QARARUNA Project

'Strengthening Civil Society Organizations in Jordan towards Better Influencing on the Democratization Process'

Quantitative Report

Political Participation and Promotion of Democracy:

Role of Civil Society Organizations in Jordan

THE CENTER FOR STRATEGIC STUDIES (CSS) AT THE UNIVERSITY OF JORDAN

AUGUST 2021

The European Union (EU)-funded program 'EU Support to Jordanian Democratic Institutions and Development, EU-JDID' aims at supporting Jordan's reform process and promotion of democracy and decision-making processes.

"Qararuna" project is funded by EU and the Spanish Agency for International Development Cooperation (AECID) is part of this program and targets support for Jordan's civil society organizations to influence democratic change.

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Summary of Key Findings

The Status Quo of CSOs in Jordan

Democratic selection of administrative members (78.9%), equal employment opportunity (78.5%) and cooperation and partnership between civil society organizations (CSOs) (71.7%) were found to be largely prevalent among CSOs working on political participation and democratization in Jordan. Social media granted CSOs (89.5%) a platform to publicly discuss some issues and topics, that were otherwise sensitive and unattainable.

Today, the overwhelming majority (98.7%) would accept a female figure to be the president or director of their organization. In fact, the majority (88.6%) know of a female-headed CSO in their areas. Many CSOs have projects that are targeted at women (93.7%), youth (87.7%) and persons with disabilities (59.5%).

On the other hand, the most prevalent issues that face CSOs are finding means of financing and acquiring funding for project implementation (89.9%), the lack of competent staff (84.0%), followed by some CSO members overriding the institution (77.2%), grouping (73.4%), nepotism (72.6%), and donors overriding those institutions (68.4%). The majority (92.4%) think that funding is not distributed evenly among CSOs, and that this is reflected negatively on their work (74.9%). In addition, over two thirds (69.2%) think that CSOs were indeed established to serve their founders' private/personal interests.

41.2% are not content with their current supervisory bodies, and the majority (70.5%) would prefer to be registered at either one of the Ministries of Social Development, Political & Parliamentary Affairs or Culture. As for the impact of COVID-19 pandemic, the majority (84.0%) reported a negative effect on the work of their organization.

Knowledge, Perception and Engagement with CSOs

The overwhelming majority (97.5%) of Jordanians have a basic knowledge of what CSOs are, and 65.3% know at least one CSO in their areas. Prevalence of CSOs is slightly higher in rural areas. Even though half the Jordanians (49.9%) believe in the importance of CSOs, only 30.2% know how to join one of these organizations and less than a quarter (23.0%) are members of CSOs.

Nevertheless, 70.6% have either communicated, worked, or participated in an activity conducted by a CSO in their area, and 88.2% outside their area. Most of these engagements were either workshop, training and awareness sessions attendance (29.7%), charity, volunteering and/or aid receival (23.8%), and participation in religious and Quran memorization programs (12.9%).

Many Jordanians do not know of any CSO programs that support women (48.5%), persons with disabilities (53.1%) or youth (68.1%) in their areas, as well as are not aware of CSOs that are headed by females (52.8%); even though 32.4% think that female headed organizations perform better than those by men, while only 20.0% think the opposite is true.

64.3% think that CSOs are carrying out their tasks adequately, (65.0%) trust CSOs in general, (66.5%) trust CSOs in their areas, and (66.5%) think CSOs work for the public good. At the same time, a considerable 29.9%-31.0% voiced their doubts in the proficiency and good intention of CSOs (respectively), which was reflected in their lack of trust in CSOs (30.5%). Females reported a slightly higher degree of trust in CSOs. The reasons for not trusting CSOs in general mainly stemmed from the perception that CSOs are exploited to serve personal interests (42.3%), the lack of transparency, credibility, and justice (33.2%), financial and administrative corruption (7.9%), and racism/prejudice (4.7%).

Most Jordanians think that the main work of CSOs should be related to charity (51.0%), youth empowerment (44.4%), supporting economic opportunities and small businesses (37.9%), women empowerment (32.1%) and societal issues (25.2%). Only a few (12.8%) think that the main role for CSOs should be political development.

Role of CSOs in Influencing Political Participation and Promotion of Democracy

The majority of CSOs (91.1%) think that they have become considerably integral to the Jordanian social component primarily due to higher people awareness nowadays. The majority (86.5%) also believe that they exert a moderate to high influence on the political participation course and promotion of democracy in Jordan, mostly by raising awareness (81.4%) and conducting trainings (38.4%), and that they have become influential actors in the decision-making process (73.8%). Only a few build coalitions with other CSOs (7.2%), monitor elections (3.0%) or hold advocacy campaigns (2.5%).

CSOs think that they play a sufficient role in supporting refugees (64.6%), human rights (58.2%), the local community (57.0%) and promoting democracy (52.3%), but to a lesser extent in promoting political participation (37.1%), mostly due to the decision-making bodies neglecting the role of CSOs in this regard (42.3%), running weak programs (28.2%), inadequate funding (14.8%) and misunderstanding of the supposed role of CSOs by members of the community (10.7%).

77.3% of CSOs see that they will have a considerable role in the upcoming municipal and decentralization elections in Jordan, and 67.1% think that CSOs have the ability to form a civil alliance to activate popular monitoring of the parliament.

As for the local community, 55.7% of Jordanians do not think CSOs contribute to enhancing political participation in Jordan, and 41.7% do not think the role of CSOs in influencing political participation and promotion of democracy has changed over the past five years at all. Furthermore, 69.4% see that CSOs should not have a greater role in influencing political participation and promotion of democracy.

Elections Participation and Parliament Monitoring

19.0% of CSO staff respondents did not participate in the 2020 parliamentary elections, mostly due to dissatisfaction with the electoral process and/or candidates, or health issues (including infection with COVID-19). The majority (76.8%) also did not campaign for any candidate the same year of elections. Only 22.4% constantly/frequently follow the current House of Representative's members' activities, whereas 31.6% follow their electoral district's parliament representative's activities as frequently.

More than half (57.4%) of CSOs surveyed maintain communications between their organization and their electoral district's parliament representatives. These include meetings and roundtables (30.1%), direct/indirect communication through social media (15.4%), receiving financial and moral support (14.0%), collaboration (11.8%) and attending CSOs' activities/events (10.3%).

As for the local community, almost half (48.2%) of Jordanians reported to not have participated in the 2020 parliamentary elections, mostly due to lack of trust in the electoral process, the candidates and the House of Representatives altogether. Of those who had cast a vote, the majority (56.8%) based their electoral decision on tribal and regional connections. A considerable 38.2% voted based on the candidate's electoral program. Only 1.4% made a decision based on their political party affiliation, and 3.7% had other reasons on which they relied to vote.

65.3% of Jordanians reported that CSOs in their areas did not campaign for candidates in the 2020 parliamentary election and only 13.3% reported that they had a role in encouraging citizens to participate. According to them, the CSOs' role was mainly to provide guidance and awareness (41.5%), support certain candidates (33.5%), and hold roundtables (8.5%). A few respondents reported that some CSOs elect candidates in return for a favor (4.8%), or to receive financial aid (3.7%).

The Role of Trainings on Political Participation and Democratization

The majority of CSOs (94.6%) think that providing trainings on political participation and promotion of democracy are important to their organization's work, and a definitive 89.0% think that the number of trainings on political participation and promotion of democracy conducted must be increased.

Over the next five years, the majority (96.2%) also think that such training workshops will play a moderate-high role in spreading community awareness and understanding the process of democratization, as well as (93.2%) a moderate-high impact on political participation and promotion of democratic change.

Qararuna-CSS Training Impact

A slightly higher percentage of participants who had received Qararuna-CSS training (difference of 4.6%) think that CSOs in Jordan have a moderate-high role in influencing political participation and promotion of democracy.

Regarding activities that CSOs reported to conduct to influence political participation and promotion of democracy, 11 out of the 17 CSOs that work on coalition-building, 4 out of 6 who do advocacy campaigns, and 6 out of 7 who monitor elections were Qararuna-CSS trainees.

A significantly higher percentage of CSO staff respondents who have received Qararuna-CSS training knew of CSOs that monitor the parliament (difference of 14.1%) and think that CSOs in Jordan have the ability to form a civil alliance to activate popular monitoring of parliament (difference of 13.7%).

Preface

Throughout the past decade, Jordan has been able to successfully manoeuvre serious predicaments with the ultimate aim of achieving comprehensive development, regardless of the local and neighbouring political, economic and humanitarian challenges. Entering into the kingdom's second century, the vision of His Majesty King Abdullah II concentrates on political reform, **peaceful democratic transition** and **inclusion** of all social segments, particularly the youth, in **decision-making** and **public life**.

In His Majesty's own words, "to promote political participation and increase the participation of political parties and youth in Parliament, we must **revisit** laws regulating political life, such as the election, political parties, and local administration laws, and continue political development efforts".

The emphasis in the coming phase must be to build a **culture of coalition** and **collective action**, focus on **consolidation** and social cohesion, and further strengthen the role of civil society and local communities in contributing to the peaceful democratic transition and solidifying through widening political participation, improving good governance, enlarging decision making processes and enhancing both accountability and civic duties.

However, this process is one that requires constructive engagement, purposeful training, and periodic, systematic exploration of the continuously changing attitudes and perceptions of the people in order to sustain the reform and democratic process in Jordan.

The continuous support of actors such as the Spanish Agency for International Development Cooperation (AECID), the European Union (EU) and the Center for Strategic Studies (CSS) at the University of Jordan, to build a culture of coalition and collective action particularly among CSOs, political empowerment of women and youth is crucial to **ensure a meaningful transition**.

There is no one model of democratization that fits all societies. However, over the past 6 years, the solid partnership between AECID and CSS (through the project of Qararuna and TAHDIR), proved to be a successful model for paving the way for **openness** and **democratic discourse** in the country and the region.

Project Brief

'Strengthening Civil Society Organizations in Jordan towards Better Influencing on the Democratization Process' is a subgrant project within the framework of the fourth component of the EU-JDID" Support to Jordanian democratic institutions and development program", Qararuna: Support to Civil Society for Democratic Governance, which is co-funded by the Spanish Agency for International Development Cooperation (AECID) and the European Union The project was launched in September 2018, and implemented by the Center for Strategic Studies (CSS) at the University of Jordan, until September 2021.

The general objective is to strengthen the role of civil society in contributing to democratization, good governance and influencing policy making, to foster the development of active civil society organizations (CSOs) in the promotion of political participation, advocacy, electoral observation and parliamentary monitoring through focusing on women and youth.

The project works on: 1) enhancing CSOs' capacities to conduct civic education, voter's information, public awareness on the roles of the Parliament and the Independent Commission for Election (ICE) and promoting the role of women and youth in the political life; 2) strengthening CSOs' capacities to conduct domestic election observation; 3) reinforcing CSOs' capacities to conduct parliamentary monitoring; and 4) firming up CSOs' capacities to build coalitions, to conduct joint advocacy, to lobby, to establish pressure group, to contribute to policymaking and to monitor the human and civil rights situation.

At the beginning of the project, a comprehensive mapping of targeted CSOs was conducted, followed by a thorough qualitative research study to evaluate their status quo and existing capacities. The primary data collected was utilized to prioritize the areas of weaknesses detected and accordingly develop the first training module of its kind in Arabic and in Jordan.

Prior to COVID-19, five training courses were conducted, and an additional eight training courses were held during the pandemic. A total of 176 CSOs were involved from the North, South and Central regions of Jordan.

Furthermore, an e-learning platform designed to allow involvement of young activists and CSOs particularly in remote areas to have access to the training material was launched in June (*https://cssqararuna.ju.edu.jo/home*). This platform allows for dissemination of knowledge and information needed to unlimited participants. As part of the program's sustainable model, the platform acts as a medium for dialogue among CSOs and civil society and will continue to operate even after the project comes to an end through the comments/questions tool which allows for interaction among registered individuals as well as the trainers.

In February 2020, the CSS organized a roundtable discussion in partnership with Hayat Center for Civil Society Development entitled "Parliament Monitoring: Mechanisms and means of development", this event intended to be a first move into creating a platform for dialogue between CSOs and members of Parliaments (MPs). The discussion which took place between the MPs and program trainees made them feel that they are an important and efficient part of the society. Moreover, this session is the first step towards building trust between both bodies, hence, organizing more of these round table discussions will be vital to establish a solid foundation between CSOs and the new 2020 MPs. This will certainly facilitate monitoring the MPs performance in the parliament.

Since one of Qararuna's main outputs is to enhance coalition building among civil society, the CSS made sure to build this coalition between all Qararuna partners as well. Accordingly, CSS organized a workshop to present the Spanish experience of parliament monitoring to two of Qararuna's partners (RASED and We Participate), and CSS' polling staff, at the same time, the Jordanian experience was introduced and both parties exchanged lessons learned, and different methods of monitoring the parliament, where the RASED, We Participate and CSS might utilize in the future.

Through April-September, 2021, three 'Comprehensive Coalition Building Training of Trainers' were organized in order to build the capacity of 30 CSO leads from across the kingdom on organizational development methods, advanced coalition building tools, internal governance, advocacy and media/social media utilization. Each trainee was then able to hold 2 training workshops (a total of 60 workshops) in their respective areas to disseminate the knowledge/ resources learned; one workshop for their respective CSO staff, and one workshop for a neighbouring CSO with similar scope(s) of work. Furthermore, the trainees organized 2 campaigns to call for public life participation and contribution to public policy making and lobbying for change; '*Ta'zeez: Enhancing the participation of women and youth in political life*' in the north, 'and '*Qararuna: Voice of the youth*' in the middle.

One of the success stories resulting from the project was allocating thirteen internship opportunities to CSS-Qararuna trainees in International NGOs in Jordan, to apply what they have learned on practical ground. Another success story was that three of the trainees ran for the 2020 parliamentary elections; of which two were females from rural areas.

Since the beginning of the project CSS was keen to focus on building trust between the CSOs taking part in the trainings and acknowledge their role as true representatives of citizens (rather than political parties) and empower them as change-makers. This coalition is manifested by every-day interaction among participants on WhatsApp groups, even after the end of the training period for each group. Thus far, the project has been successful in creating a solid network for debate among CSOs; for which CSS acts as a central hub.

