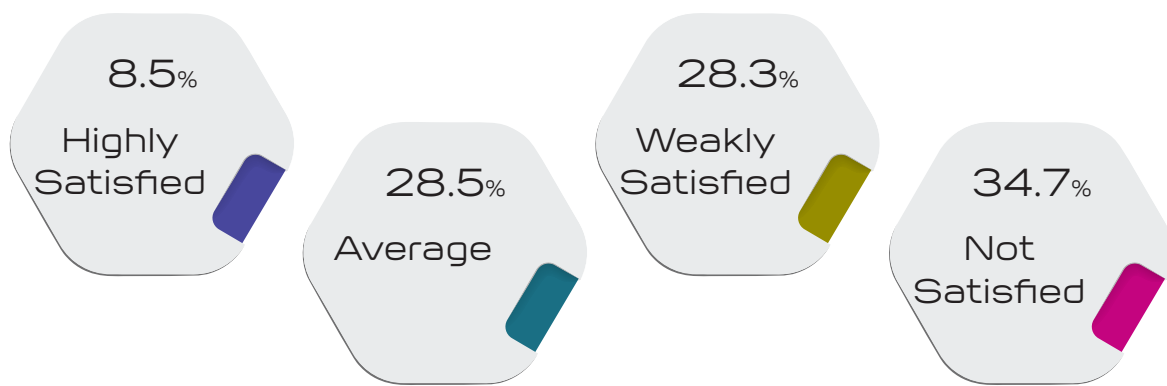
Figure (7):The extent of satisfaction with Dr. Bishr Al-Khasawneh's government dealings with the file of Labor, and employment within six months



2.6 . Jordanians' Satisfaction with the Level of Government e-Services

Regarding the satisfaction of Jordanians with the level of electronic services provided during the first 6 months of the life of the government, it was found that 8.5% of Jordanians were highly satisfied, and 28.5% of Jordanians were moderately satisfied, while the percentage of those who were weakly satisfied was 28.3%, and 34.7% of Jordanians were dissatisfied.

Figure (8):The extent of satisfaction with electronic services provided by Government d. Beshr Al-Khasawneh within six month



**Chapter Three:
Governmental
Decisions Issued
by Al-Khasawneh's
Government in its
First Six Months**

3.1. Introduction

During its first six months, Al-Khasawneh government took a set of decisions. The number of decisions taken by the Cabinet reached a total of 155 decisions. Decisions were collected from official sources published in the Official Gazette, were studied and analyzed based on several main axes.

3.2. The Axes on which the Decisions of Al-Khasawneh Government were Distributed.

The decisions issued by Al-Khasawneh government were distributed as follows: The legislative axis is the highest with a rate of 29% of the total decisions, followed by the financial and economic axis by 23.9%, the administrative axis by 17.4%, the axis of international agreements, treaties, and appointments by 11% for each. Finally, the axis of development and services received 7.7% of the total decisions.

Figure (9): axes of cabinet's decisions for a period of six months



The following is a table showing all the decisions taken by Al-Khasawneh government within six months:

Table (2): Decision issued by the Cabinet within Six Months

No	Decision	Min Axis
1	Approval of a modified system for the environmental protection system in the Aqaba Special Economic Zone for the year 2021.	Legislative
2	Approval of the reasons for the draft amendment of the civil service system for the year 2021	Legislative
3	Approval of the reasons for a draft by law amending the system specifying the provisions of the main regulations for associations for the year 2021	Legislative
4	Settlement of the tax status of (284) companies and taxpayers, according to the principles of settling the pending cases between the taxpayers and the Income and Sales Tax Department.	Financial and economic
5	Granting the Crystal Satellite Broadcasting Company a license to broadcast TV programs by satellite for five years	Administrative
6	Abd al-Fattah Muhammad al-Shalabi appointed General Director of the Jordanian Cooperative Corporation	Appointments
7	Approval of the draft law organizing the general budget and budgets of government units for the year 2021	Legislative
8	Adoption of the income tax system in development zones for the year 2021	Legislative
9	Approval of a draft amendment to the advertisement licensing system within the boundaries of Greater Amman Municipality for the year 2021	Legislative
10	Approval of the tax settlement of 244 companies and taxpayers	Financial and economic
11	Approval of the Memorandum of Understanding between the Jordanian and Kuwaiti government in the field of meteorology, which was signed during the fourth session of the Joint Jordanian-Kuwaiti Higher Committee held in Amman.	International agreements and treaties
12	Extension of the previous decision regarding the exemption of transactions of inheritance transfer and registration fees, exemptions for apartments and land from registration fees and property sale tax until 30/6/2021	Financial and economic

No	Decision	Min Axis
13	Exemption of 80% of the fines for non-renewal of work permits for non-Jordanians wishing to remain in the Kingdom, who obtained work permits that were expired for more than 90 days, until 31/1/2021	Financial and economic
14	Approval of a memorandum of understanding between the Jordanian Ministry of Health and its counterpart in the Federal Republic of Russia, to strengthen cooperation in the fields of health care.	International agreements and treaties
15	Approval of a memorandum of understanding for cooperation in the fields of family affairs and social development with the government of the State of Qatar, in order to strengthen cooperation between the two brotherly countries in the fields of family affairs and social development	International agreements and treaties
16	Extending the previous decision related to correcting the conditions of violating Syrian workers, exempting them from paying the sums involved in issuing work permits, while obliging them to conduct the necessary medical examination, until 31/12/2021	Financial and economic
17	Decision related to health insurance cards, their renewal, approval of dispensing medicines and letters of expired medical exemptions.	Development and services
18	Memorandum of understanding between the Ministry of Digital Economy and Entrepreneurship in Jordan and the Ministry of Transport, Communications and High Technology of the Republic of Azerbaijan for cooperation in the fields of information and communication technology as well as postal services, with the aim of exchanging information and experiences in related fields	International agreements and treaties
19	Memorandum of Understanding with the Cabinet of Bosnia and Herzegovina on cooperation in the fields related to youth	International agreements and treaties
20	Stop direct and indirect (transit) passenger flights from the United Kingdom, from today until the third of next month (January 2021)	Administrative
21	Approval of a draft law amending the investment law for the year 2020	Legislative
22	Adoption of protocols to institutionalize procedures for the enforcement of the law ensuring the right to access information, and circulate it to ministries, institutions and government departments to adhere to accordingly.	Legislative

