

# Agenda



- **The Study Context**
  - Jordan
  - Public Administration Structure in Jordan
  - Jordan E-Government Development Index (EGDI)
- **Assessing Municipalities/Cities Portals in Jordan**
- **Study Results**
- **Study Recommendations**

# Jordan



- Jordan, officially the Hashemite Kingdom of Jordan, a small country size in the Middle East.
- Jordan is a constitutional monarchy based on the constitution promulgated on January 8, 1952
- The country has an area of 89,213 square kilometers, with approximately **75%** of that space being taken up by desert.
- **10.40 million** population in 2021 (**481,319 in 1950**). Around 49% are female.
- The youth (15 to 29 years old) make about 63 % of the population (UNICEF 2020).
- **91.5 %** of the population (9.46 million) is urban (**37% in 1950**).
- Amman, the capital and largest city of Jordan, which has about 4 million people (**40% of the total population**)

# Jordan



- Jordan is a natural resource-poor, with limited agricultural land, no oil resources and a scarce water supply. (Jordan is the second most water-scarce country in the world. less than 100 cubic meters per capita/ year, one of the lowest levels worldwide)
- Jordan is an upper middle-income country
- Gross domestic product (GDP)= **45.35 USD billion (2021)**
- Jordan's National Government Debt of **48.5 USD billion** represents 108% of the GDP (Feb 2022)
- The country lies at the center of one of the most volatile (turbulent) regions in the world.
- **Jordan is stable and peaceful among the countries in a turbulent region**

# Jordan: A Safe Haven for Millions of Refugees



- Jordan host 3 million refugees and asylum seekers registered with UNHCR from 57 different nationalities (UNCHR, 2019)
- 2,307,011 registered Palestine refugees live in Jordan, the largest number of Palestine refugees of all UNRWA fields. Most, but not all, have full citizenship.
- 760,000\* Syrian refugees are currently registered with UNHCR in Jordan. Only 17 % live in refugee camps, with the majority living in towns and cities across the Kingdom.
- Jordan is the second largest refugee host per capita worldwide (one out of 3 residents of Jordan is a refugee)

UNCHR | United Nations High Commissioner for Refugees

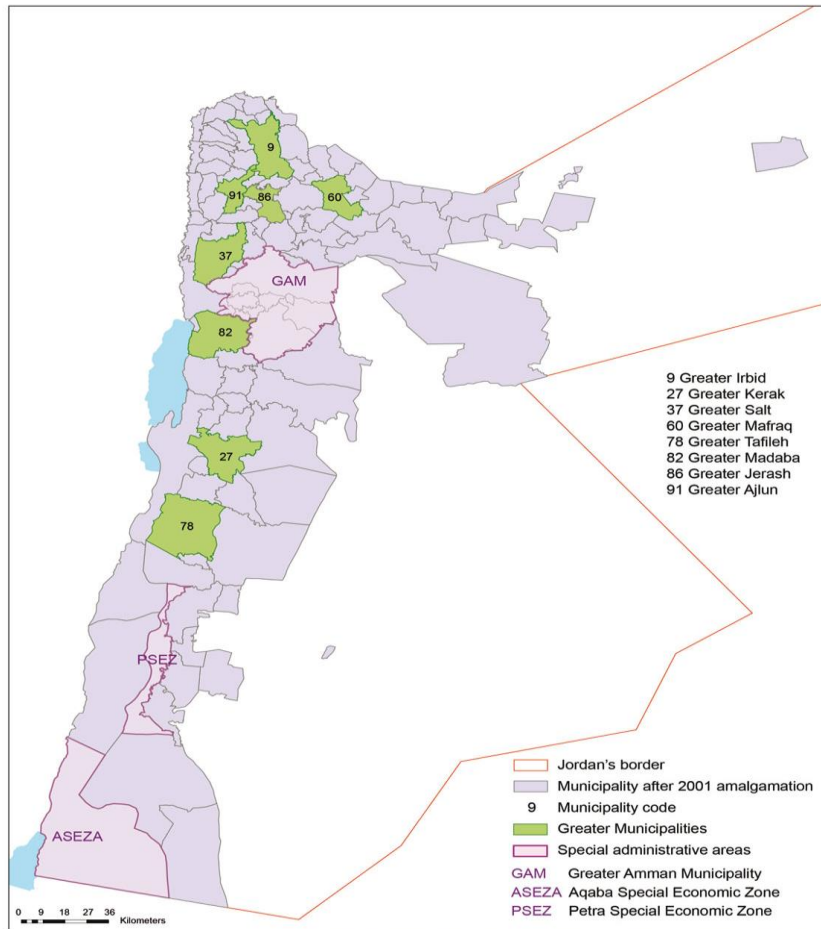
UNRWA | United Nations Relief and Works Agency for Palestine Refugees.