The impact of the training can be demonstrated by the participants' observed change of attitude towards their: 1) electoral rights and obligations, 2) sense of belonging, 3) social cohesion and 4) belief that their role is vital in the democratization process which will lead to a peaceful democratic transition in Jordan. For instance, many participants reported to have changed their electoral behaviour(s)/view(s) based on the outputs of the training on Electoral law and the field visits to the Independent Election Commission (IEC).

Research Methodology

As the leading think-tank in the region and one of the only centers with a dedicated polling unit, conducting regular polling, the Center for Strategic Studies (CSS) at the University of Jordan understands the importance of gauging the sentiments of citizens. Polling remains the establishment method to understand behavioral attitudes, and in doing so, CSS adopts an eclectic range of questions, including Likert style questions, open-ended/close-ended, and questions related to demographic, through a proficient team of researchers.

Two sets of surveys are designed for the purpose of this project:
1) *A national cross-sectional survey adopting a multistage stratified cluster sampling design.*
2) *A non-random sampling of Civil Society Organizations (CSOs)*

In the national cross-sectional survey adopting a multistage stratified cluster sampling design, a nation-wide representative sample consisting of (at least) 2,400 respondents is drawn. Gender balance and inclusion of the marginalized, minorities, persons with no access to internet, the elderly, refugees and internally displaced persons are taken into consideration since they are key to achieving the main objective of the research activity. The only exclusion criteria for participation in the national sample survey interviews is age (*all participants must be above 18 years old*).

Theoretically, the purpose of sampling is to get a representative sample of the target population in a random manner. This sample is designed in a probability proportional to size (PPS) way to provide valid and reliable survey estimates across the entire Kingdom of Jordan - rural and urban areas, the twelve governorates, and smaller communities within. The sample is designed to ensure reliable estimates in terms of geographical distribution (North, Center, and South) and governmental level. Jordan is divided into three regions, the North covers Ajloun, Irbid, Jerash, and Mafraq, the Center covers Amman, Balqa, Madaba, and Zarqa, and the South covers Aqaba, Karak, Ma'an, and Tafieleh.

Using the 2015 Jordan Population and Housing Census as a sampling frame and the following updates on the households' frame which CSS has, households will be drawn using a "stratified cluster" form of sampling with a margin error of (5%) and a confidence level of 95%. The Kingdom is subdivided into area units called census blocks, which is then regrouped to form clusters – the Primary Sampling Units (PSU-Blocks) for this survey. Stratification will be achieved on three levels:

1- The classification of governorates into rural and urban areas
2- Administrative divisions within each urban and rural area
3- Clusters which will be identified and selected using PPS within each administrative division. The distribution of the sample among these stratums will be proportional to the relative population size of each stratum (probability-proportional to the cluster size)

Collective homes such as student housing, prisons, nursing homes, factory accommodations will be excluded, as they did not fit the definition of a Jordanian Household. A household is defined as a group of people living in the same dwelling space who eat meals together, acknowledging the authority of a man or a woman as the head of the household.

Following the determination of the targeted community in each cluster (blocks), a sample of 8 households is randomly drawn from each cluster with an equal probability systematic selection. After the household selection and obtaining the permission of household residents to participate in the survey, all the eligible household members are entered into the CSPRO program, which runs a random selection of the household member to participate in the survey, this is based on Kish gird or next birthday method, or Random pseudo selection.

As for the non-random sampling of Civil Society Organizations (CSOs), a targeted sample consisting of (at least) 240 respondents is drawn to be interviewed via telephone. The only inclusion criteria for participation is to be working at a CSO that has been previously selected for training of 1-2 of their members by Qararuna-CSS project. From each CSO contacted, one member that has been trained, and two members that have not been trained are selected for interview. The only exclusion criteria for participation in the CSO survey interviews is age (*all participants must be above 18 years old*).

A. Study Tools:

The formulation of study tools (national sample face-to-face interview questions and CSOs' telephone interview guide) is led by CSS, in collaboration with the funder.

B. Pilot Test:

Prior to field work conduction of **surveying**, a pilot trial is conducted to test the validity and reliability of questions addressed and data collected. The results of this pilot are to see how viable the survey questions are for the primary data collection. This pilot trial is conducted throughout all 3 regions of Jordan (the south, north and center), to enhance the efficiency of the survey.

C. Field Work Implementation of surveying:

Several levels of checks are taken to ensure data quality. In the field, supervisors are sent alongside the interviewers. They ensure that the interviewers are following the sampling plan and filling out the questionnaires correctly, this includes supervisors attending random interviews alongside the interviewers on a daily basis. CSS tends to call back at least 70% of the respondents for quality assurance purposes.

A total of 2484 face-to-face interviews and 273 telephone interviews are completed at the end of the data collection.

D. Data entry:

The data is collected using the latest CSPRO software and on tablets (CAPI) by face-to-face and telephone interviews with the selected participants.

Data entry is conducted in the field. Data collectors utilize Android tablets to record the answers of the questionnaire. CSpro software is used on the Android tablets to record all data. A Storage Device Memory Card (SD) is integrated in the Android tablets to ensure that a backup copy of data is stored, should any Android tablets failure occur. No additional data entry is required, since all data are entered live on the Android tablets.

CSS registers the GPS coordinates for most of the collected data as one of the quality control measures, in addition to the start and end times of each survey and

date of interview. Data from Android tablets are transferred and aggregated to CSS recommended server. Data sets are downloaded into a single master database following completion of the fieldwork.

E. Data Quality Check:

CSS adopts a systematic data quality check to guarantee the consistency and accuracy of data following the completion of field work. Therefore, prior to data analysis, CSS quantitative research experts review the data obtained by surveys.

F. Data Analysis and Reporting:

CSS researchers analyze the data using SPSS (version 25) software and use Microsoft Excel and Word to compose the descriptive quantitative report. Based on the final quantitative report, and data collected from secondary sources (literature review), a position paper is produced.

Demographics of Civil Society Organization Sample

A total number of 237 respondents were interviewed. The CSO staff respondents were 56.5% female and 43.5% male. The majority (48.0%) of respondents were young (18-35 years old), 38.0% middle aged (36-50 years), and 13.9% elderly (51+years old).

Age of CSO Survey Respondents (%)
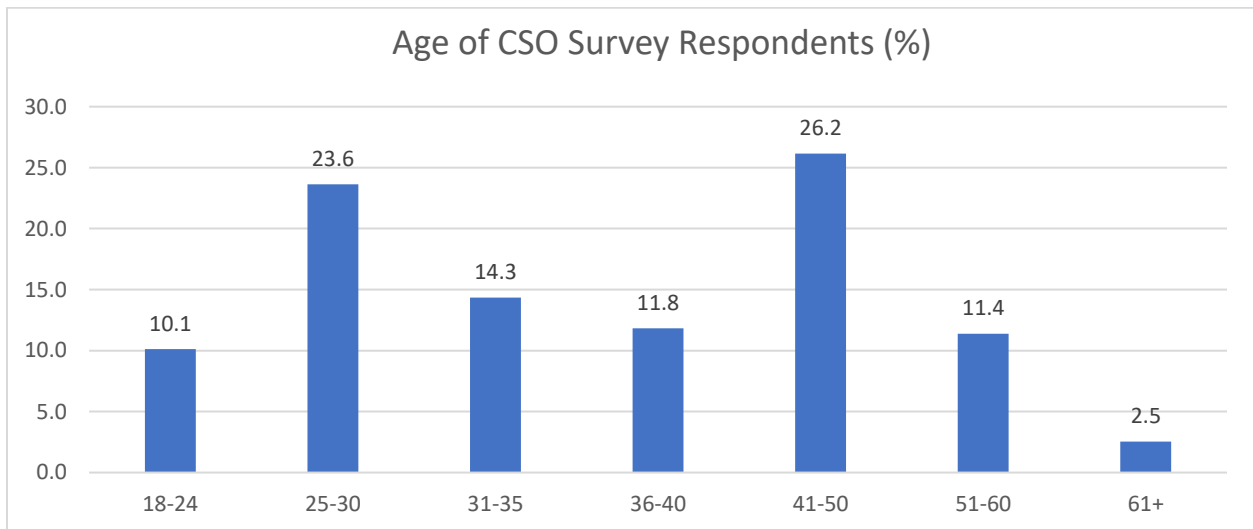
58.2% of the interviewees were founders of their organizations. The majority (30.0%) of interviewees were the CSOs' presidents, and. 13.9% were executive board members.

Job Title of CSO Survey Respondents (%)
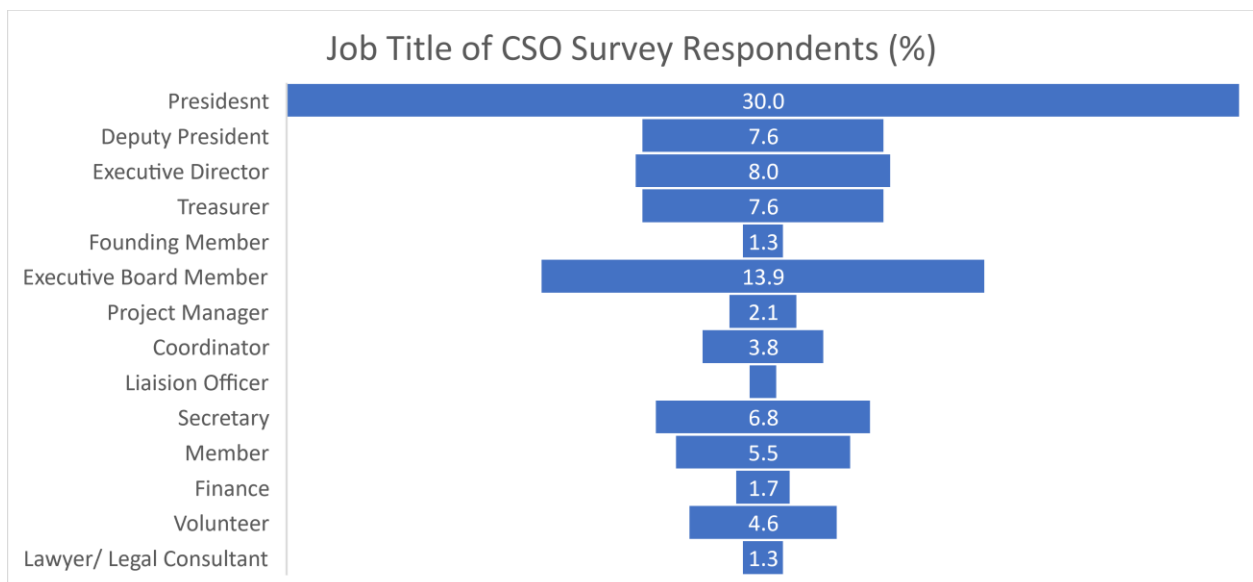
Some other staff who hold the positions of media coordinator, human resources, operator, researcher, consultant, trainer, media editor, communication manager, advocacy officer, supervisor and lecturer were also interviewed.

More than half (53.6%) of the CSO staff respondents were holders of BA degrees, and 17.7% higher certificate (MA and PhD). A considerable 15.2% had attained diplomas, and 12.2% completed up to secondary education.

Highest Education Attained by CSO Survey Respondents (%)

Education Level	Percent
Higher education (MA or PhD)	17.7
Bachelor degree	53.6
Diploma	15.2
Vocational training	0.8
Secondary education	12.2
Primary education	0.4

40.9% of respondents were from the central governorates (Amman, Balqaa, Zarqaa and Madaba), 42.2% from the northern governorates (Irbid, Jerash, Ajloun and Mafraq), and 16.9% from the southern governorates (Karak, Tafilah, Ma'an and Aqaba).

Governorate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Amman	30	12.7	12.7	12.7
	Al Balqaa	15	6.3	6.3	19.0
	Zarqaa	17	7.2	7.2	26.2
	Madaba	35	14.8	14.8	40.9
	Irbid	40	16.9	16.9	57.8
	Jerash	20	8.4	8.4	66.2
	Ajloun	10	4.2	4.2	70.5
	Al Mafraq	30	12.7	12.7	83.1
	Al Karak	26	11.0	11.0	94.1
	Al Tafilah	7	3.0	3.0	97.0
	Ma'an	3	1.3	1.3	98.3
	Aqaba	4	1.7	1.7	100.0
	Total	237	100.0	100.0	

General Information about CSOs Interviewed

62.5% of CSOs have somewhere between 1-20 staff members at their organization. 23.1% have 21-50 staff members, and a considerable 14.3% have more than 50 staff members.

Total number of staff members at the organization (including administrative staff - %)

Category	Value
1-5	15.2
6-10	24.9
11-15	14.8
16-20	7.6
21-30	12.2
31-40	6.3
41-50	4.6
50+	14.3

Almost half (49.4%) of CSO staff respondents interviewed worked at CSOs established within the past five years. A considerable 41.4% worked at CSOs established within the past 6-20 years, and 9.3% worked at CSOs older than 20 years. The oldest organization dated back to the year 1957.

Number of Years of CSO Establishment

Category	Value
40+ years	2.1
30-40 years	3.0
20-30 years	4.2
16-20 years	3.4
10-15 years	12.7
6-10 years	25.3
3-5 years	39.7
1-2 years	9.3
Less than 1 year	0.4

Most (79.3%) of these CSOs had no branches, and 16.9% had only one branch. The remaining 3.8% had 2-8 branches.

The majority (45.1%) of these CSOs are registered/licensed at the Ministry of Social Development, 13.9% at the Ministry of Political and Parliamentary Affairs, 13.9% at the Ministry of Culture and 11.4% at the Ministry of Trade and Supply.