No	Decision	Min Axis
23	Adoption of the Jordanian policy for artificial intelligence 2020, and circulating it to ministries, institutions and government departments to adhere to it accordingly.	Administrative
24	Approval of an amending system for salaries and allowances for public security personnel for the year 2020	Legislative
25	Adoption of a modified system for the judicial service system for military judges and their allowances for the year 2020	Legislative
26	Approval of a modified system for the procurement system for the Civil Consumer Association for the year 2020	Legislative
27	Extending the deadline date for non-Jordanian workers to leave the kingdom to benefit from the exemptions granted to them until 5/31/2021	Administrative
28	Approval of the Companies' Liquidation System for the year 2020	legislative
29	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between taxpayers and the Income and Sales Tax Department, to settle the tax status of 770 companies and taxpayers.	Financial and economic
30	Agreeing to exempt those with scholarships from public universities from financial fines , regardless of their percentage, according to a set criteria	Administrative
31	Approval of increasing the amount allocated to the Emergency Expenditures Fund to confront the Corona pandemic, so that the ceiling of the fund becomes (JD100 million)	Financial and economic
32	Approval of the recommendations of the committee set up to study the tax distortions related to industrial production inputs, represented by reducing the general sales tax imposed on the production inputs of several foodstuffs in varying proportions.	Financial and economic
33	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 284 companies and taxpayers.	Financial and economic
34	Approval of the declaration of a marine reserve in the Gulf of Aqaba on 8/12/2020, to be the first marine reserve in the Kingdom	Development and services

No	Decision	Min Axis
35	Engineer Hussain Mahidat appointed as Secretary-General of the Ministry of Local Administration	Appointments
36	Approval for the government to bear the rate of 2% of the interest imposed on tourist guides' loans that were previously granted to them through the Central Bank's program to support small and medium enterprises	Financial and economic
37	Amending the previous decision regarding group and individual loans and rescheduling individual loans provided by the Development and Employment Fund	Financial and economic
38	Approval of an amended system for the equivalency of certificates for the secondary school certificate for the year 2020	legislative
39	Approval of a modified system for the Artistic and Cultural Movement Support Fund for the year 2020	legislative
40	Approval of a modified system for the administrative organization system of the Ministry of Culture for the year 2020 , for the purpose of integrating the Royal Cultural Center within the structure of the Ministry, and transforming it into an organizational unit in it	legislative
41	Approval of the system for canceling the administrative organization system of the Royal Cultural Center for the year 2020.	legislative
42	Appointment of Dr. Muhammad Al-Halaiqa as the part-time Executive Chairman of the Economic and Social Council	Appointments
43	Approval of the administrative organization system of the Ministry Of Awqaf And Islamic Affairs for the year 2020	legislative
44	Acceptance of the resignation of the Head of the Investment Authority, Dr. Khaled Al-Wazni	Appointments
45	Assigning the Secretary-General of the Investment Authority, Faridoun Hartouga, to act as acting head of the Investment Authority	Appointments
46	The retirement of the Secretary-General of the Ministry Of Water And Irrigation Eng. Ali Subuh, , upon his request	Appointments
47	Approval of the draft general budget law and the draft budget of government units for the fiscal year 2021	legislative

No	Decision	Min Axis
48	Approval of an amended bylaw for the Jordanian Tourist Restaurant System for the year 2020	legislative
49	An agreement with the government of the Republic of Singapore to end double taxation in relation to income taxes, and to prevent and avoid tax evasion.	International agreements and treaties
50	Restructuring of the Board of Directors of the Radio and Television Corporation by appointing Ghaith Fadel Tarawneh as full-time chairman, with the membership of Director-General of the Radio and Television Corporation, Director of Moral Guidance, President of Artists' Association, Syndicate of Journalists, Najeh Abu Al-Zein, Yusr Hassan, Muhammad Yunus Al-Abadi and Dr. Khalaf Al-Tahat	Appointments
51	Prof. Azmi Mohafaza is appointed as a member of the Higher Education Council for the academic category.	Appointments
52	Appointment of Professor Maysa Baydoun as a member of the Higher Education Council for the academic category.	Appointments
53	Appointment of Dr. Shaher Shawabkeh as Director-General of the Department of Statistics	Appointments
54	The issuance of the Islamic Centers Regulation No. (107) of 2020	Legislative
55	The implementation of the first phase of the military service program was postponed due to the repercussions of the Corona epidemic.	Administrative
56	The issuance of a modified system for the environmental classification and licensing system for the year 2020.	Legislative
57	Restructuring a number of ministerial committees specialized in dealing with the Corona pandemic and mitigating its repercussions and effects.	Administrative
58	Approval of the National Center for Epidemics and Communicable Diseases Regulations for the year 2020.	Legislative
59	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 170 companies and taxpayers.	Financial and economic