\*(1,400,000 refugees, unofficial records)

Palestinian Refugees, 1948. Public Domain. From Wikimedia Commons

A Syrian refugee family crosses into Jordan, at the Hadalat border crossing in January © AFP (2016)

# Public Administration Structure in Jordan



(Source Ministry of Municipal Affairs 2008. Conception and design Ababsa 2012)

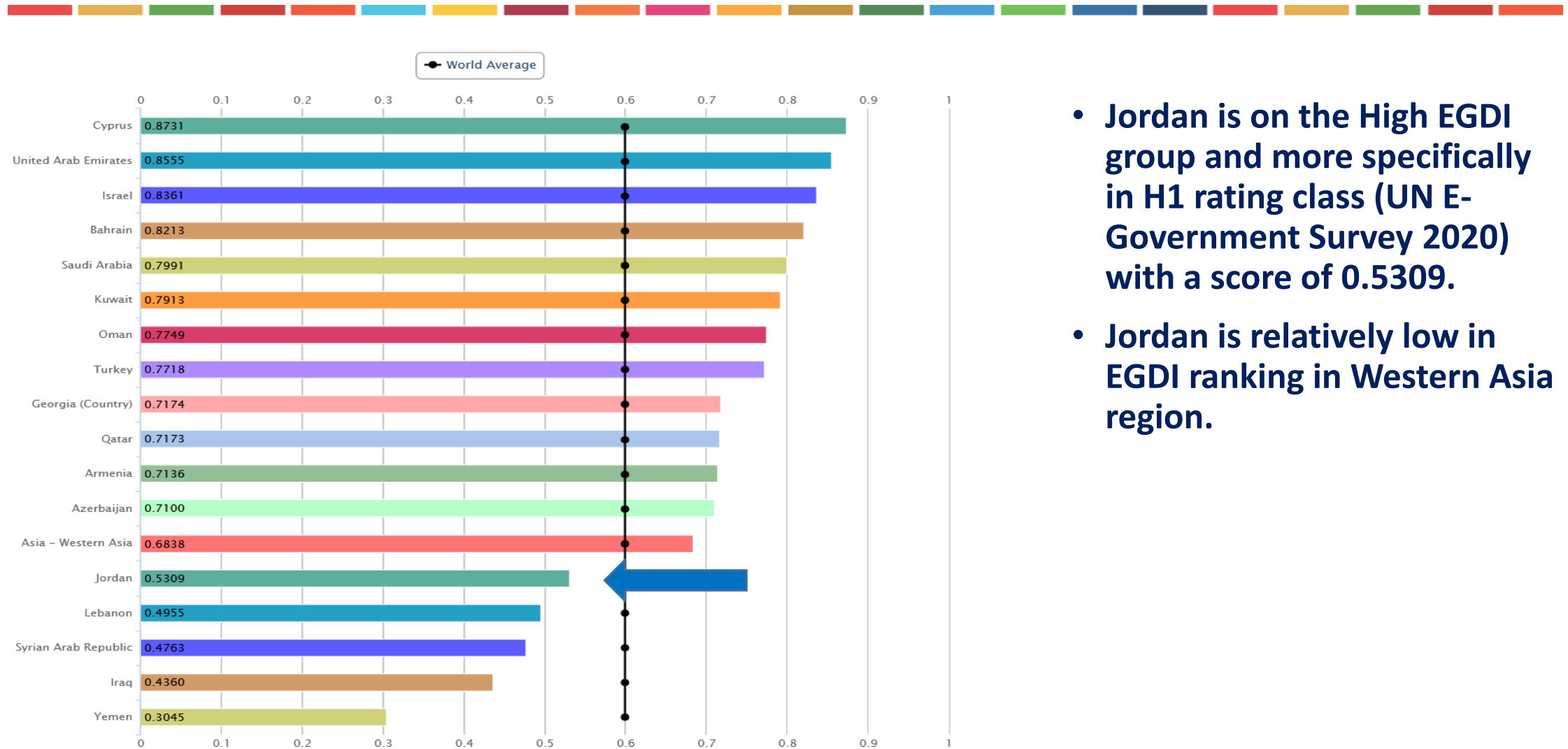
- Local governance operates on two complementary administrative levels in Jordan: governorates under the Ministry of Interior, and municipalities under the Ministry of Local Administration
- 12 governorates comprised of 104 municipalities (4-year elected mayor and 6 to 11 councilors)
- Four categories of municipalities: Governorate centers; District centers; Caza centers, and finally, a fourth category for all other municipalities in the country.
- The majority of Jordanian municipalities are in deficit (**\$451 million /January 2022**)
- The main item of expenditure is salaries, which constitute more than half and up to 84 percent of expenditure.

# Public Administration Structure in Jordan



- Jordan is considered to be one of the countries with the most centralized administration and government services usually provided by ministries (national level).
- According to the Municipal **Act, No. 29 of 1955**, 39 functions belong to municipalities' responsibilities. Municipalities are responsible **for urban planning, public health, education, culture, sport, public safety, etc.** However, the range of their responsibilities is now greatly limited to manage **solid waste management, street lighting, storm water drainage, public markets, and others.**
- Municipalities face great challenges to perform those functions due to the weakness of their financial, human resources, managerial, and technical capabilities.
- **2015 Decentralization Law and Municipality Law**, is an important step towards promoting a more bottom-up approach to the identification of service needs and policy priorities.

