

Supporting administrative reforms

Improved Governance to Support Jordanian Reform Projects (PARTner)

The challenge

The Jordanian Government is facing a series of fundamental problems – crises in neighbouring countries, widespread unemployment and high levels of debt – which are restricting the government’s scope for action.

This situation is ramping up public pressure on the government to push forward with reforms to increase public participation and improve services. This makes it all the more pressing for the government to provide citizen-oriented services, enact fact-based and needs-based legislation and ensure competency-based staff recruitment and career development in the civil service.

The Jordanian Government has committed to boosting transparency and participation in government activities, and the international community is helping the country to implement economic and political reforms.

In mid-2022, the Jordanian Government launched a comprehensive roadmap to modernise the public sector and make it more responsive to the needs of citizens. It covers more than 200 aspects, including digitalisation of services, better policy-making and consultation mechanisms and improvements to human resource management and the institutional setup with a view to enhancing efficiency and effectiveness.

Project title	Improved Governance to Support Jordanian Reform Projects (PARTner)
Commissioned by	German Federal Ministry for Economic Cooperation and Development (BMZ)
Country	Jordan
Lead executing agency	Prime Minister’s Office (PMO)
Overall term	April 2022 to March 2026

Our approach

The project aims to improve personnel, institutional and procedural aspects to reform public administration in Jordan. To this end, it supports the implementation of the Jordanian roadmap to modernise the public sector. All the measures it sets out are fully aligned with the principles of good public governance established by the European Union and the Organisation for Economic Co-operation and Development (OECD).

Firstly, the project supports the Jordanian Government in preparing and implementing an overarching strategy to reform public administration. This involves advising the Prime Minister’s Office, training civil servants and supporting the individual measures required to implement the reform strategy.

Secondly, it promotes the adoption of regulations and legislation based on the needs of the population and scientific evidence. To achieve this, it provides training for civil service employees to enable them to better assess the consequences of policies and regulations. It is also supporting them in conducting eight specific impact assessments.

Thirdly, the project supports the Jordanian administration in introducing competency-based human resource management processes in the civil service, advising it on how to formulate skills-based job profiles and providing training on this subject.

Fourthly, it supports public authorities in improving citizen services. This includes expert advice on process analysis and design, quality standards and user-oriented digitalisation.



Left: Training workshop on building a community of practice

Right: His Excellency Ahmad Hanandeh, Jordanian Minister of Digital Economy and Entrepreneurship, presenting a comprehensive service centre employee with a certificate for successful completion of a training course supported by the project



*Left:
Training on human resource planning with the Institute of Public Administration*

*Right:
Training workshop on regulatory impact assessments*

Examples of activities

The project has carried out a consultation process with the King Abdullah II Center for Excellence (KACE) and experts inside and outside of government, the results of which were fed into the modernisation roadmap. Additionally, the project supported the First International Conference on the Future of Public Administration (ICFPA) held in Amman. The conference, organised by Yarmouk University, was attended by around 300 experts from the Middle East and North Africa region and Europe.

In cooperation with the Institute of Public Administration (IPA), the project organises capacity building programmes focusing on the effective and efficient use of human resources. The programmes include regular training sessions, training of trainers and senior management awareness workshops. Furthermore, the project has established a community of practice for the sharing of knowledge between interested practitioners from different institutions, laying the foundation for a culture of networking and mutual learning in public administration.

The project supports the Jordanian Government in carrying out impact assessments for different laws and policies. It therefore plays a key role in promoting evidence-based policy-making and advancing gender-inclusive policies within the legislative framework. As part of the project, a network of stakeholders in the field of policy/regulatory impact assessment (PIA/RIA) is being established. This 'RIA ecosystem' aims to foster networking and collaboration and contributes to better informed decision-making processes.

With a view to strengthening capacities for competency-based recruitment processes and career development, the project has established requirement frameworks, according to which civil servants will be assessed. Moreover, the project played a pivotal role in establishing a structural model for transforming the Civil Service Bureau into the Services and Public Administration Commission.

With a view to improving citizen services, the project supported the creation of an operating model for comprehensive service centres. At such centres, citizens can carry out the administrative procedures for certain transactions all in one place, instead of having to go to several different offices as was previously the case. So far, there are three comprehensive service centres in operation in Jordan.

Lastly, the project supports the modernisation of government services based on expert advice for a user-centred approach. This includes developing a concept for reviewing quality standards for government service delivery and promoting regional and international knowledge exchange.

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