No	Decision	Min Axis
60	Memorandum of Understanding regarding higher education and scientific research with the Ministry of Higher Education and Scientific Research in the Republic of Iraq for the years 2020-2025	International agreements and treaties
61	Approval of the reasons for the draft amendment system for the Jordanian Armed Forces officers for the year 2020	legislative
62	Approval of the reasons for the draft amendment system for the Jordanian Armed Forces personnel for the year 2020	legislative
63	Approval of the reasons for the draft amendment system for the system of equivalency certificates from the secondary school certificate level for the year 2020	legislative
64	Agreeing to cancel service charges on imported oil derivatives via transit (through land ports).	Financial and economic
65	Amjad Al-Adayleh appointed as Jordan's ambassador in the Arab Republic of Egypt, and Jordan's permanent representative to the Arab League	Appointments
66	Approval of the administrative organization system for the Procurement Department for the year 2020, given the issuance of Procurement System No. 28 of 2019	legislative
67	Approval of a modified system for the procurement system for the civil consumer organization for the year 2020.	legislative
68	Inclusion of the Aqaba Special Economic Zone by Resolution No. (9073), which includes reducing customs fines.	Financial and economic
69	Increasing the hours of the night curfew starting today, Monday, so that it starts for establishments from nine in the evening, and for individuals from ten in the evening until six in the morning.	Administrative
70	Exempting the owners and practitioners of the tourism professions licensed by the Aqaba Special Economic Zone Authority from license renewal fees, and any fees and financial allowances and land wages resulting from failure to renew the license or pay wages during the year 2020, in addition to reducing the allowance for waste collection and sanitation by 50 percent for one time only	Financial and economic

No	Decision	Min Axis
71	Exempting the owners and practitioners of the tourism professions who renewed the license for the year 2020 with the Aqaba Special Economic Zone Authority from the license renewal fees, and any fees, financial allowances and land wages resulting from the renewal of the license or the payment of wages during the year 2021, in addition to reducing the allowance for all waste and sanitation by 50 percent During 2021.	Financial and economic
72	Applying the decision to reduce customs fines imposed according to the provisions of the Customs Law on open customs data (under the consumption status in the Aqaba Special Economic Zone) and considering all goods within the contents of these data restricted and not prohibited.	Financial and economic
73	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between taxpayers and the Income and Sales Tax Department, to settle the tax status of 355 companies and taxpayers	Financial and economic
74	Memorandum of Understanding between the Ministry of Agriculture and the Ministry of Agriculture, Fisheries, and Food in the Kingdom of Spain regarding cooperation in the agricultural field, with the aim of strengthening cooperation between the two countries in the agricultural fields, by sharing information, experiences and modern technologies.	International agreements and treaties
75	The issuance of a silver and bronze commemorative coin to celebrate the 100th anniversary of the founding of Jordan	Administrative
76	Approval of a draft law amending the Dental Association Law of 2020	legislative
77	Approval of an amending system for the king Abdullah Design and Development Bureau for the year 2020	legislative
78	Approval of amendments to the basis for settling the requirements of the taxpayer and the Income and Sales Tax Department for the year 2020	Financial and economic
79	Dr. Wael Al Hayajneh appointed Secretary General for Epidemics and Communicable Diseases at the Ministry of Health, and named Head of the Corona file in the Kingdom	Appointments
80	Approval of the national plan for the elements of the intangible cultural heritage for the years 2020-2024.	Administrative

No	Decision	Min Axis
81	Approval of an amended system for appointing to leadership positions for the year 2020.	Legislative
82	Approval of a modified system for the administrative organization system of the Ministry of Health for the year 2020	Legislative
83	Agreeing to consider the healthcare project submitted by the Saudi Jordanian Investment Fund to be covered by the provisions of Jordan Investment Fund Law No. (16) of 2016	Development and services
84	Approval of the private affairs system for those insured in the military for the year 2020	Legislative
85	Naming the Minister of State for Media Affairs, Ali Al-Ayed, as the official spokesperson for the government	Administrative
86	Approval of a draft amendment system for the Jordanian Armed Forces officers for the year 2020	Legislative
87	Approval of a draft amendment system for the Jordanian Armed Forces personnel for the year 2020.	Legislative
88	Approval of the terms of reference document for the organizational structure to follow up the implementation of the ten-year strategy for inclusive education.	Administrative
89	Forming a committee headed by the Prime Minister and membership of several competent ministers to undertake the tasks of drawing and defining policies and strategies for inclusive education for people with disabilities and overseeing the strategy and its implementation plan.	Administrative
90	Approval of reducing work permit fees for non-Jordanian workers working in the agricultural and bakery sectors by 200 dinars out of 400 dinars for 3 months from its date.	Administrative
91	Assigning the Minister of Labor and Minister of State for Investment Affairs to raise a perception within two months of the new mechanism to be followed to manage the file of non-Jordanian labor permits and the necessary solutions to ensure that the demand for a reduction in work fees or any other exemptions for this sector is not repeated	Administrative

No	Decision	Min Axis
92	Agreeing to continue granting Jordanian telecom companies (Zain, Orange and Umniah) free additional radio frequencies (35 MHz for mobile communications and 10 MHz for fixed communications until 31/1/2021.	Development and services
93	Approval of exempting the debtors of the Jordanian Cooperative Corporation with 100 percent of the fines and legal interest owed by them, amounting to about 1.8 million dinars, provided that the loans owed by them are repaid until the end of the year 2021	Financial and economic
94	Approval of the agreement on the security link between the Ministry of Interior in the Hashemite Kingdom of Jordan and the Ministry of Homeland Security in the United States of America and its annex.	International agreements and treaties
95	Approval of the government security program agreement to be concluded between the Ministry of Digital Economy and Entrepreneurship and Microsoft.	International agreements and treaties
96	Approving the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 549 taxpayers,	Financial and economic
97	Approval of the instructions on the management of the Risk Account for the year 2021 issued in accordance with the provisions of Article (20 / D) of the Petra Development and Tourism Region Authority Law of 2009.	legislative
98	The retirement of the Director General of the Department of Antiquities , Yazid Alian, upon his request.	Administrative
99	Approval of the administrative organization system of the Civil Service Bureau for the year 2021 AD, in line with the new tasks entrusted to the Bureau in accordance with the provisions of the Civil Service Regulation No. (9) of 2020	legislative
100	Approval of extending the financial receipts for work permits for domestic workers and the procedures related to these receipts for 4 months, starting from 3/1/2021.	Administrative