Which entity is your organization registered/licensed at? (%)

Entity	%
Ministry of Social Development	45.1
Ministry of Political & Parliamentary Affairs	13.9
Ministry of Culture	13.9
Ministry of Industry Trade & Supply	11.4
Ministry of Culture	2.5
Ministry of Interior	2.1
Ministry of Youth	2.1
Ministry of Environment	
Ministry of Tourism	
Other	
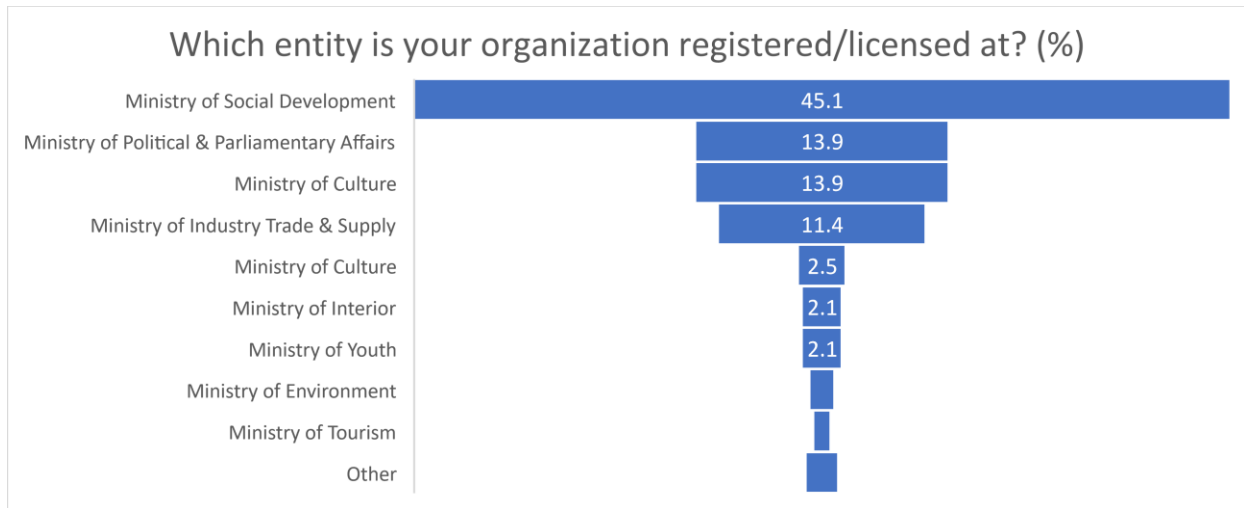
The overwhelming majority (86.5%) of CSOs use Facebook as the main platform to promote their activities and programs, and a lesser 7.6% utilize WhatsApp.

What social media platforms does your organization constantly use to promote its activities and programs? (%)

Platform	%
Twitter	1.3
Facebook	86.5
Instagram	2.1
Snapchat	0.4
WhatsApp	7.6
Other	2.1
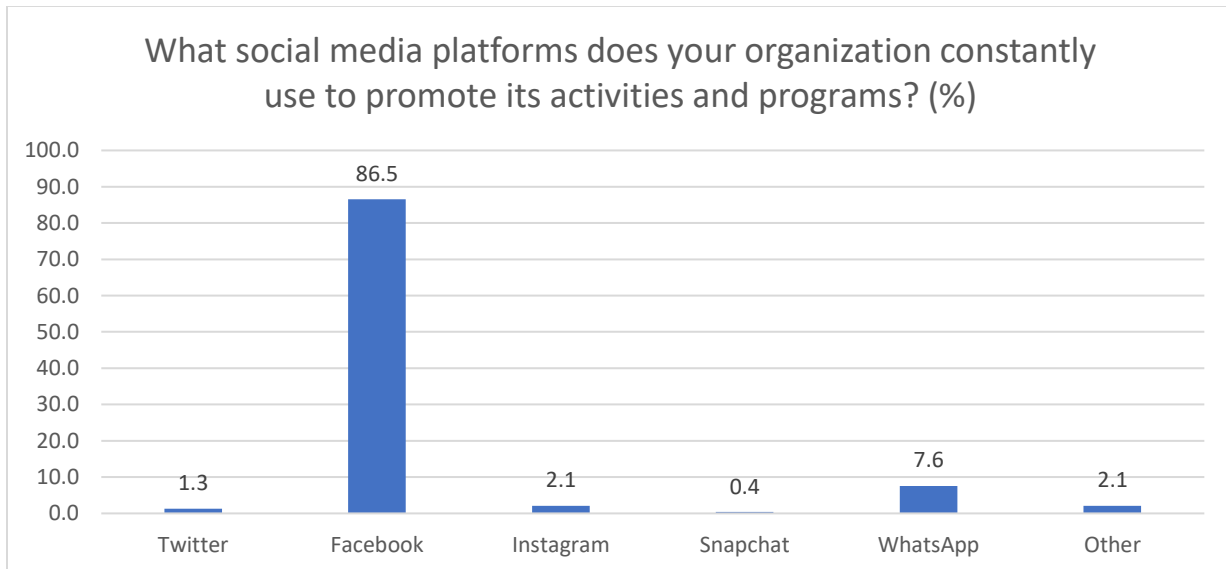
In addition, almost two thirds (64.1%) of CSOs use Facebook to implement their goals and programs, and a lesser 15.2% utilize WhatsApp for the same reason.

What social media platforms does your organization constantly use to implement its goals and programs? (%)
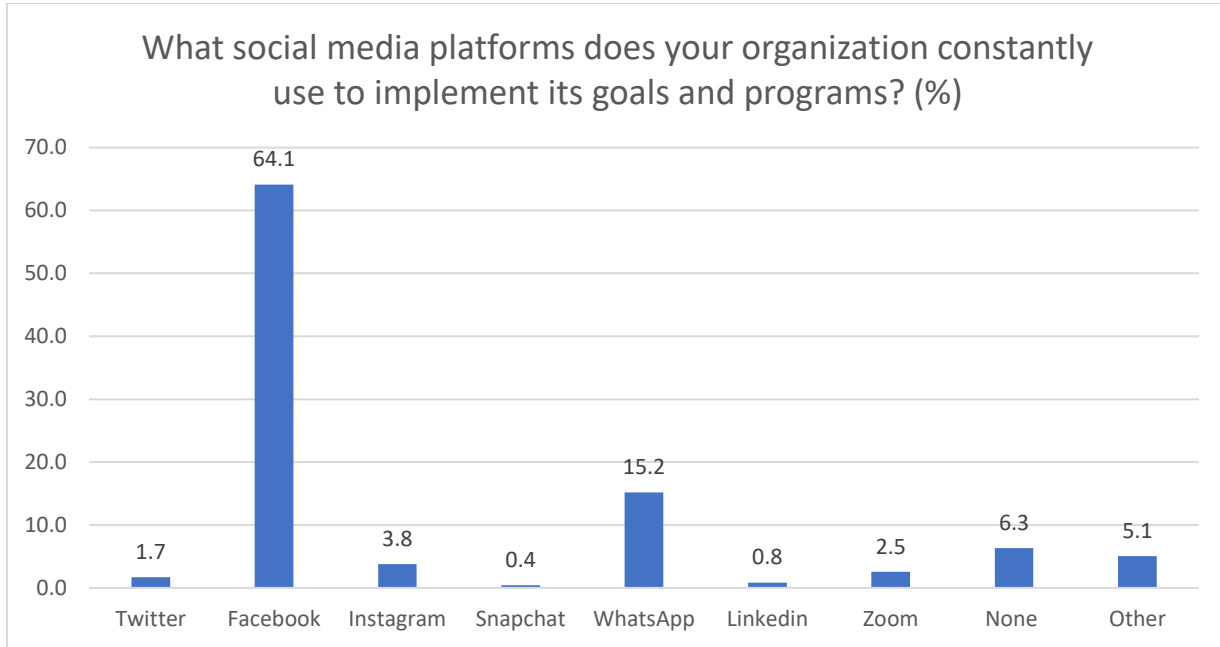
Demographics of National Sample

A total number of 2484 were interviewed; of whom 2421 completed the survey. The sample was divided almost equally with regard to gender (49.9% female, 50.1% male). 42.8% of respondents were young (18-35 years old), 31.9% middle aged (36-50 years), and 25.3% elderly (51+years old).
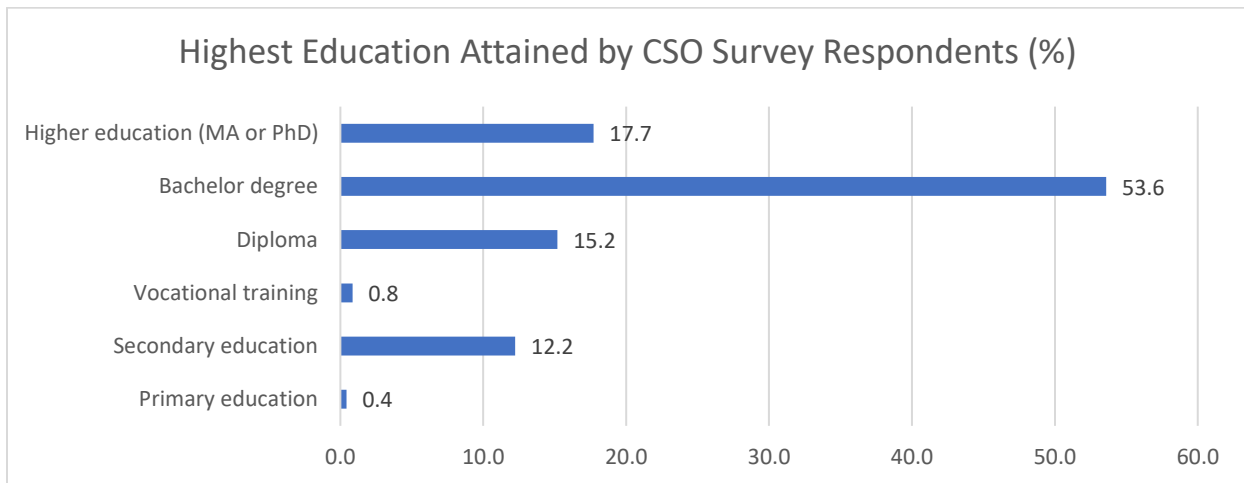
Age of National Sample Respondents (%)

Age	Percentage
61+	9.7
51-60	15.6
41-50	20.5
36-40	11.4
31-35	11.1
25-30	15.2
18-24	16.5
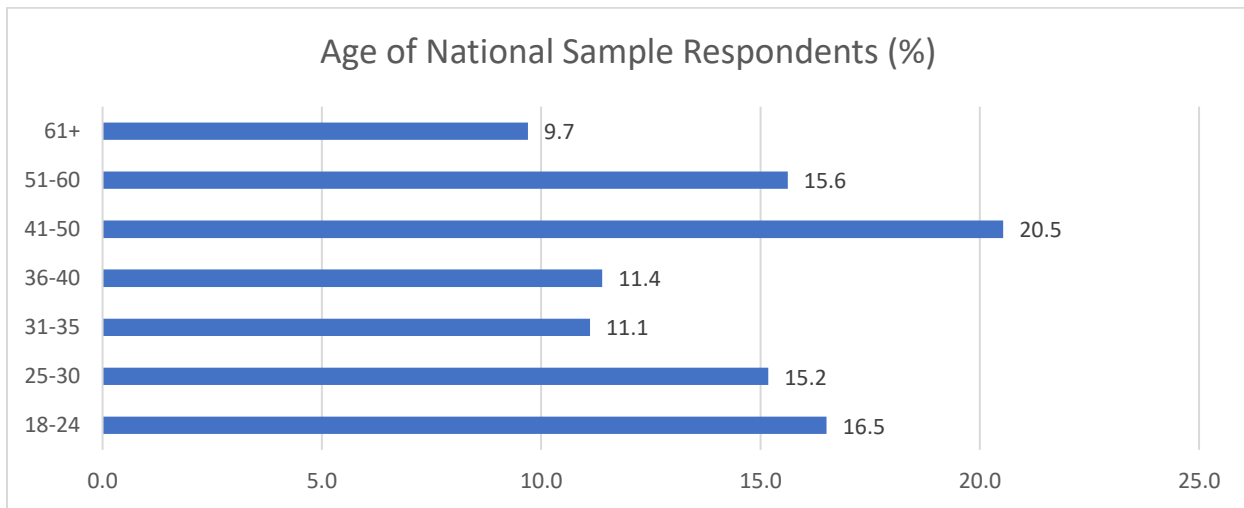
Almost one third (34.2%) of the national sample respondents attained diploma or university education.

Highest Educational Level Attained by National Sample Respondents (%)