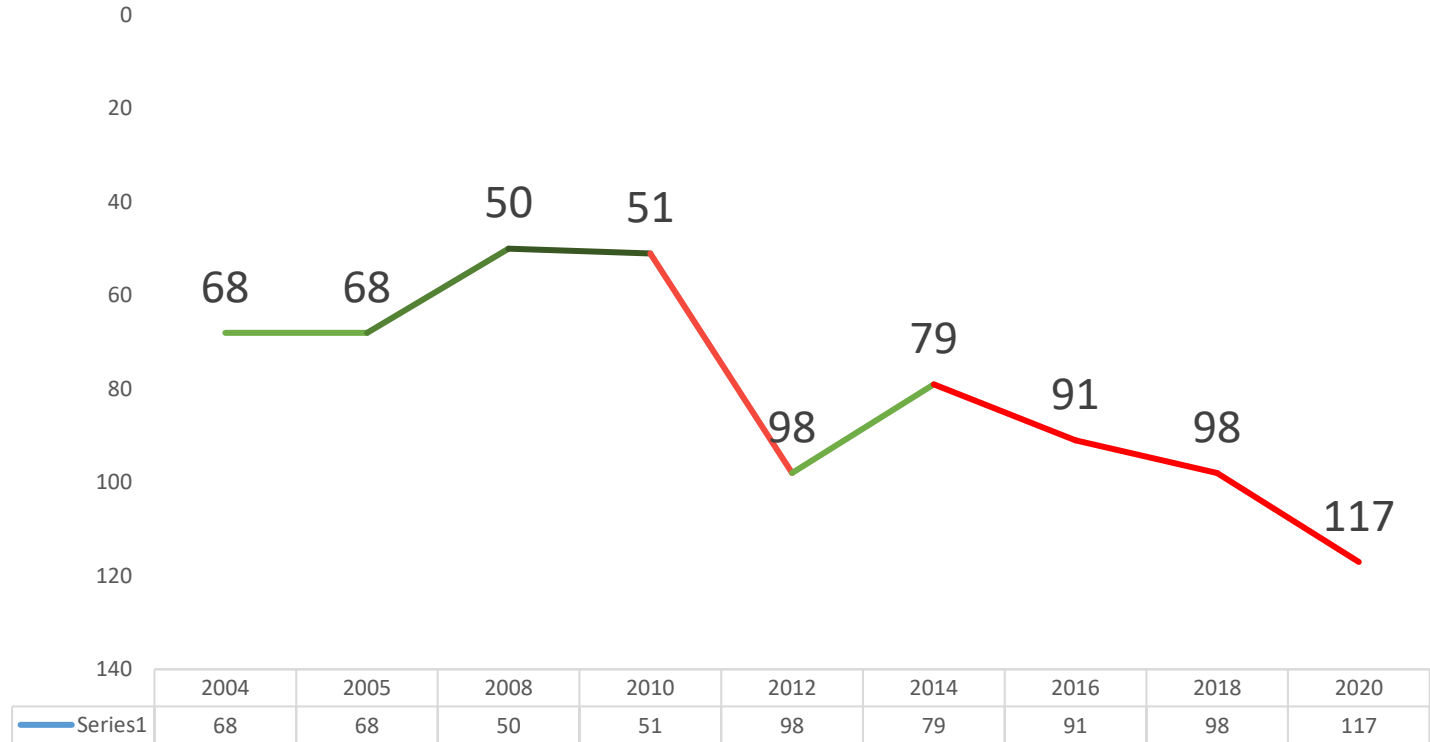
# Jordan E-Government Development Index (EGDI)



- Jordan is on the High EGDI group and more specifically in H1 rating class (UN E-Government Survey 2020) with a score of 0.5309.
- Jordan is relatively low in EGDI ranking in Western Asia region.