No	Decision	Min Axis
101	Approval of a cooperation agreement between the Ministry of Planning and International Cooperation, Ministry of Industry, Trade, and Supply in the Kingdom, and the International Finance Corporation on a project to reform business registration and licensing of \$ 3.5 million	International agreements and treaties
102	Approval of a memorandum of understanding with the government of the Republic of South Africa on bilateral consultations between them. Under the agreement, the two parties agree to hold regular bilateral consultations at the level of senior officials to strengthen and deepen their bilateral relations and exchange views on regional and international issues.	International agreements and treaties
103	Approval of the reasons for the draft law amending the Law of the Jordanian Armed Forces Martyrs Fund - the Arab Army and Security Services for the year 2021.	Legislative
104	Approving the reasons for a draft amendment to the reserved vehicles system for the year 2021 and sending it to the Bureau of Legislation and Opinion for approval.	legislative
105	Approval of the decision of the Board of Directors of the Jordan Group for Free and Development, Zones which includes reducing the land wage fines owed by free zone investors by 50 percent.	Financial and economic
106	Approval of canceling the financial claims issued by the Customs Department such as import fines allowance for vehicle data cleared at Amman Customs Center, whose value exceeds 10,000 dinars before 21/9/2020.	Financial and economic
107	Approval of the Board of Directors' decision of the Aqaba Development Corporation that includes proposals to address the effects of the Corona pandemic on investment in the Aqaba Special Economic Zone.	Development and services
108	Approval of the implementation of the previous decision regarding exemption of tenants of municipal property and the Greater Amman Municipality from the period of work stoppage, so that the decision includes exempting tenants of ADC properties from the period of work stoppage and according to the period itself with a maximum of 25% of wages for the year 2020 and exempting any of the tenants of 25% in the event that he pays the amount due from previous years before the end of the business day 28/12/2021.	Financial and economic

No	Decision	Min Axis
109	Approval of a revised system for the judicial system for military judges and their bonuses in the General Intelligence Directorate for the year 2021.	legislative
110	Approving the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 360 companies and taxpayers,	Financial and economic
111	Approval of a set of measures that included exemptions and postponement of dues for several sectors and economic activities, to sustain their work and mitigate the repercussions of the Corona pandemic	Financial and economic
112	Approval of a draft law amending the Companies Law for the year 2021	Legislative
113	Approval of a cooperation agreement between the Ministry of Planning and International Cooperation, the Greater Amman Municipality, and the International Finance Corporation on a building permit reform project.	International agreements and treaties
114	Approval of an agreement for cultural cooperation between the government of the Hashemite Kingdom of Jordan and the government of the Islamic Republic of Afghanistan.	International agreements and treaties
115	Approval of the recommendations of the committee charged with developing a plan to address the impact of the Corona epidemic on the housing sector.	Development and services
116	Approving the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 639 companies and taxpayers.	Financial and economic
117	Approving the adoption of the second of March of every year as a day for the city of Amman, as part of the celebration of the 100th anniversary of the founding of Jordan.	Administrative
118	Approval of the granting of a discount on taxes, fees, returns, compensation, and exemption from fines for the benefit allocated to the Ministry of Local Administration and the Greater Amman Municipality.	Financial and economic
119	Granting a discount to taxpayers of (20%) in the case of cash payment, and (25%) in the case of electronic payment, until the end of 30/6/2021.	Financial and economic

No	Decision	Min Axis
120	Exemption of tenants of municipal property and the Amman Municipality at a rate of (25%) from their wages for the amounts paid until the end of 30/6/2021.	Development and services
121	Reducing the number of board members in several government-owned companies.	Administrative
122	The abolition of the Board of Directors of the Aqaba Transport and Logistics Services Company, and its management directly from the Board of Commissioners in the Aqaba Special Economic Zone Authority / Transportation Directorate, due to the presence of a department specialized in transportation.	Administrative
123	Approving the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the outstanding issues between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 709 companies and taxpayers,	Financial and economic
124	Approval of principles and criteria for defining and preserving the urban heritage for the year 2021	Development and services
125	Approval of a memorandum of understanding between the Ministry of Education and the Arab Theater Authority in the Emirates, to develop the role of theater in the school framework and activate it at the national level, and to enhance cooperation and exchange of experiences between the two sides in this field.	International agreements and treaties
126	Approval of a draft law amending the Jordanian Armed Forces Martyrs Fund - the Arab Army and the security services law for the year 2021.	legislative
127	Approval of an amended system for the recognition and equivalency of non-Jordanian higher education institutions for the year 2021	legislative
128	Approval of the issuance of commemorative postage stamps on the occasion of the 100th anniversary of the founding of Jordan.	Administrative

No	Decision	Min Axis
129	Assigning all ministries, public and official institutions, government departments, bodies, authorities, Greater Amman Municipality, municipalities and shared services councils to take the necessary measures to exempt closed sectors according to defense orders, instructions, decisions and reports issued pursuant to them from licensing and buildings fees and land tax incurred by them during the year 2021 in proportion to the period of closure .	Development and services
130	Approval of the national framework document to reduce the cases of child labor and beggars, and a guide to procedures for dealing with the cases of child labor and beggars for the year 2021.	Administrative
131	Approving the reasons for the draft administrative organization system of the National Center for Cybersecurity for the year 2021 and sending it to the Legislation and Opinion Bureau for approval.	legislative
132	Acceptance of the resignation of the Director-General of Customs, Abdul Majeed Al-Rahmaneh.	Administrative
133	Approval of a draft law amending the money exchange business law for the year 2021.	legislative
134	Approval of the Agricultural Workers' Law for the year 2021, given the special working conditions for agricultural workers	legislative
135	Approval of the release of 30 percent of the investment taxi and Momayaz taxi offices, provided that the liberated cars, whose ownership was transferred in the names of individuals, continue to operate and manage them from the licensed offices, based on the instructions, foundations, and conditions for granting permits and licenses to taxi offices and cars operating under their management for the year 2013.	Development and services
136	Approval of submitting a tender to banks operating in the Kingdom, to provide government transfers to ministries and public institutions in foreign currencies, for a period of 3 years	Financial and economic