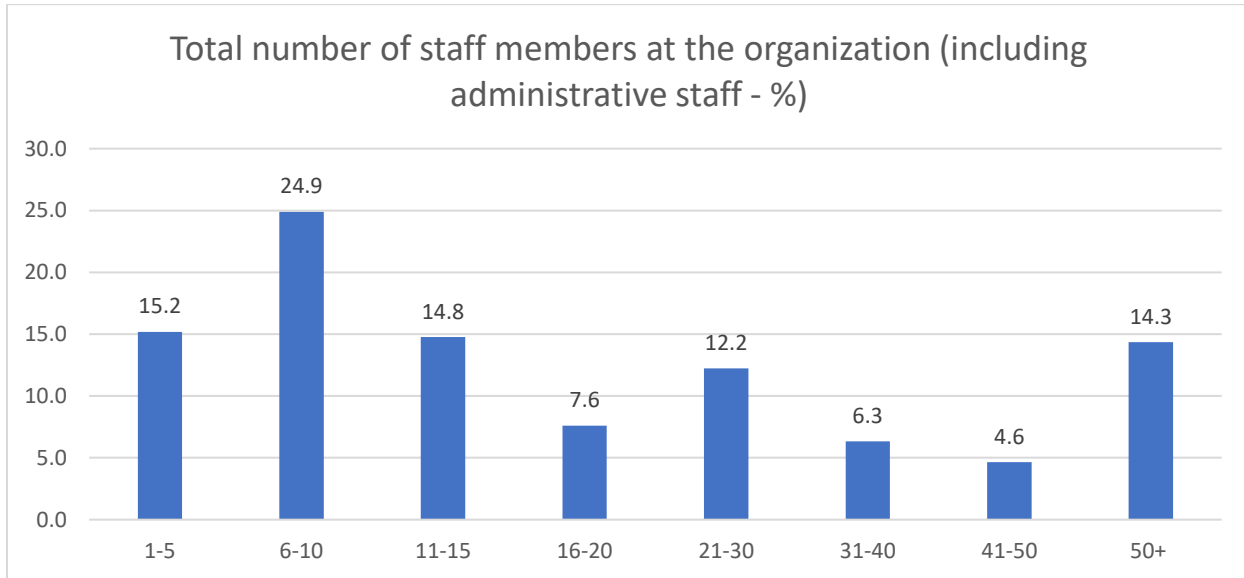| Educational Level	Percentage
Higher education (MA or PhD)	2.9
Higher Diploma	0.8
Bachelor degree	19.3
Diploma	11.2
Vocational training	0.4
Secondary education/ New System	18.1
Primary education/ New System	6.1
High school/ Old System	17.8
Secondary/ Old System	15.6
Primary/ Old System	5.4
Illiterate	2.3
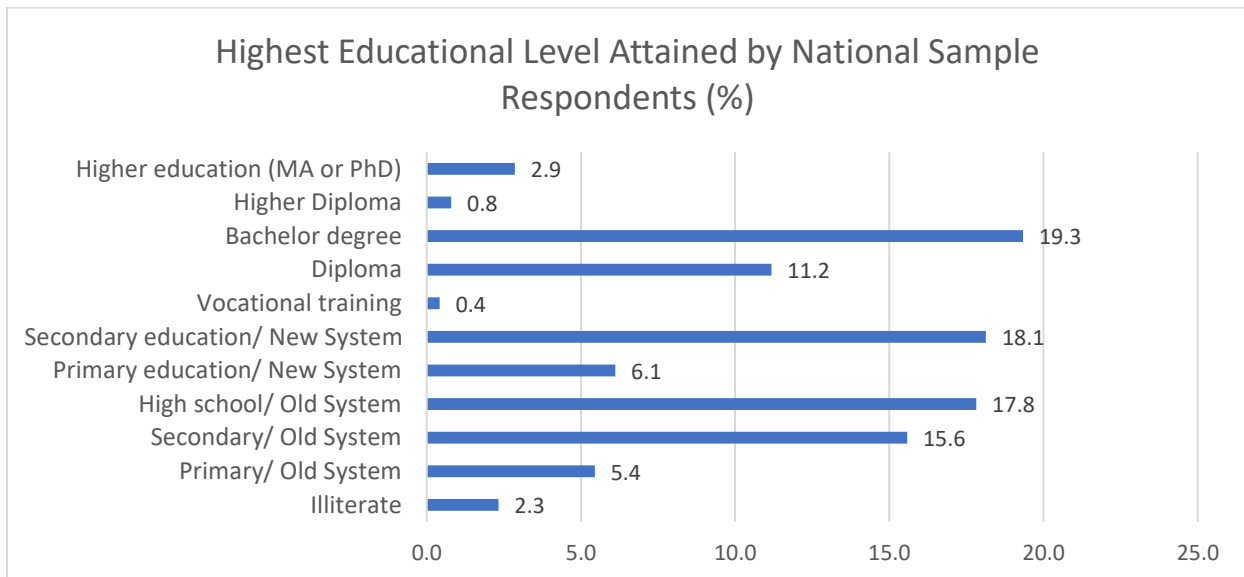
65.1% of the national sample respondents were from the central governorates (Amman, Balqaa, Zarqaa and Madaba), 27.5% from the northern governorates (Irbid, Jerash, Ajloun and Mafraq), and 7.4% from t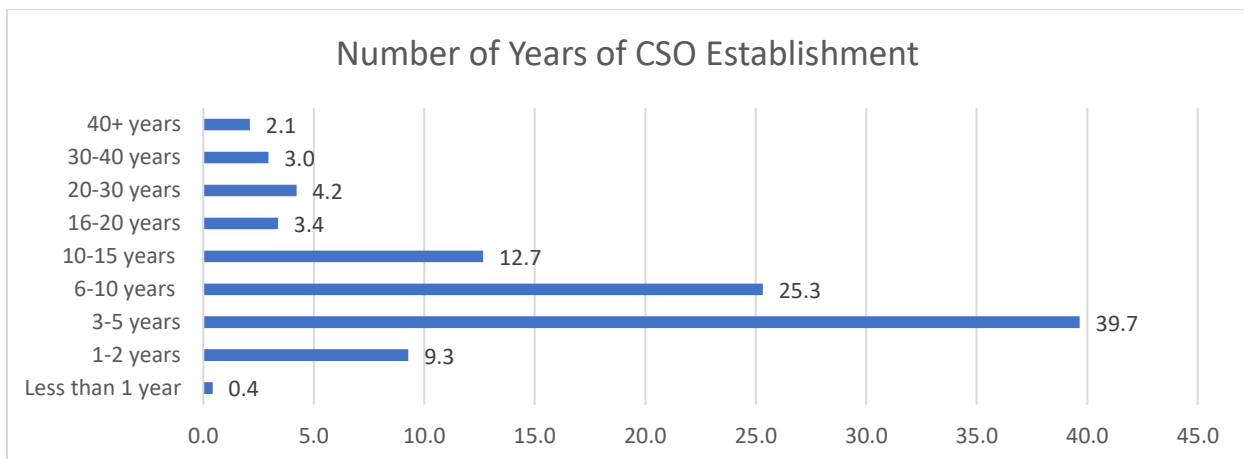he southern governorates (Karak, Tafilah, Ma'an and Aqaba). Respondents were 90.9% from urban areas, and 9.1% from rural areas.

Governorate of National Sample Respondents (%)

Governorate	%
Amman	44.2
Al Balqaa	4.9
Zarqaa	14.1
Madaba	1.9
Irbid	18.1
Jerash	5.4
Ajloun	2.3
Al Mafraq	1.7
Al Karak	3.1
Al Tafilah	
Ma'an	1.4
Aqaba	1.9
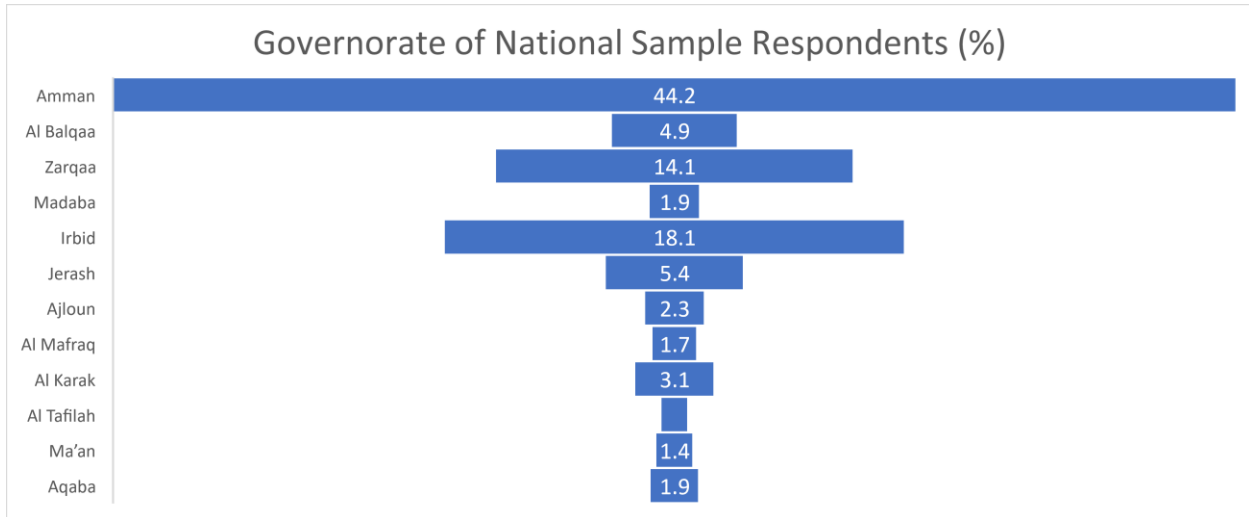
The majority (66.4%) of the national sample respondents are engaged/married, 25.6% single, 5.0% widowed and 3.0% divorced.

Social Status of National Sample Respondents (%)

- 3.0
- 5.0
- 25.6
- 66.4

■ Single ■ Engaged/ Married ■ Divorced ■ Widowed
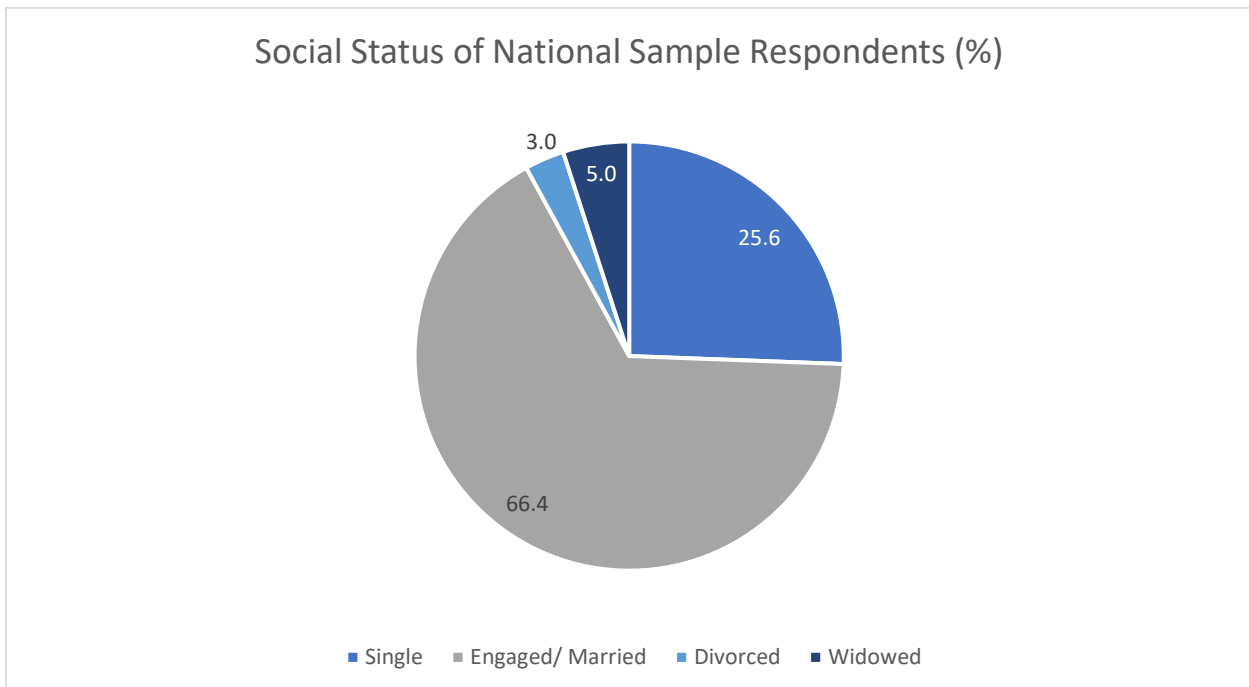
One quarter (25.1%) of the national sample respondents have a part- or a full-time job; of which the majority (59.6%) worked in the public sector, 39.1% in the private sector, 0.7% in NGOs and 0.6% in other sectors. Almost one third (30.5%) are housewives, 14.0% are either students or unemployed, and 7.1% are unemployed but looking for a job.

Employment Status of National Sample Respondents (%)

Category	Value
Unemployed and looking for a job	7.1
Housewife	30.5
Can't work due to physical or mental impairment	0.6
Retired	11.2
Has own business	9.3
Works at family business	0.3
Full time employed (35 or more hours of labor/ week)	6.8
Part time employed (Less than 35 hours of labor/ week)	18.3
Student/ Unemployed	14.0
Unemployed and not looking for a job	1.9

A considerable 40.1% of the national sample respondents reported to have no income at the time of the interview. 13.5% receive less than 200 JDs monthly salary, 42.8% receive 201-700 JDs, and 3.2% receive more than 700 JDs monthly salary.

4.1% of the national sample respondents reported that their households have no source of income whatsoever, 27.9% reported a monthly total income of less than 300 JDs, 63.6% have a total income of 301-1000 JDs, and 3.6% have a total household income above 1000 JDs every month.

Monthly Average Income of National Sample Respondents (%)

Category	Value
Refused to answer	0.4
More than 2500 JODs	0.1
1501-2500 JODs	0.2
1001-1500 JODs	0.8
701-1000 JODs	2.2
401-700 JODs	9.7
201-400 JODs	33.1
Less than 200 JODs	13.5
Has no income	40.1
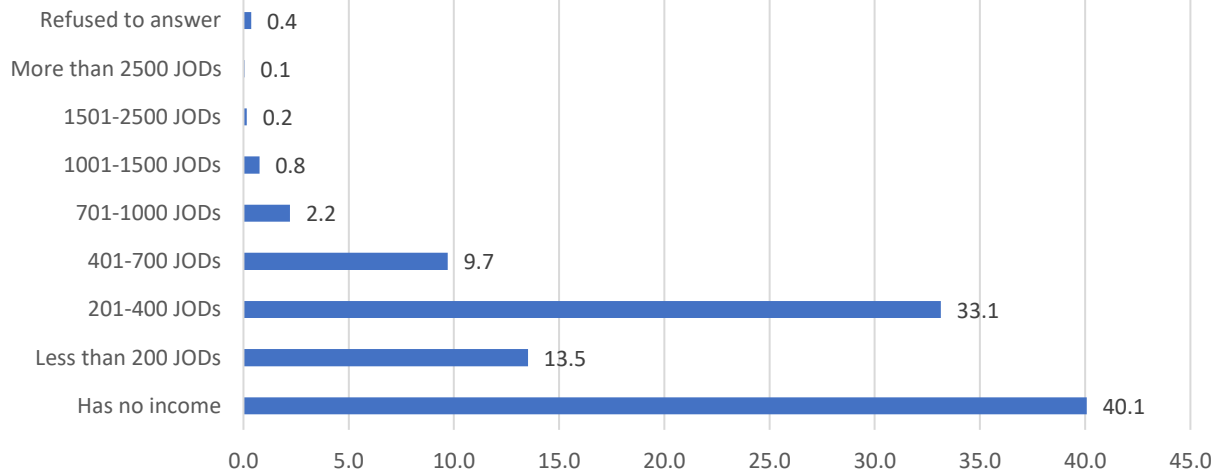
Average Monthly Household Income of National Sample Respondents (%)