# Jordan World Ranking

E-Government Development World Ranking for Jordan, according to UN EGDI



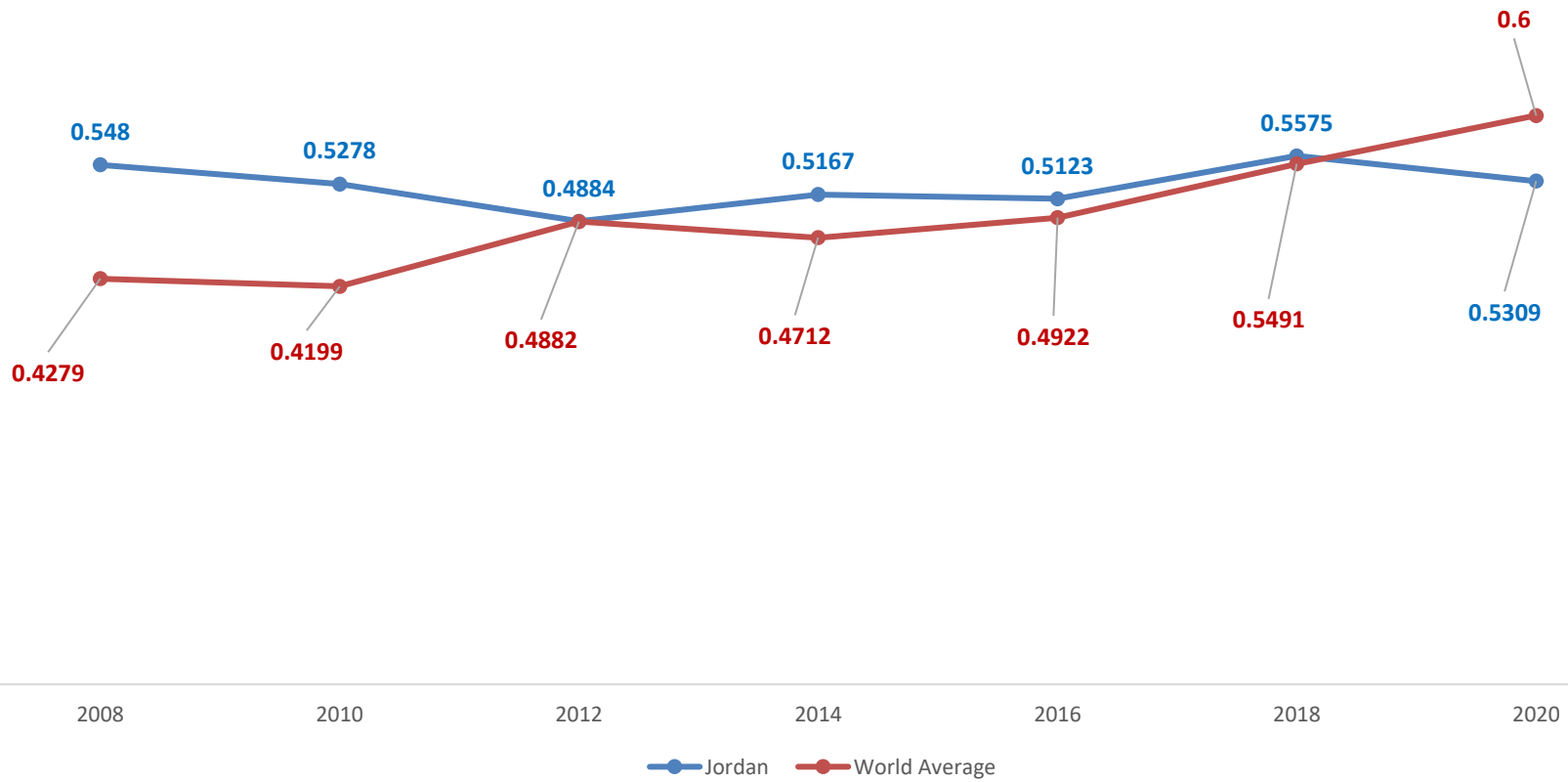
- Jordan's E-Government Development Index score is regressing in recent years.
- Jordan had moved upwards from 68th in 2004 to 50th in 2008
- However, Jordan dropped in ranking during 2008-2020 when the country finally ranked at 117 place in 2020, from 50th place in 2008, according to EGDI.



# Jordan: EGDI Values



EGDI Value (2008-2020)



During the years 2008 to 2018, Jordan slightly outperforms the EGDI's world average. However, in 2020, Jordan's EGDI value is less than the EGDI's average world.

# 2020 Local Online Service Index for Amman



- In 2020 LOSI assessment (UN Survey) Jordan's largest city, Amman, scored 0.3865 which places it in the Middle LOSI group, 47th of 86 cities.
- Amman score extremely lower than world, region, and sub region leader cities