No	Decision	Min Axis
137	Approval of a number of recommendations received from the Investment Council, in accordance with the provisions of Article (19 / B / 1) of the Investment Law No. (30) of 2014.	Administrative
138	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the pending cases between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 483 companies and taxpayers,	Financial and economic
139	Supporting the Central Bank of Jordan programs related to providing liquidity and financing existing projects to support small and medium enterprises in light of the Coronavirus pandemic.	Financial and economic
140	Approval of the tax settlement of 894 companies and taxpayers	Financial and economic
141	Amending the foundations for settling outstanding issues between taxpayers and the Income and Sales Tax Department for the year 2019.	Financial and economic
142	Approval of a memorandum of understanding between the Ministry of Education, the Supreme Council for the Rights of Persons with Disabilities and GIZ	International agreements and treaties
143	Approval of the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the pending cases between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 982 companies and taxpayers,	Financial and economic
144	Accepting the resignation of the Secretary-General of the Ministry of Health for Epidemiology and Communicable Diseases, Dr. Wael Al Hayajneh, who is in charge of the Corona file.	Appointments
145	The dissolution of municipal councils, local councils, and the Greater Amman Municipality, starting today, corresponding to the 31st of March 2021.	Administrative
146	Forming committees to manage municipalities and the Amman Municipality Council during the next stage.	Administrative

No	Decision	Min Axis
147	The ministries, official departments, institutions, and public bodies will suspend their work on Sunday, corresponding to the eleventh of next April, on the occasion of the hundredth anniversary of founding the Kingdom, and to declare April 16 as a national day for the Jordanian flag.	Administrative
148	Considering the expired health insurance cards automatically renewed for state employees and retirees, who deduct the value of the health insurance subscription from them on a monthly basis, until 31/12/2021 without the need to visit the issuing offices.	Development and services
149	Approval of a memorandum of understanding with the German Federal Employment Agency / Federal Republic of Germany on cooperation in the field of work, to exchange experiences and special information in the field of labor	International agreements and treaties
150	Approving the recommendations of the Settlement and Reconciliation Committee, formed according to the principles of settling the pending cases between the taxpayers and the Income and Sales Tax Department, to settle the tax status of 331 companies and taxpayers,	Financial and economic
151	retirement of the Director-General of the Media Commission, Dr. Theeb Al-Qarra, upon his request.	Appointments
152	Retirement of the General Director of the Land Transport Regulatory Commission, Salah Al-Lawzi, as he has reached the legal age.	Appointments
153	The appointment of Sharhabeel Madi as deputy chief commissioner of the Board of Commissioners of the Aqaba Special Economic Zone Authority	Appointments
154	Appointment of Dr. Nidal Majali as a member of the Board of Commissioners of the Aqaba Special Economic Zone Authority	Appointments
155	Exempting Jordanians and Arabs from entrance fees for archaeological and tourist sites, during their visit to these sites, tomorrow, Sunday, the day of the Kingdom's main celebration of the centenary of the establishment of Jordan	Development and services

Chapter Four:
Defense Orders and
Statements Issued
by Al-Khasawneh
Government within
Six Months

4.1 .Introduction

The reporting team worked on tracking all defense orders issued under the Defense Law that were published in the Official Gazette or the amendments and announcements issued regarding previous defense laws. These orders were analyzed into major axes. The announcements and instructions published in the Official Gazette and issued pursuant to defense orders were also collected.

4.2 . The Number of Defense Orders and Announcements Issued by Al-Khasawneh Government and the Axes to which they were Distributed

Al-Khasawneh government issued 8 defense laws and 20 subsequent statements of previous defense laws, which were distributed among the axes as follows: the axis of the rule of law received 33%, followed by the axes of development and services and the axis of economic reform by 28% (each), followed by 8% for the axis of human rights and judiciary support, and 3% to the axis of administrative reform.