Category	Value
Refused to answer/ Live alone	0.8
More than 3500 JOD	0.1
2501-3500 JOD	0.1
1501-2500 JOD	1.2
1001-1500 JOD	2.3
601-1000 JOD	13.7
301-600 JOD	49.9
Less than 300 JOD	27.9
Have no income	4.1
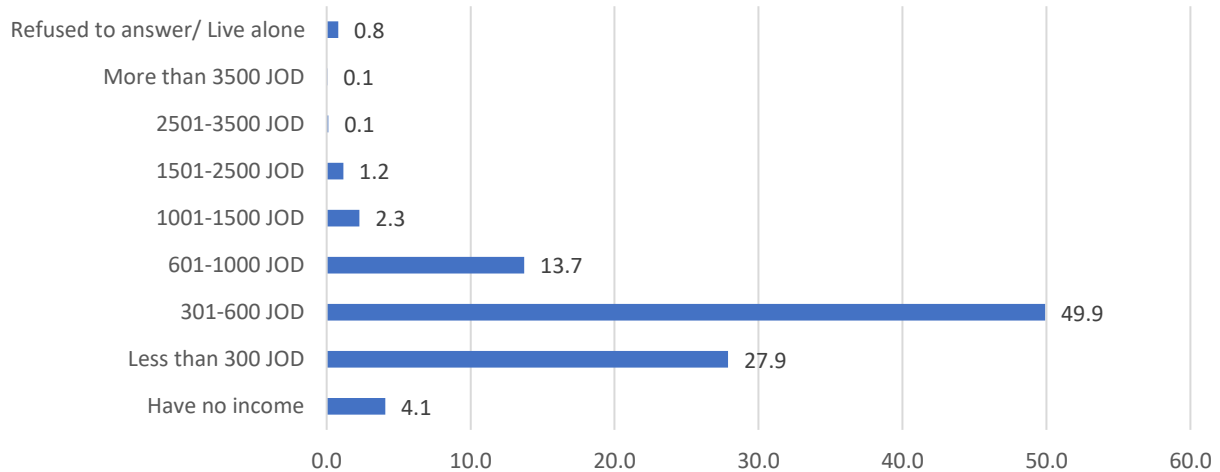
1 The Status Quo of CSOs in Jordan

In Jordan, CSOs can be registered at a number of institutes. From the 237 CSO staff respondents interviewed, the majority (45.1%) stated that their CSOs were registered at the Ministry of Social Development. Conversely, the majority of respondents (35.0%) think that CSOs should be overseen by the same ministry.

The ministries of Political and Parliamentary Affairs (18.6%) and Culture (16.9%) were also thought of as eligible establishments to supervise CSOs. To a lesser extent, the ministries of Youth (11.8%) and Interior (10.5%) were also considered fit to administer CSOs under their institutional umbrellas.

In your opinion, who should be supervising civil society institutions? (%)

Ministry	%
Ministry of Youth	11.8
Ministry of Industry and Trade	6.3
Ministry of Political and Parliamentary Affairs	18.6
Ministry of Local Administration	0.8
Ministry of Social Development	35.0
Ministry of Culture	16.9
Ministry of Interior	10.5
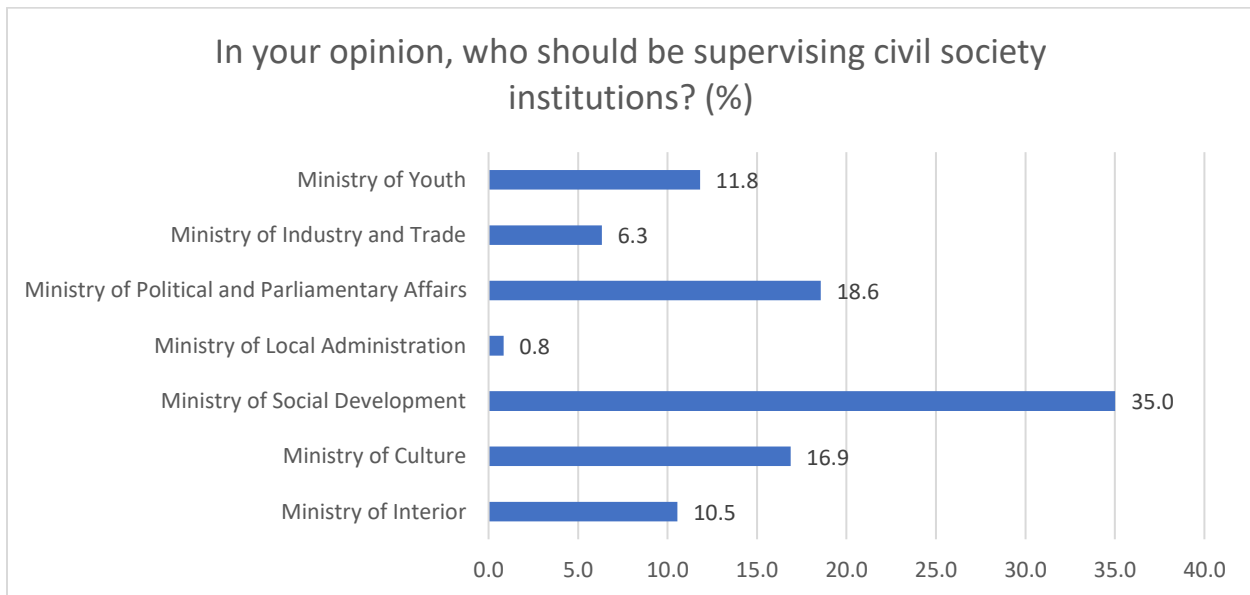
The percent differences, however, between current registration bodies of CSOs and desired institutions to supervise CSOs did not exceed the 10.1%. A higher percentage of CSO staff respondents wanted the ministries of Youth (9.7%), Interior (8.4%) and Political and Parliamentary Affairs (4.6%) to take charge of CSOs, whereas less respondents wanted to be registered at the ministries of social development (-10.1%) and Trade and Supply (-5.1%).

Difference between current registration entity of CSO versus perceived ideal entity for CSO supervision
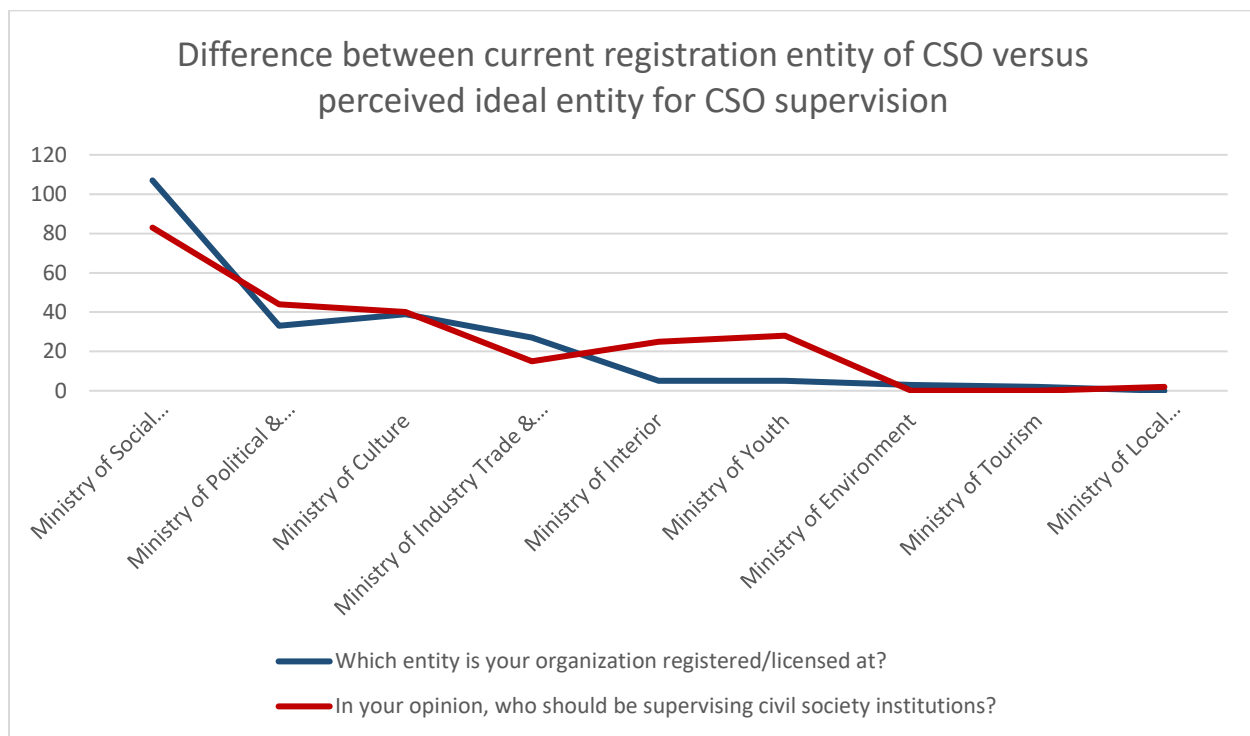
	Which entity is your organization registered/licensed at?	In your opinion, who should be supervising civil society institutions?	Count Difference	% Difference
Ministry of Social Development	107	83	24	10.1
Ministry of Political & Parliamentary Affairs	33	44	-11	-4.6
Ministry of Culture	39	40	-1	-0.4
Ministry of Industry Trade & Supply	27	15	12	5.1
Ministry of Interior	5	25	-20	-8.4
Ministry of Youth	5	28	-23	-9.7
Ministry of Environment	3	0	3	1.3
Ministry of Tourism	2	0	2	0.8
Ministry of Local Administration	0	2	-2	-0.8

The majority of CSO staff respondents reported to have programs targeted at women (93.7%), youth (87.7%), and to a lesser extent persons with disabilities (59.9%).
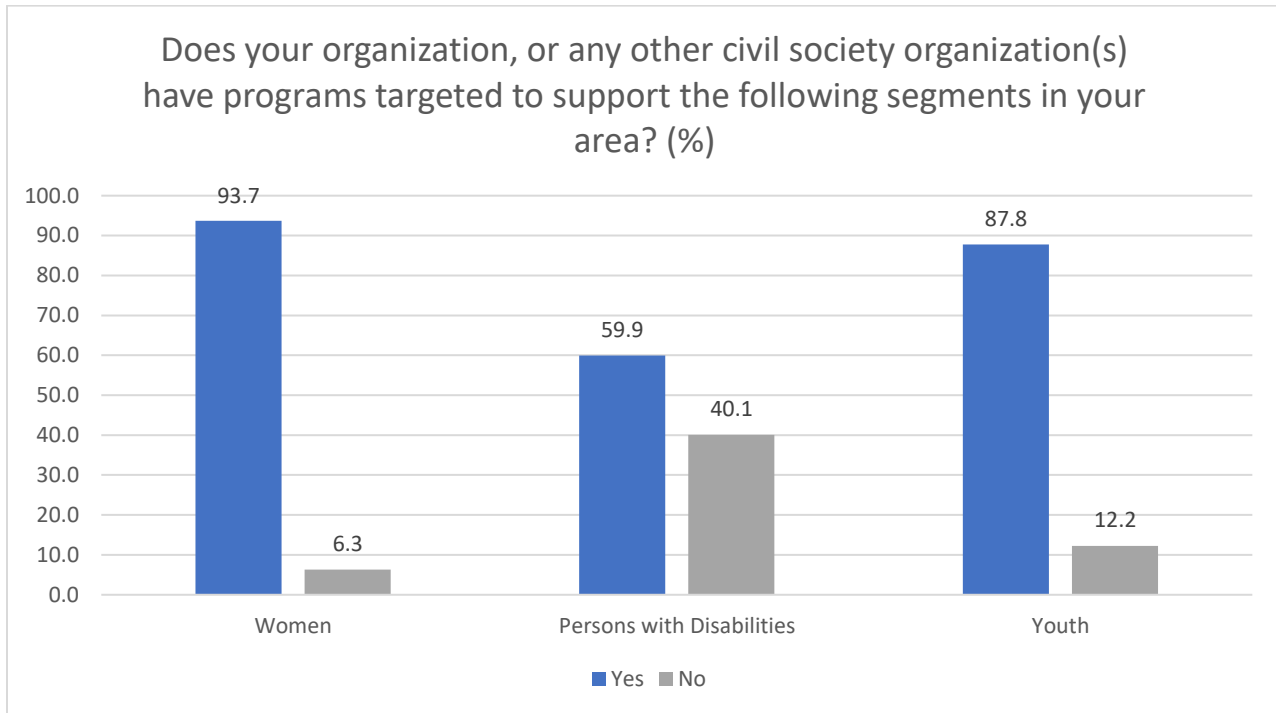
Does your organization, or any other civil society organization(s) have programs targeted to support the following segments in your area? (%)

	Women		Persons with Disabilities		Youth	
	Yes	No	Yes	No	Yes	No
	93.7	6.3	59.9	40.1	87.8	12.2

Does your organization, or any other civil society organization(s) have programs targeted to support the following segments in your area?

		Women	Persons with Disabilities	Youth
Valid	Yes	93.7	59.9	87.8
	No	6.3	40.1	12.2

In general, no differences were reported regarding the number of programs targeted at women, youth and persons with disabilities within CSOs that have taken part in the Qararuna – CSS training, and those who have not.