# Assessing Municipalities Portals

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19  
Cities

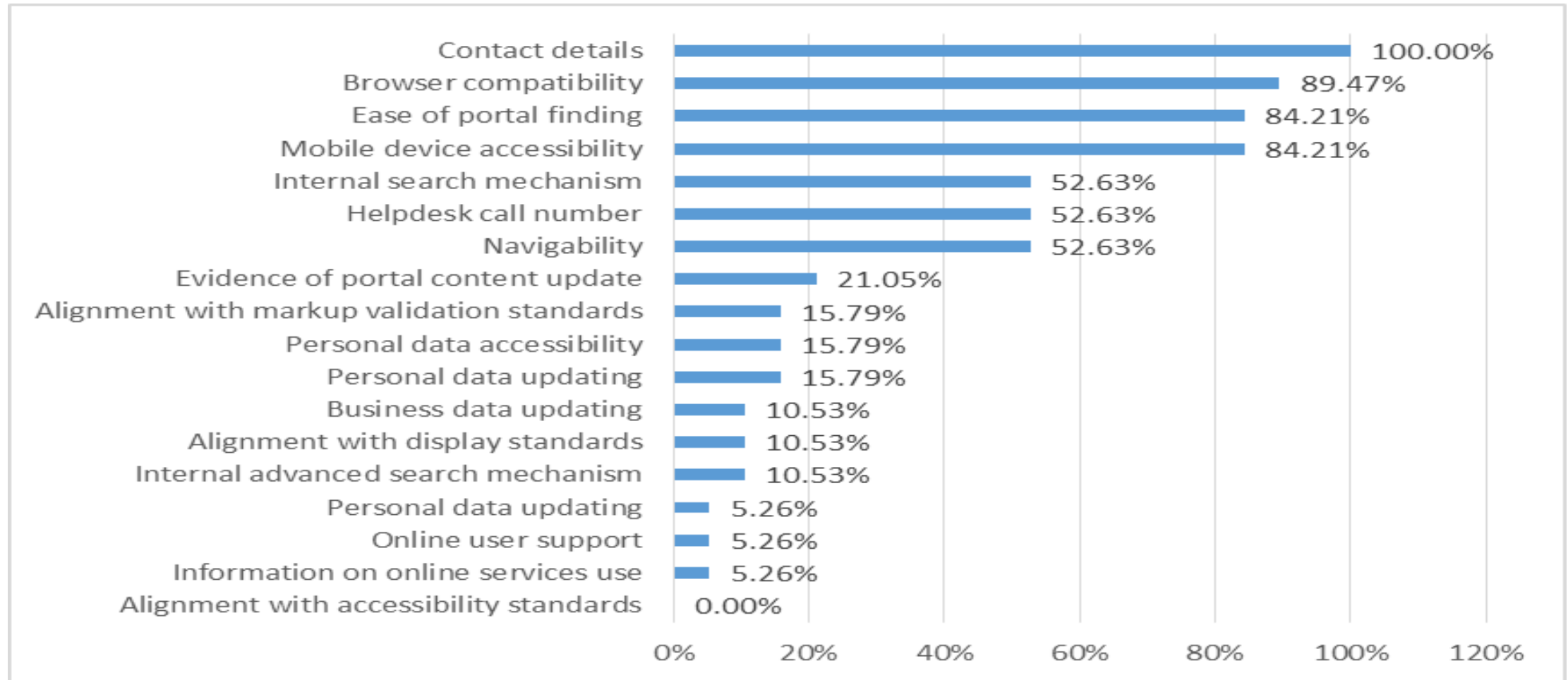
9  
Cities represent  
governorate  
centers

10  
Cities represent  
district centers

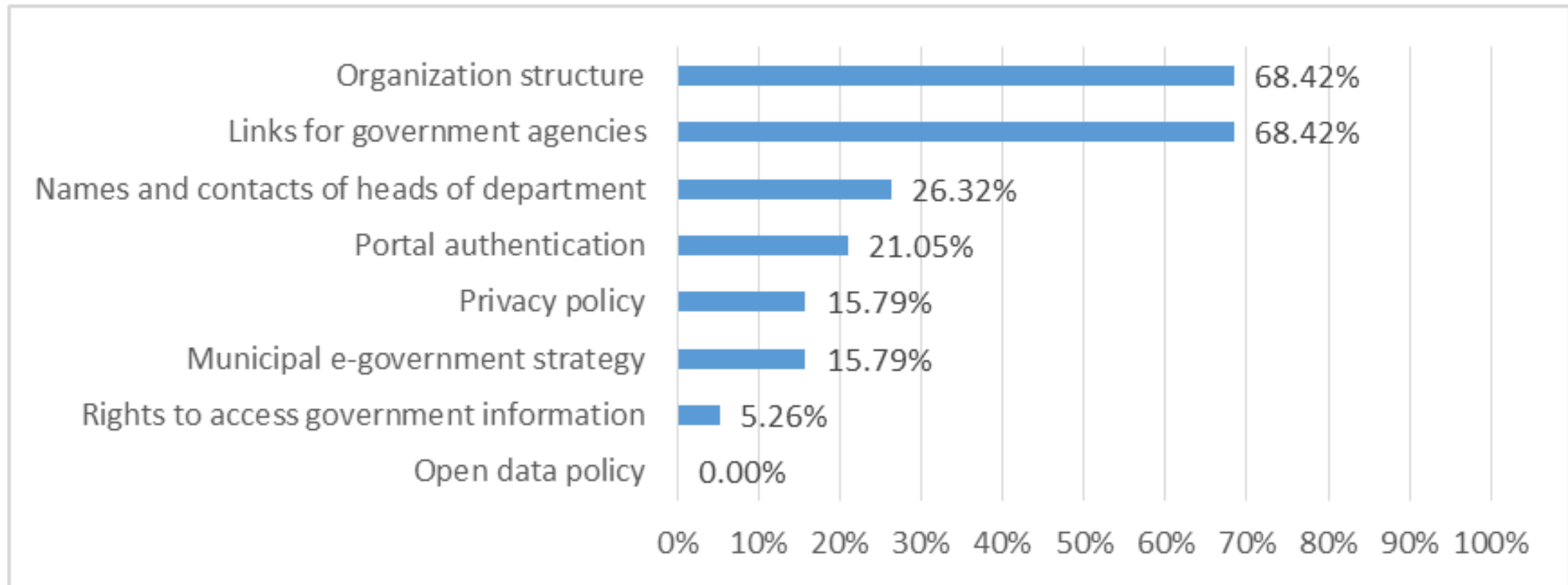
70 of 86  
indicators

- **16 out of 86 indicators were not included in the assessment since those services are not provided by local governments in Jordan. Of those, 15 belong to Services Provision criterion and one to Participation and Engagement criterion.**