Figure (10): Defense Laws issued by Dr. Bishr Al-Khasawneh within six months

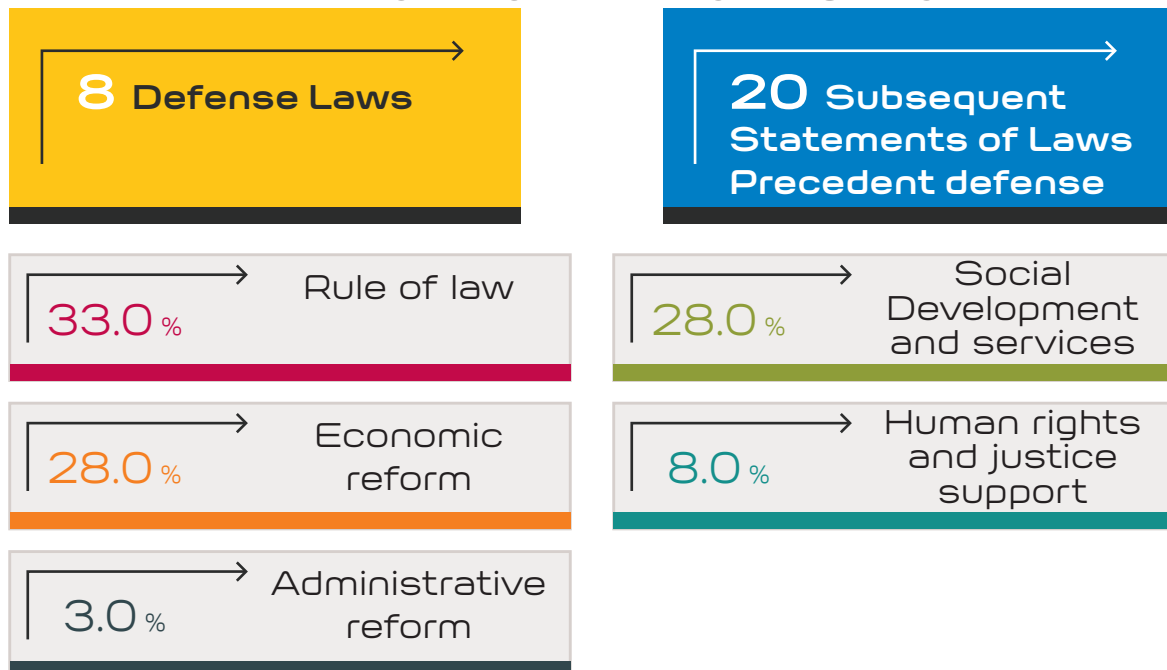


Table (3) Defense Laws

No	Text of Law/Announcement	Type3	Axis	Issue Date
1	Announcement No. 11 based on the provisions of Defense Order 19 of 2020 regarding the government's plans to prevent the spread of the epidemic	Announcement	Rule of Law & Human Rights	1/11/2020
2	Announcement No. 12, based on the provisions of Defense Order 19 of 2020, related to preserving the health system and limiting the spread of the epidemic	Announcement	Development & Services	7/11/2020
3	Announcement No. 13, based on the provisions of Defense Order 6 of 2020, regarding payable workers' wages	Announcement	Economic Reform	8/11/2020
4	Announcement No. 14 based on the provisions of Defense Order 19 of 2020 regarding the extension of the voting period in the Kingdom	Announcement	Rule of Law & Human Rights	10/11/2020
5	Defense Order 21 of 2020 to ensure the continuation of the right of litigation and the regular functioning of the courts	Defense Order	Rule of Law & Human Rights	14/11/2020
6	Defense Order 22 to increase penalties for holding, organizing, and participating in gatherings	Defense Order	Administrative Reform/Anti-Corruption	15/11/2020
7	Announcement No. 15 based on the provisions of Defense Order 19 of 2020 regarding the closure of facilities and penalties for violations	Announcement	Rule of Law & Human Rights	15/11/2020
8	Defense Order No. 23 of 2020 authorizes the Minister of Health to hand over any hospital to receive Corona patients	Defense Order	Development & Services	17/11/2020
9	Announcement No. 16 based on the provisions of Defense Order 24 of 2020, related to the Estidama / Social Security Program	Announcement	Economic Reform	26/12/2020

No	Text of Law/Announcement	Type3	Axis	Issue Date
10	Announcement No. 17 based on the provisions of Defense Order 24 of 2020 regarding the continuation and expansion of the programs of the Social Security Corporation	Announcement	Economic Reform	26/12/2020
11	Announcement No. 18 based on the provisions of Defense Order No. 6 of 2020 regarding compensation for the most affected workers	announcement	Economic Reform	30/12/2020
12	Announcement No. 19 based on the provisions of Defense Order 6 of 2020 concerning the establishment of work system and the curfew for individuals	Announcement	Development & Services	30/12/2020
13	Announcement No. 20 based on the provisions of Defense Order No. 19 of 2020 concerning the establishment work system and canceling some clauses	Announcement	Development & Services	14/1/2021
14	Defense Order No. 25 of 2021 issued on the basis of the provisions of Defense Law No. (13) of 1992 to review the procedures and measures taken by it during the implementation of the Defense Law in a manner that achieves the public interest of penalties for violations of preventive measures	Defense Order	Rule of Law & Human Rights	27/1/2021
15	Announcement No. 21 based on the provisions of Defense Order No. 19 of 2020 concerning the Facilities Work System	Announcement	Development & Services	31/1/2021
16	Notice No. 22 based on the provisions of Defense Order 24, in response to requests submitted by individuals and enterprises in debt to the Social Security Corporation to pay their debts	Announcement	Economic Reform	7/2/2021

No	Text of Law/Announcement	Type3	Axis	Issue Date
17	Announcement No. 23 based on the provisions of Defense Order 19 of 2020 regarding the opening of universities	Announcement	Development & Services	20/2/2021
18	Notice No. 24 of 2021 based on Defense Order 19 of 2020 regarding travel times for individuals	Announcement	Rule of Law & Human Rights	24/2/2021
19	Defense Order No. 26 regarding the emphasis on prevention measures, social distancing, wearing masks, and toughening penalties for violators, as follows.	Defense Order	Rule of Law & Human Rights	25/2/2021
20	Announcement No. 25 of 2021 based on the provisions of Defense Order 6 of 2020 regarding the wages of workers not benefiting from the Estidama program	Announcement	Economic Reform	28/2/2021
21	Notice No. 26 of 2021 based on the provisions of Defense Order 19 of 2020 regarding penalties for violators of the curfew and closure of facilities	Announcement	Rule of Law & Human Rights	10/3/2021
22	Announcement No. 27 of 2021 based on the provisions of the Defense Order for the year 2020 regarding the closure of facilities	Announcement	Rule of Law & Human Rights	10/3/2021
23	Announcement No. 28 of 2021 based on the provisions of Defense Order 19 of 2020 regarding the extension of some provisions and clauses	Announcement	Rule of Law & Human Rights	28/3/2021
24	Announcement No. 29 of 2021 based on the provisions of Defense Order 19 of 2020 regarding the movement of individuals	Announcement	Rule of Law & Human Rights	11/4/2021
25	Announcement No. 30 of 2021 based on the provisions of Defense Order 19 of 2020 amending Articles 3 and 5	Announcement	Economic Reform	11/4/2021