In the opinion of the majority (69.2%) of CSO staff respondents, some CSOs were indeed established to serve their founders' private/personal interests. Whereas one quarter (25.3%) of respondents reported the opposite. 5.5% did not know.
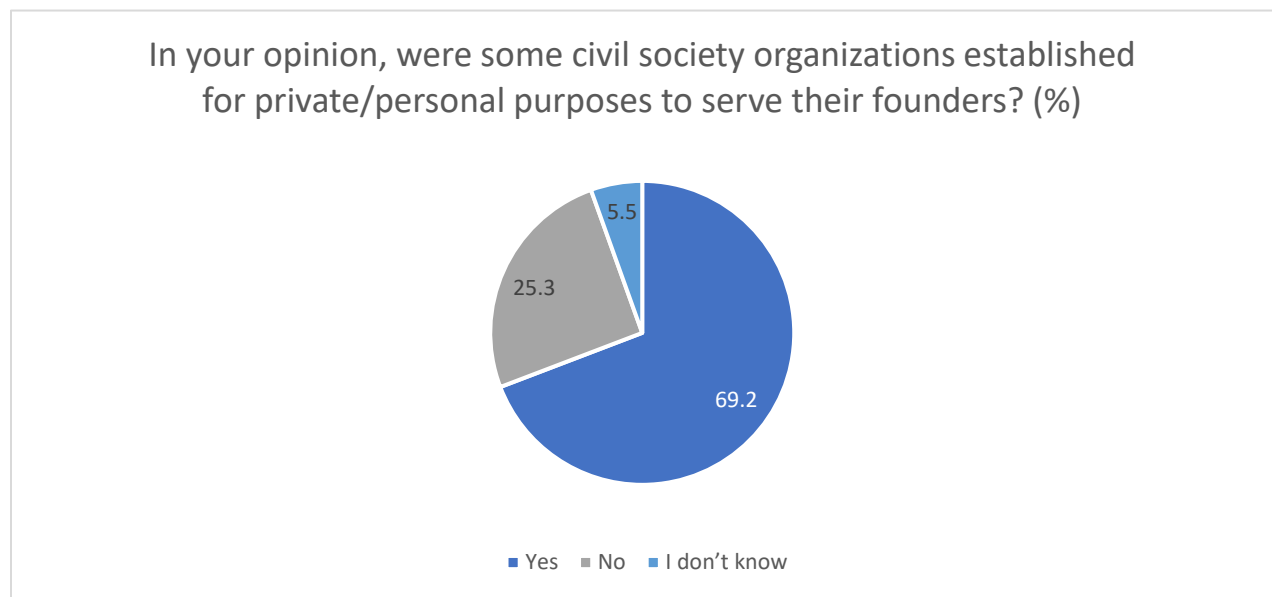
In your opinion, were some civil society organizations established for private/personal purposes to serve their founders? (%)

- Yes
- No
- I don't know

In your opinion, were some civil society organizations established for private/personal purposes to serve their founders?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	164	69.2	69.2	69.2
	No	60	25.3	25.3	94.5
	I don't know	13	5.5	5.5	100.0
	Total	237	100.0	100.0	

According to the CSO staff respondents, the most prevalent issues that face CSOs are the lack of competent staff (84.0%), followed by the some members overriding the institution (77.2%), grouping (73.4%), and nepotism (72.6%). Unpredictably, the prevalence of corruption reported among CSOs is almost equal to the percent of donors reported to be overriding those institutions (68.8% and 68.4% respectively).

Some constructive aspects were also found to be almost equally prevalent across CSOs; such as the democratic selection of administrative members (78.9%), equal employment opportunity (78.5%) and cooperation and partnership between CSOs (71.7%). This indicates that the prevalent nepotism and corruption are being implemented for other gains.
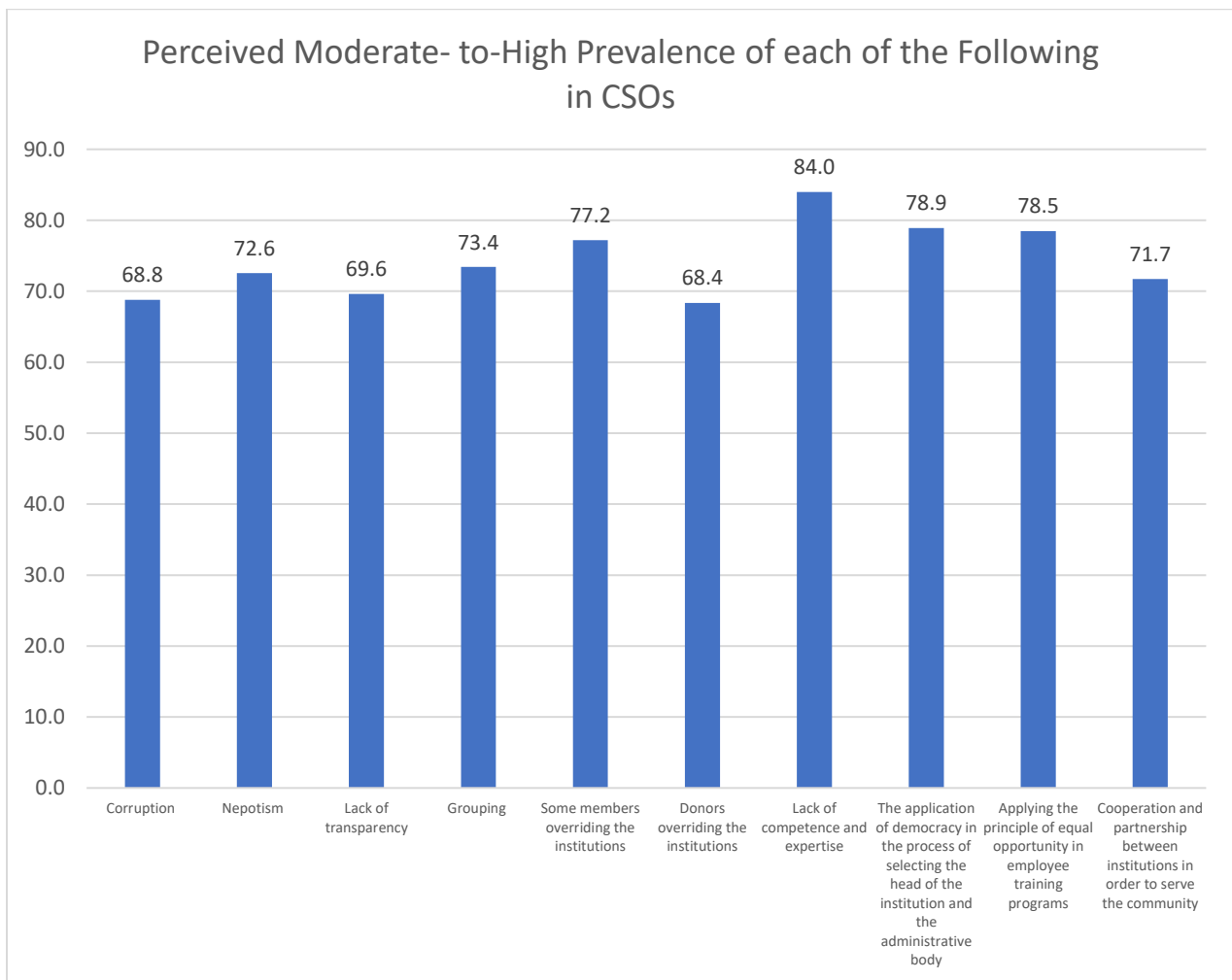
Perceived Moderate- to-High Prevalence of each of the Following in CSOs

In your opinion, to what extent is each of the following prevalent in civil society organizations:

	Moderate- to-high extent
Corruption	68.8
Nepotism	72.6
Lack of transparency	69.6
Grouping	73.4
Some members overriding the institutions	77.2
Donors overriding the institutions	68.4
Lack of competence and expertise	84.0
The application of democracy in the process of selecting the head of the institution and the administrative body	78.9
Applying the principle of equal opportunity in employee training programs	78.5
Cooperation and partnership between institutions in order to serve the community	71.7

In your opinion, to what extent is each of the following prevalent in civil society organizations:

	To a high extent		To a moderate extent		To a low extent		None at all		I don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Corruption	69	29.1	94	39.7	46	19.4	17	7.2	11	4.6
Nepotism	113	47.7	59	24.9	35	14.8	25	10.5	5	2.1
Lack of transparency	75	31.6	90	38.0	46	19.4	20	8.4	6	2.5
Grouping	100	42.2	74	31.2	31	13.1	24	10.1	8	3.4
Some members overriding the institutions	94	39.7	89	37.6	19	8.0	29	12.2	6	2.5
Donors overriding the institutions	85	35.9	77	32.5	34	14.3	29	12.2	12	5.1
Lack of competence and expertise	95	40.1	104	43.9	23	9.7	11	4.6	4	1.7
The application of democracy in the process of selecting the head of the institution and the administrative body	92	38.8	95	40.1	28	11.8	16	6.8	6	2.5
Applying the principle of equal opportunity in employee training programs	65	27.4	121	51.1	30	12.7	15	6.3	6	2.5
Cooperation and partnership between institutions in order to serve the community	68	28.7	102	43.0	49	20.7	14	5.9	4	1.7

The majority (89.9%) of CSO staff respondents agreed that by far the most important challenge that CSOs face is finding means of financing and acquiring funding for project implementation. Other challenges reported were involving community members and recruiting volunteers (9.7%), lack of owned headquarters/offices (6.8%), and lack of expertise/competence (5.1%).

What are the most important challenges your organization faces?

		Frequency	Percent
Valid	Financing and acquiring funding	213	89.9
	Recruiting community members and volunteers	23	9.7
	Lack of owned headquarters/offices for the CSO	16	6.8
	Lack of expertise and competence	12	5.1
	Complex government procedures and laws	11	4.6
	Consequences of COVID-19 pandemic	11	4.6
	Difficulty obtaining approval for activities	9	3.8
	Nepotism and grouping	8	3.4
	Difficulty obtaining and sustaining projects	6	2.5
	Domination of funders over the CSO's programs	4	1.7
	Lack of trust in CSOs	4	1.7
	Lack of cooperation among CSOs	3	1.3
	Lack of single governing body for CSOs	2	0.8
	Don't Know, Can't Recall	15	6.3

In addition, the majority (92.4%) of CSO staff respondents think that the funding is not distributed evenly among CSOs.

In your opinion, are there civil society organizations that receive more funding than others? (%)

5.9

92.4

■ Yes ■ No
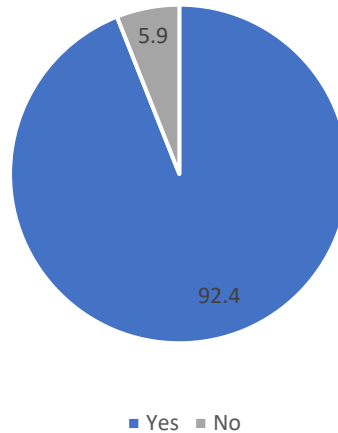
In your opinion, are there civil society organizations that receive more funding than others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	219	92.4	92.4	92.4
	No	14	5.9	5.9	98.3
	I don't know	4	1.7	1.7	100.0
	Total	237	100.0	100.0	

The majority (73.1%) of respondents who think some CSOs receive more funding than others say it is due to nepotism and bias to some CSOs. A lesser 11.9% attribute it to the better expertise and competence of CSO members as they would be more able to secure funding, and 7.3% supposed it all depended on the type of activities adopted by the CSOs as they attract different degrees of funding.

If your answer is yes, why do you think that is? (%)

- Nepotism and bias to some CSOs
- Expertise and competence of members
- Type of activities conducted
- Other
- Don't Know
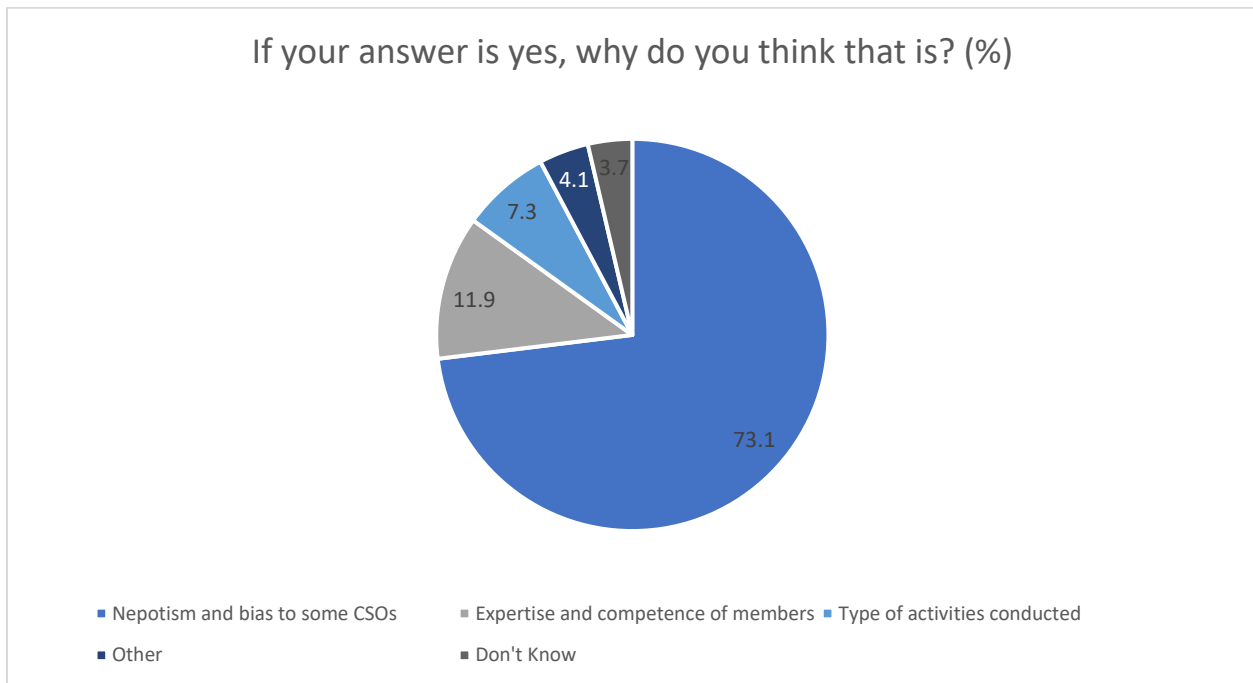
If your answer is yes, why do you think that is?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nepotism and bias to some CSOs	160	73.1	73.1	73.1
	Expertise and competence of members	26	11.9	11.9	84.9
	Type of activities conducted	16	7.3	7.3	92.2
	Other	9	4.1	4.1	96.3
	Don't Know	8	3.7	3.7	100.0
	Total	219	100.0	100.0	

The uneven distribution of funding among CSOs is reflected negatively on their work, according to the majority (74.9%). Only 7.3% think this may have a positive effect, whereas 11.0% are indifferent.