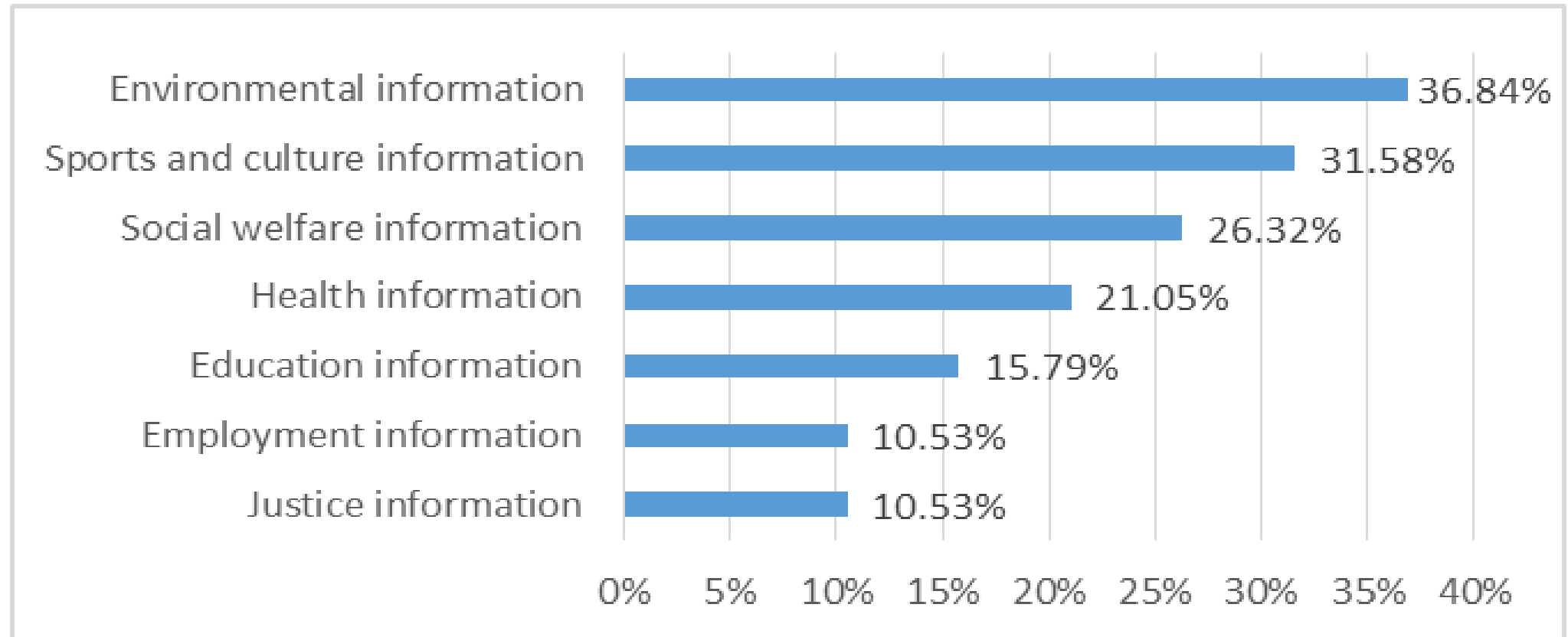
# Results Analysis\Technology



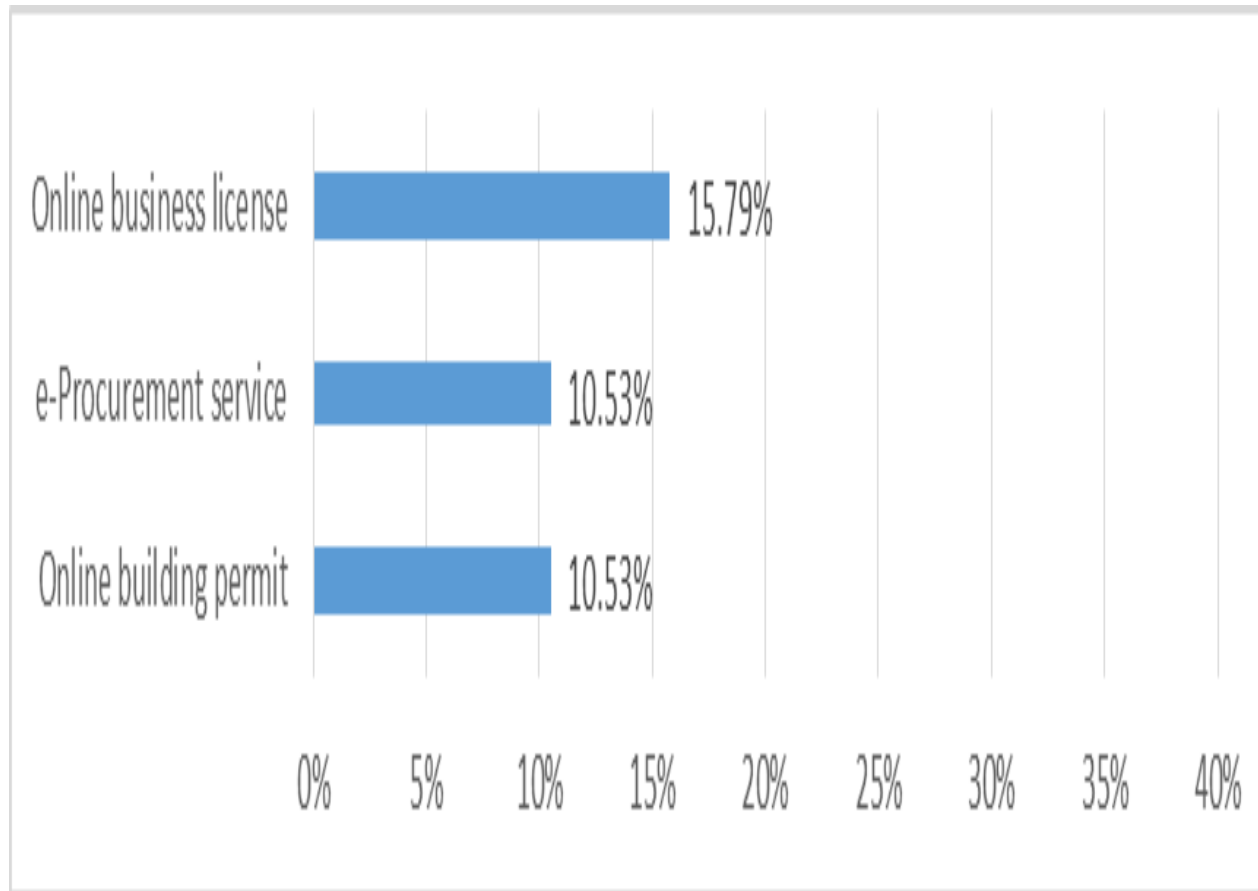
# Results Analysis\Institutional Framework