No	Text of Law/Announcement	Type3	Axis	Issue Date
26	Defense Order No. (27) for the year 2021 issued under the provisions of Defense Law No. (13) for the year 1992. To take the necessary measures to maintain public health	Defense Order	Development & Services	11/3/2021
27	Defense Order No. 28 of 2021 issued under the provisions of Defense Law No. 13 of 1992 to alleviate overcrowding in correction and rehabilitation centers and prevent the spread of the Corona epidemic in them, taking into account the financial and economic conditions resulting from the epidemic	Defense Order	Economic Reform	29/3/2021
28	Defense Order No. 29 of 2021, issued under the provisions of Defense Law No. 13 of 1992 to emphasize the government's role in supporting sectors that have been affected by the Corona pandemic, specifically the tourism sector, and to help this sector secure cash liquidity and mitigate the damages incurred by it so that it can recover.	Defense Order	Development & Services	7/4/2021

Chapter Five:
Activities of
Members of
Al-Khasawneh's
Government during
the First Six
Months since
its Formation

5.1. Activities

The reporting team worked on tracking all the activities of the members of the Al-Khasawneh government since its formation six months ago. The collected activities were derived from trusted sources. The total activities of all government members reached 1,141 activities. Moreover, six field visits were made by the Prime Minister. Both the Minister of Agriculture and the Minister of Water and Irrigation had the highest number of field activities, with 63 each, followed by the Minister of Social Development with 50 activities. Below is a table showing the activities that were counted according to each ministry.

Table (4): Activities of Members of Al-Khasawneh Government during Six Months

Ministry	In Office	In Field	Total
Prime Minister	10	6	16
Health	13	22	35
Interior	18	17	35
Education	20	15	35
Political and Parliamentary Affair	20	37	57
Minister of State for Media Affairs	0	19	19
Justice	16	7	23
Energy and Mineral Resources	4	6	10
Finance	0	7	7
Awqaf And Islamic Affairs	1	29	30
Culture	11	45	56
Environment	19	32	51
Minister for Public Performance Development	0	6	6
Water & Irrigation	41	63	104
Labor	23	42	65
Industry Trade & Supply	32	26	58
Agriculture	59	63	122
Higher Education and Scientific Research	29	6	35

Ministry	In Office	In Field	Total
Public Works & Housing	20	30	50
Local Administration	3	17	20
Tourism	27	26	53
Planning & International Cooperation	14	3	17
Foreign Affairs and Expatriates	58	14	72
Social Development	16	50	66
Youth	17	25	42
Digital Economy And Entrepreneurship	10	11	21
Transport	26	10	36

**Chapter Six:
Comparison
Between
Al-Khasawneh's
Government and
Previous
Governments**

Figure (11): a comparison between the government of Dr. Bishr Al-Khasawneh and Dr. Omar Al-Razzaz



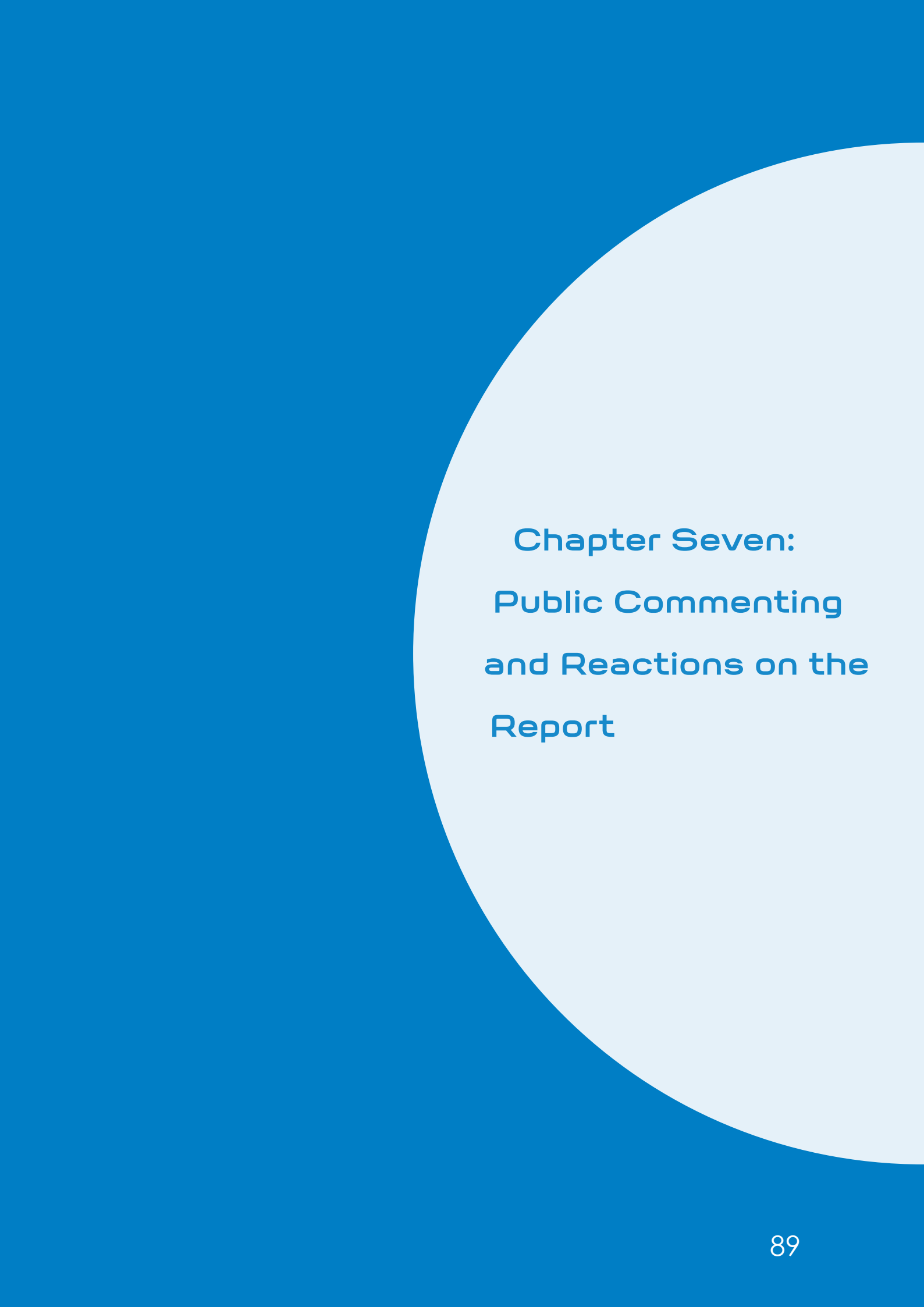
	Government of Dr. Bisher Al-Khasawneh	Government of Dr. Omar Razzaz
		