If your answer is yes, how does it affect your organization's work? (%)

3.7 3.2
7.3
11.0
74.9

■ Positively ■ Negatively ■ No impact ■ Other ■ Don't Know
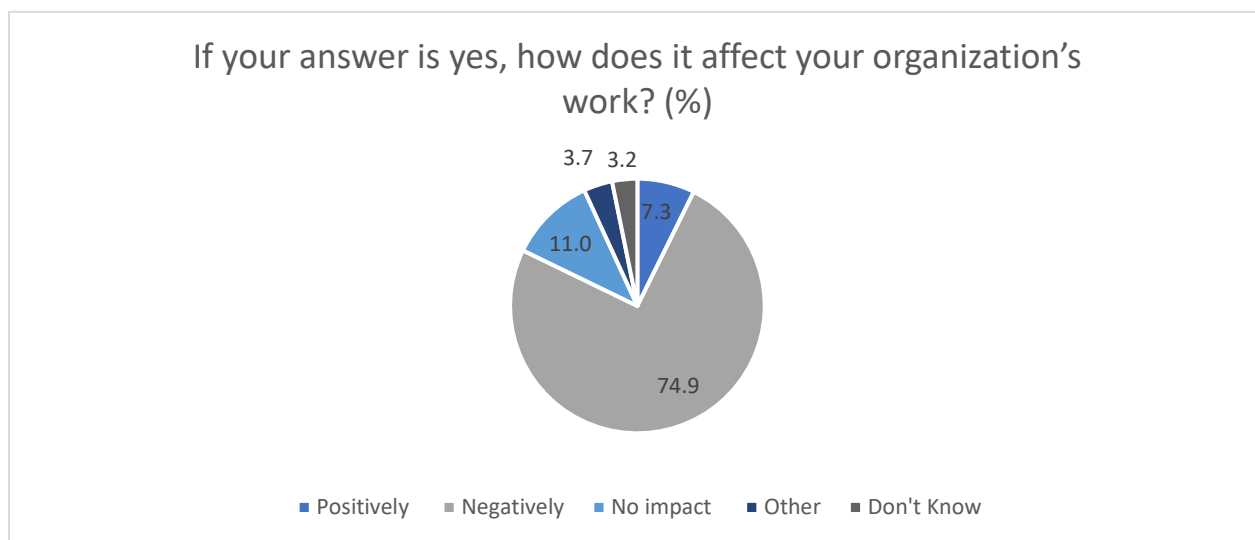
If your answer is yes, how does it affect your organization's work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positively	16	7.3	7.3	7.3
	Negatively	164	74.9	74.9	82.2
	No impact	24	11.0	11.0	93.2
	Other	8	3.7	3.7	96.8
	Don't Know	7	3.2	3.2	100.0
	Total	219	100.0	100.0	

Almost two thirds (62.5%) of CSO staff respondents think that financial abuse within CSOs are moderately-highly prevalent. However, 15.2% completely disagree by saying that there are no financial abuses at all, and 16.5% say it occurs but to a low extent.
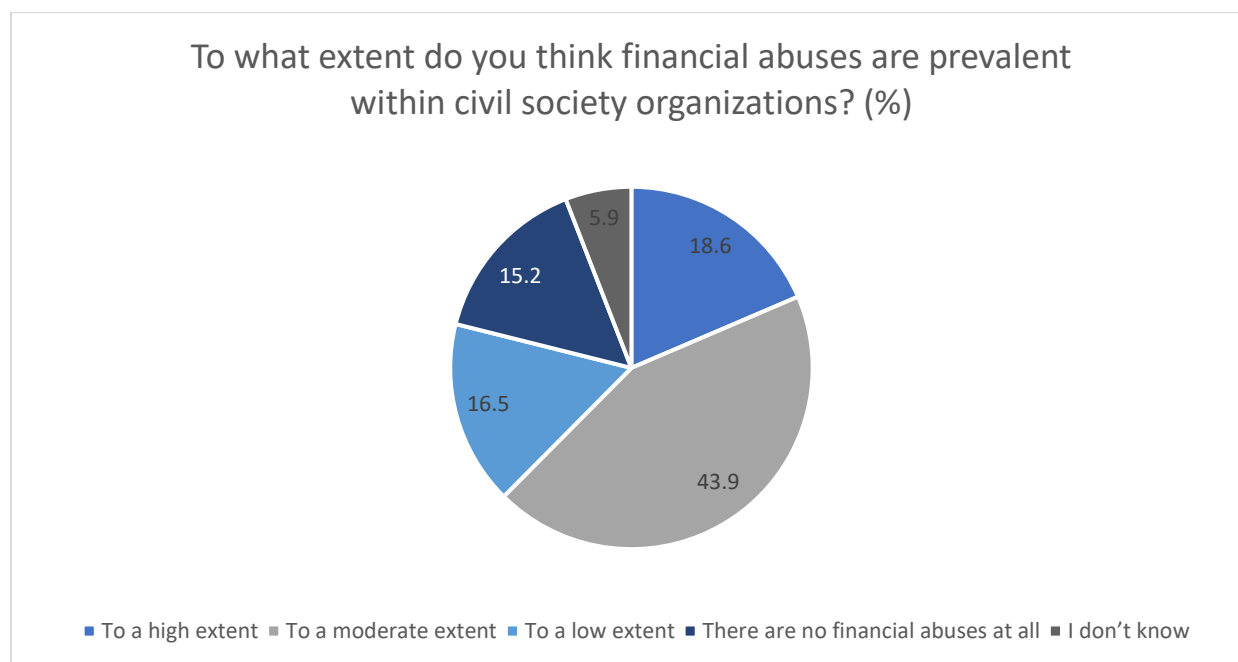
To what extent do you think financial abuses are prevalent within civil society organizations? (%)

■ To a high extent ■ To a moderate extent ■ To a low extent ■ There are no financial abuses at all ■ I don't know

To what extent do you think financial abuses are prevalent within civil society organizations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	44	18.6	18.6	18.6
	To a moderate extent	104	43.9	43.9	62.4
	To a low extent	39	16.5	16.5	78.9
	There are no financial abuses at all	36	15.2	15.2	94.1
	I don't know	14	5.9	5.9	100.0
	Total	237	100.0	100.0	

Almost all (98.7%) respondents responded positively when asked if they would accept a female figure to be the president or director of their organization. In fact, the majority (88.6%) also reported having a female-headed CSO in their areas.
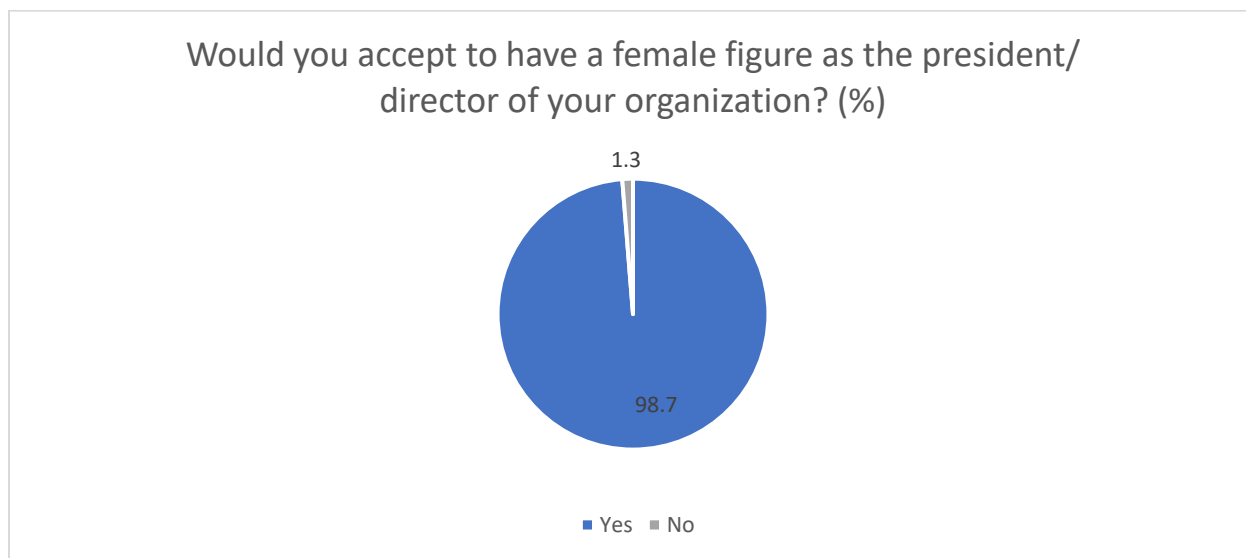
Would you accept to have a female figure as the president/ director of your organization? (%)

- Yes
- No

Are there civil society organizations that are headed by females in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	88.6	88.6	88.6
	No	27	11.4	11.4	100.0
	Total	237	100.0	100.0	

The majority of CSO staff respondents (89.5%) think that social media granted CSOs a platform to publicly discuss some issues and topics, that were otherwise sensitive and unattainable. Of those, one third (33.8%) reported that these issues and topics make up 76-100% of their organization's activities, and 61.8% said they make 51-100% of their work.

In your opinion, has social media granted CSOs a platform to publicly discuss some issues and topics, that were otherwise sensitive and unattainable? (%)

■ Yes ■ No

How much do these issues and topics make up of your overall organization's activities? (%)

■ 0-25% ■ 26-50% ■ 51-75% ■ 76-100%
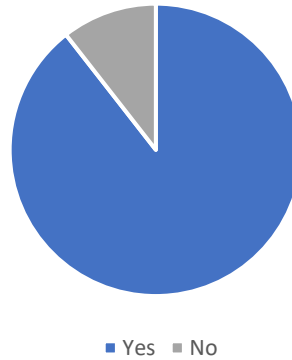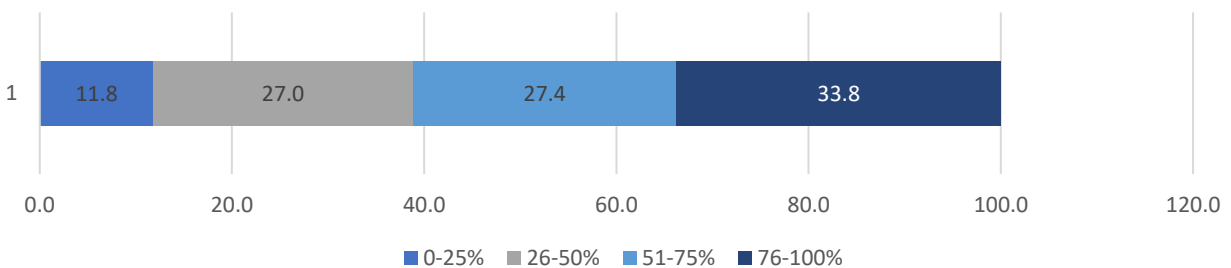
How much do these issues and topics make up of your overall organization's activities? (Note: please insert your answer as a percentage; between 0 and 100)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-25%	28	11.8	11.8	11.8
	26-50%	64	27.0	27.0	38.8
	51-75%	65	27.4	27.4	66.2
	76-100%	80	33.8	33.8	100.0
	Total	237	100.0	100.0	

As for the impact of COVID-19 pandemic, the majority (84.0%) of CSO staff respondents reported a negative effect on the work of their organization. A lesser 11.4% reported no effect at all, and only 4.6% reported a positive effect.
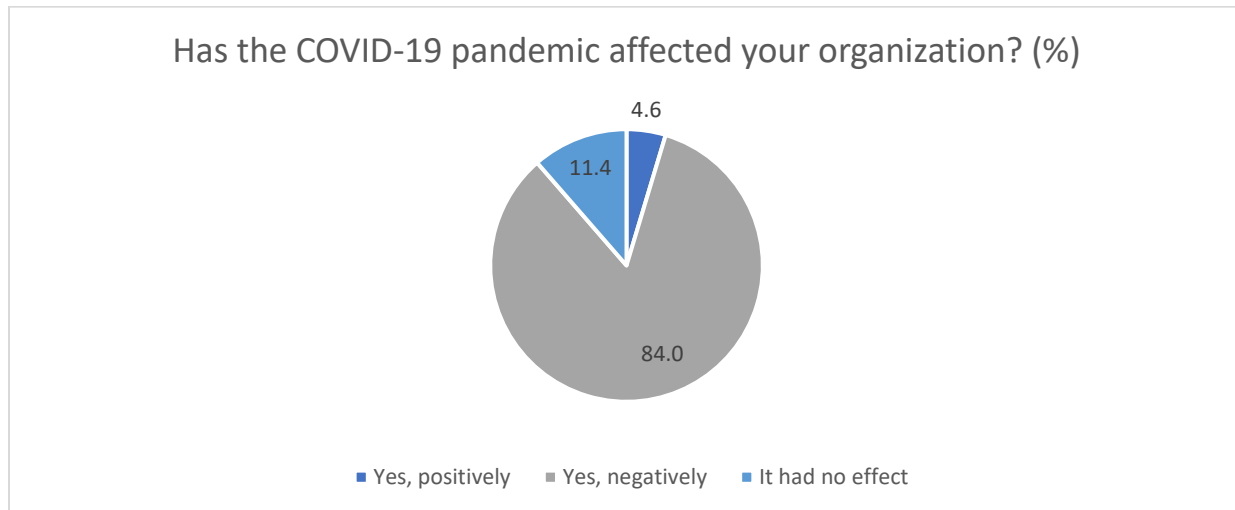
Has the COVID-19 pandemic affected your organization? (%)

■ Yes, positively   ■ Yes, negatively   ■ It had no effect

Has the COVID-19 pandemic affected your organization?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, positively	11	4.6	4.6	4.6
	Yes, negatively	199	84.0	84.0	88.6
	It had no effect	27	11.4	11.4	100.0
	Total	237	100.0	100.0	

More than one third (37.6%) of CSO staff respondents reported that their organization's activities were transferred into virtual/online activities due to the COVID-19 pandemic. An additional 47.7% said that some of their activities were moved online. Whereas 14.8% did not conduct any additional online activities, compared to before the pandemic.

In total, 88.3% of CSOs that have received Qararuna-CSS training moved some or all of their activities online, compared to 80.4% of CSOs who have not received the training.