# Results Analysis\Content Provision by Sectors

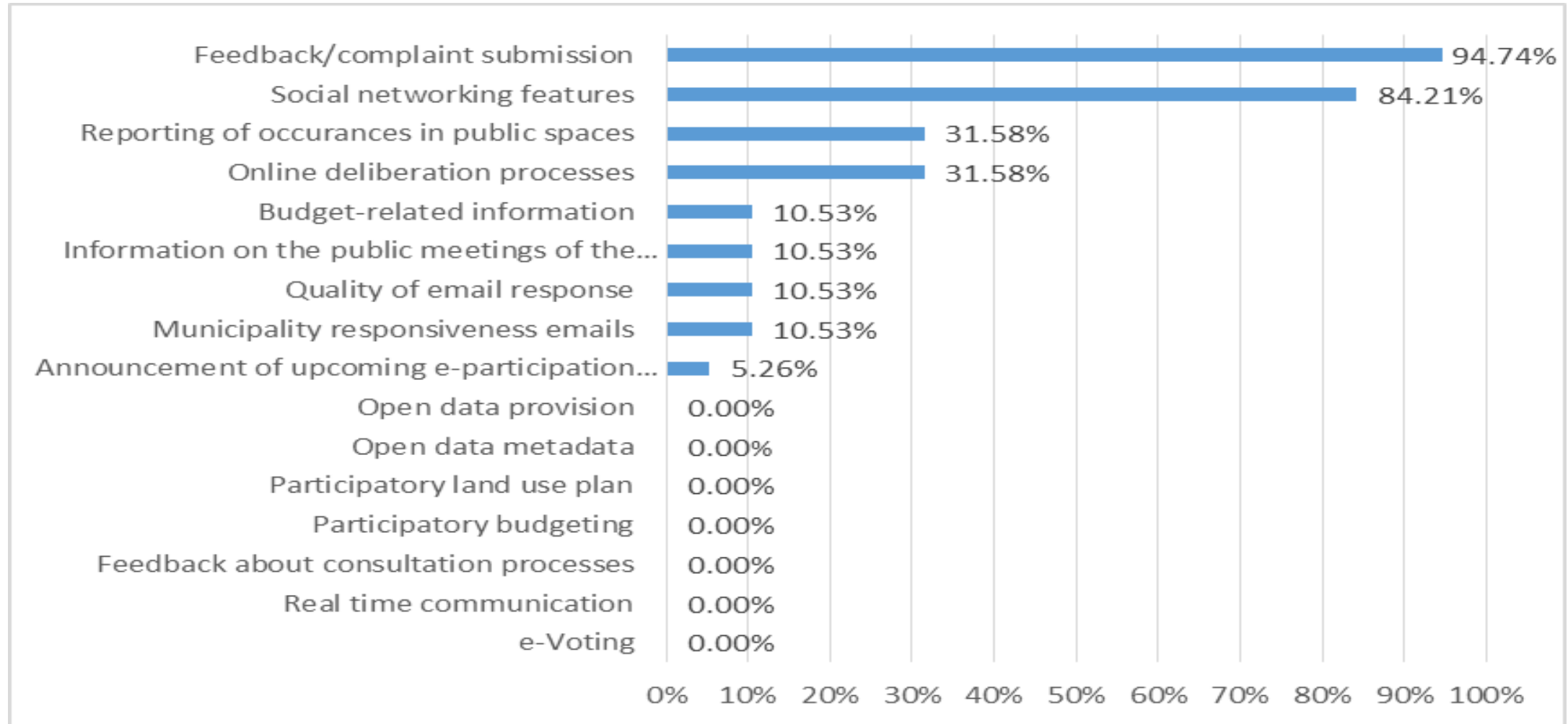


# Results Analysis \ Services Provision



Several services, although not included in the LOSI methodology, they are a part of municipalities' services and responsibilities in Jordan and they can be online requested/applied via municipalities' websites. Those services include for example **tree pruning, lighting maintenance, trash cart placement, rodent control, and speed bump requests.**

# Results Analysis\Participation and Engagement





# Jordan Cities in the LOSI 2022

City	Score	Rank	LOSI Group	Type and Region
Amman	0.57	1	High LOSI	Central*
Irbid	0.36	2	Middle LOSI	Northern *
AlZarqa	0.34	3	Middle LOSI	Central*
AlMafraq	0.34	3	Middle LOSI	Eastern*
Maan	0.31	5	Middle LOSI	Southern*
<b>AlQuweera</b>	<b>0.29</b>	<b>6</b>	<b>Low LOSI</b>	<b>Southern**</b>
<b>AlHashmiyyeh</b>	<b>0.21</b>	<b>7</b>	<b>Low LOSI</b>	<b>Central**</b>
Jerash	0.21	7	Low LOSI	Northern*
AlFuhays	0.20	9	Low LOSI	Central**
Madaba	0.20	9	Low LOSI	Central*
AlDolail	0.20	9	Low LOSI	Central**
Sahab	0.20	9	Low LOSI	Central**
Naour	0.19	13	Low LOSI	Central**
AlJeeza	0.19	13	Low LOSI	Central**
Ainalbasha	0.19	13	Low LOSI	Central**
AlRussifah	0.17	16	Low LOSI	Central**
<b>AlKarak</b>	<b>0.17</b>	<b>16</b>	<b>Low LOSI</b>	<b>Southern*</b>
<b>AsSalt</b>	<b>0.16</b>	<b>18</b>	<b>Low LOSI</b>	<b>Central*</b>
Deiralla	0.11	19	Low LOSI	Central**

\* represent governorate centers.

\*\* represent district centers

# Main Conclusion



- **The study shows that most of the Jordanian municipalities' websites have considerable performing limitations in the LOSI assessment criteria, specifically on those related to service provision, technology, and citizens' engagement features.**
- **All Jordanian municipalities, except Amman (capital), were ranked at the middle or low LOSI group.**