Number of ministers	40	36
Number of obligations	171	114
% of completed commitments	10.0%	15.7%
% of commitments in progress	57.0%	55.4%
% of commitments not started	33.0%	28.9%
Number of decisions	155	189

Figure (12): A comparison between Dr. Bishr Al-Khasawneh's government regarding the last three governments

Dr. Bisher Al-Khasawneh	Dr. Omar Razzaz	Dr. Hani Al-Mulqi	Dr. Abdullah Al-Nsour
2021/4/12 -2020/10/12	2018/12/14-2018/6/14	2017/3/28-2016/9/28	2013/9/30 -2013/3/30
			
40 Ministers	36 Ministers	36 Ministers	32 Ministers
			
3 Female Ministers	8 Female Ministers	2 Female Ministers	3 Female Ministers



Chapter Seven: Public Commenting and Reactions on the Report

7.1 Public Commenting

Within the framework of the continuous work of the reporting team in the process of increasing community participation in monitoring the government's performance, the Center extended the opportunity for the public to comment and provide input on the report. This chance was made available immediately after the completion of the press conference held to announce the results of the initial report on 5/2/2021. The public had the chance to contribute to this report for a period of two weeks by utilizing the report's content on the center's website and social media platforms. The Center also called on the government to comment on the report.

Key findings of the Analysis of Citizens' Comments and the Government's Reactions to the Report:

7.1 The Public's Input on the Performance Report of Al-Khasawneh Government for Six months

The majority of the comments were consistent with the findings of the report: The citizens' negative perspective in terms of the low level of confidence in the performance of Al-Khasawneh government during the first six months of its formation. Examples include what was mentioned as an expression of the government's failure to implement its various commitments related to the rest of the sectors. "The government's performance was not as hoped for. There is no harmony within the government. The government's main focus revolves around the pandemic. Another commentator addressed the government's commitment to strengthening fieldwork, saying, "Economically, the government was not successful in its decisions, the government was unable to tangibly improve the citizen's situation on the ground. We urge the ministers to come down off their high horses and sympathize with citizens' concerns, which have become the concerns of an entire nation. Let them fear God for what remains of the citizen's dignity."

Several comments by many citizens touched on the noticeable absence of harmony and participatory work among the members of Al-Khasawneh government, and the absence of a clear action plan. One commentator said, "The lack of clear and precise plans in addition to the lack of coordination between ministries, leads to confusion in implementation." This is what has been confirmed by the report's findings. In terms of the extent of the satisfaction with the government's handling of the labor and employment sector, one of the comments stated: "The same approach, unfortunately, there is no significant progress or improvement in terms of the unemployment economy, encouraging projects, creating job opportunities and obliterating the media ".

In terms of the government's ability to assume its responsibility and implement its commitments, the majority of commentators agreed that it failed to achieve well-implemented commitments. Another commentator added: "There is no positive or tangible change on the country status and the people's conditions are descending from bad to worse. God help us." "Only words with no actions". Unfortunately, poverty and unemployment remain on top of the list. "These are prestigious governments without real actions that follow their own interests and stop there. God, help the people, and God help you, my country. Every government or Senate looks the same. We hope the government will monitor their words and actions and instill the fear of God in their conscious. The government must be on the field and not an office. They should take to the streets to check on the people and their living conditions and see how the country is doing to make things better. This is a reflection of the government's failure to implement its commitment to combating poverty and unemployment."

Some of the collected suggestions indicated that the report should include an evaluation of the government's performance in combating corruption and limiting the spread of negative demonstrations at various levels, as well as an assessment of the extent of the government's commitment to promoting a sense of true citizenship and raising the level of social security. With this regard, we confirm taking into account all comments, opinions and suggestions made by the public about the report, and studying them for the sake of development and advancement in the preparation of subsequent reports.

7.2 Government's Comments and Reactions to the Report

The reporting team, in the early stages of preparing the report, communicated with the government represented by the various ministries regarding the issued commitments, and the government's responses were limited. After the key findings of the report were published to the media at the press conference, the reporting team received many calls from the government, which facilitated communicating with the Prime Minister's Media Advisor, the Minister of Political and Parliamentary Affairs, and the Minister of State for Legal Affairs, stressing their readiness to cooperate and coordinate in future reports by working to increase the government's response to inquiries related to its performance and the level of its implementation. These governmental reactions constitute a major step forward in the process of establishing public accountability and oversight over government performance, which is the core of the report.



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