- **The present study could provide guidance on aspects that can be transformed and enhanced.**

# Recommendations

## Institutional framework aspects

E-government strategy

Open data policies

1

## Strengthen collaboration with related government ministries and agencies

More information related to health, education, employment, public transportation, and justice issues

2

## Free internet access

Free public WiFi hotspots

WiFi services for residents, tourists and business visitors  
social inclusion  
digital divide

3

## Securing funds

More effort and know-how to secure funds or financial and technical aid/support from regional and international agencies (e.g., UNDP, USAID, and EU)

4

# Recommendations

## Online service provision

Online business license, e-Procurement service and online building permit are provided by few municipalities

5

## Encourage participation

Providing more space for resident's participation. Available free software (e.g., CONSUL software) to promote civic consultations. knowledge-sharing from leading cities.

6

## Mobile and social media platforms

8.01 million mobile connections.  
66 % of the population of Jordan having Facebook accounts.  
  
Use social media platforms to reach and communicate with their citizenry with nearly zero-cost channels.

7

## User-centric portal

Effective and efficient website.

It's crucial not only have a wealth of information available online but to make it easily accessible

8

# The Application of LOSI Methodology

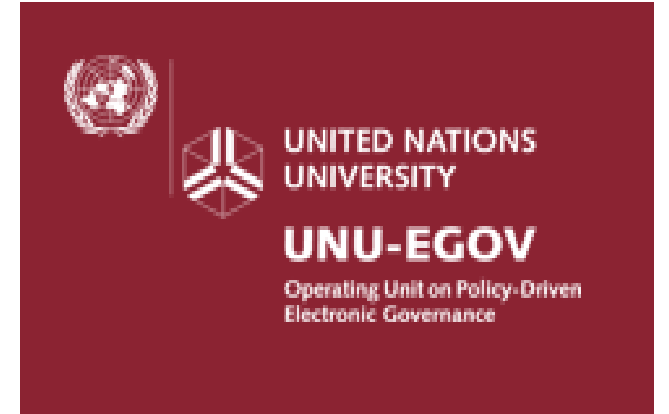
*A Pilot study of assessing municipalities portals in Jordan*



شكرا  
Obrigado  
ευχαριστώ  
Thank You

Comments and  
questions are most  
welcome

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