Have you transferred your organization's activities into virtual/online activities due to the COVID-19 pandemic? (%)

- Yes
- No
- Some/Mix

37.6
14.8
47.7
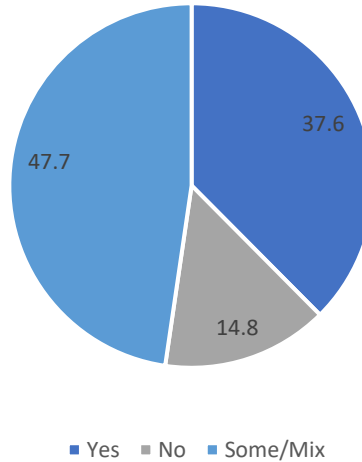
Have you transferred your organization's activities into virtual/online activities due to the COVID-19 pandemic? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Qararuna Trainee CSOs	Non- Qararuna Trainee CSOs	Total
Have you transferred your organization's activities into virtual/online activities due to the COVID-19 pandemic?	Yes	Count	53	36	89
		%	59.6%	40.4%	100.0%
	No	Count	17	18	35
		%	48.6%	51.4%	100.0%
	Some/Mix	Count	75	38	113
		%	66.4%	33.6%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

2 Knowledge, Perception and Engagement with CSOs

A total of 97.5% of national sample respondents knew what Civil Society Organizations (CSOs) were. Of those, 32.6% needed to hear the definition of CSOs to be able to recognize them.

Civil society organizations were defined to be a wide range of non-governmental organizations, associations, and non-profit organizations that have a presence in public life and are interested in expressing the interests and values of their members or the surrounding civil society, based on ethical, cultural, political, scientific, religious or charitable considerations.

Knowledge of CSOs - Total (Count)

63

2421

■ Yes   ■ No
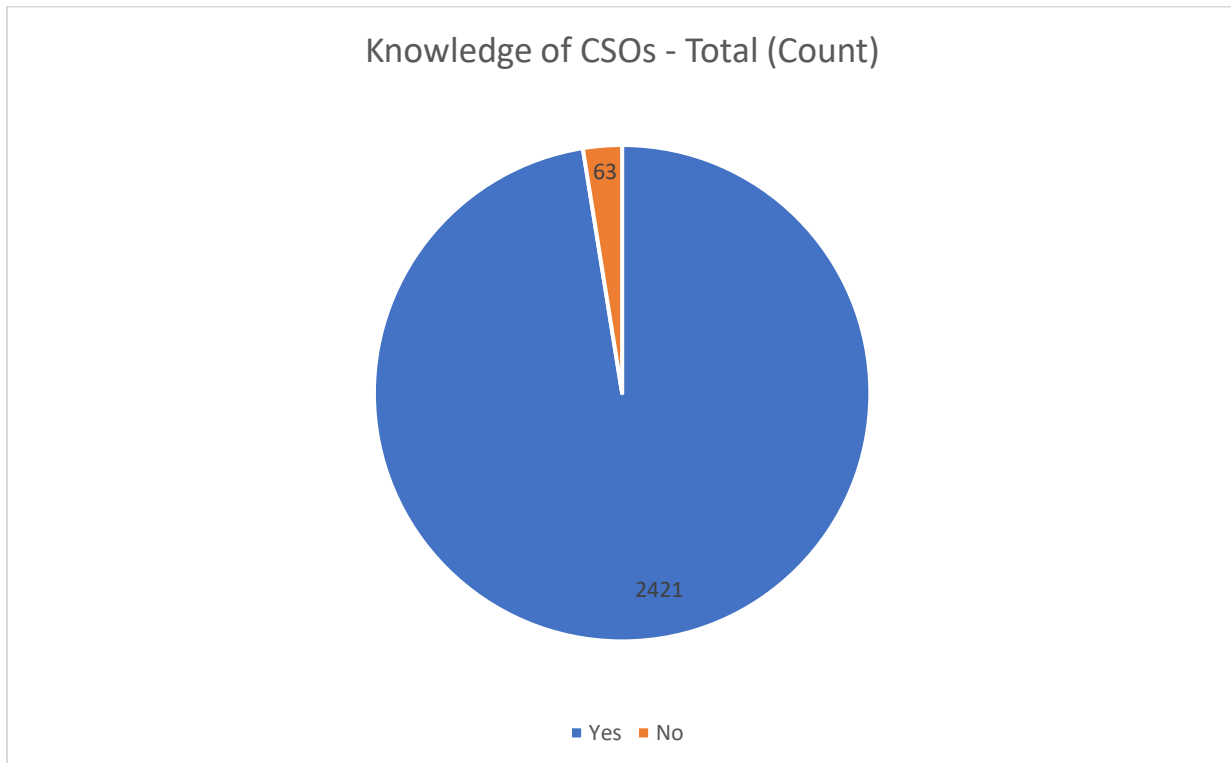
Almost two thirds (65.3%) of national sample respondents reported to have at least one CSO in their areas. The remaining 28.2% do not. Beneficially, a slightly higher percentage (70.9%) of rural areas residents reported to have at least one nearby CSO, compared to 64.8% or urban areas residents.
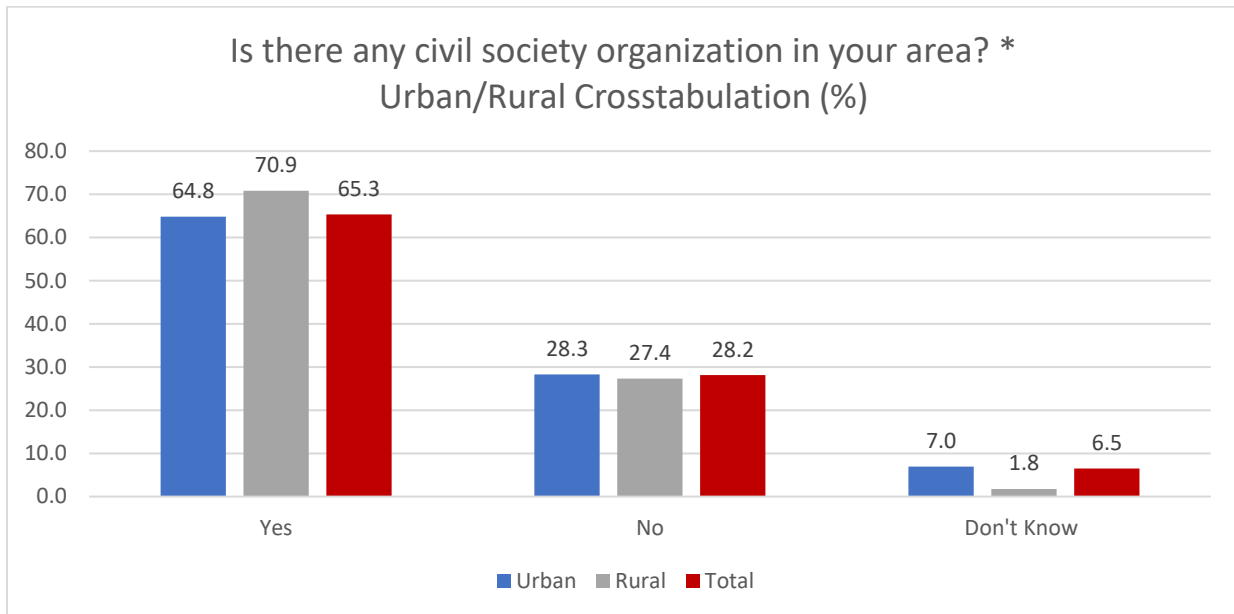
Is there any civil society organization in your area? *
Urban/Rural Crosstabulation (%)

Is there any civil society organization in your area? * Urban/Rural Crosstabulation

	Urban	Rural	Total
Yes	64.8	70.9	65.3
No	28.3	27.4	28.2
Don't Know	7.0	1.8	6.5

However, almost one third (30.2%) only know how to join one of these organizations. Relatively, rural residents are slightly better well-rounded about how to join one of these organizations (36.5%), compared to urban residents (29.6%).
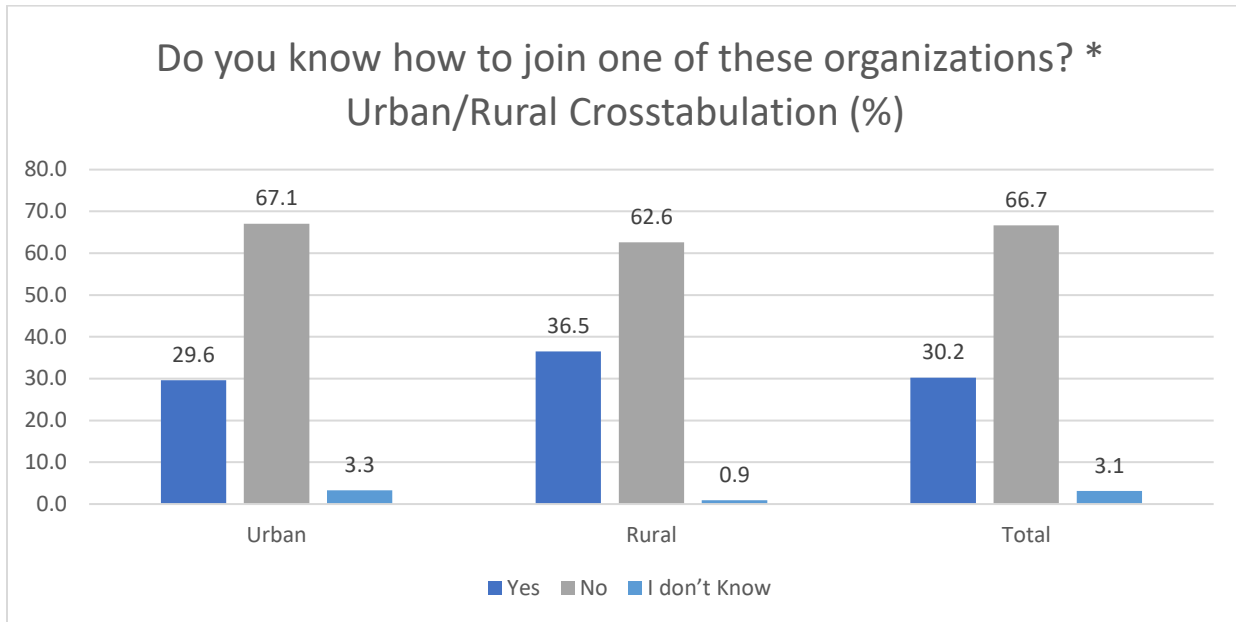
Do you know how to join one of these organizations? * Urban/Rural Crosstabulation (%)

do you know how to join one of these organizations? * Urban/Rural Crosstabulation

	Urban	Rural	Total
Yes	29.6	36.5	30.2
No	67.1	62.6	66.7
I don't Know	3.3	0.9	3.1

Almost one quarter (23.0%) of national survey respondents are members of CSOs, while 77.0% are not. Part-time employees (36.0%) and retired (31.6%) respondents ranked the highest percent of CSO memberships, compared to respondents with other employment statuses.

Are you a member of a civil society organization? * Employment Status Crosstabulation (%)

		Student/ Unemployed	Full time employed	Part time employed	Has own business	Retired	Housewife	Unemployed and looking for a job	Total
Are you a member of a civil society organization?	Yes	21.0	24.1	36.0	28.8	31.6	17.7	12.7	23.0
	No	79.0	75.9	64.0	71.2	68.4	82.3	87.3	77.0
Total		100	100	100	100	100	100	100	100
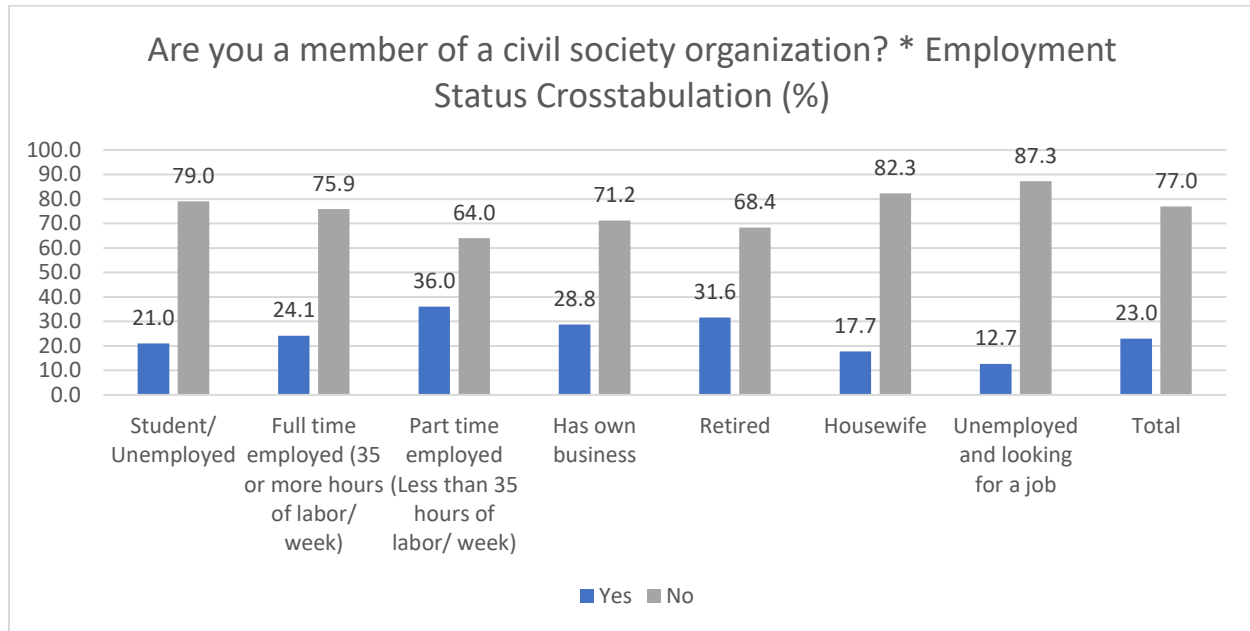
What is your employment status

Most of the participants had either communicated, worked, or participated in an activity conducted by a CSO in their area (70.6%), or outside their area (88.2%). This means that a considerable percentage (17.6%) of national survey respondents engaged more with CSOs outside their areas in some form of activity.

Within their areas, respondents reported to have mostly taken part in workshops, training and awareness sessions (29.7%), participated in charitable and voluntary work and received personal aid (23.8%) and engaged in religious and Quran memorization programs (12.9%).

Outside of their areas, respondents reported to have taken part in a higher percentage of workshops, training and awareness sessions (39.0%; 9.3% more than local areas), and charitable and voluntary work (46.3%; 22.5% more than local areas).
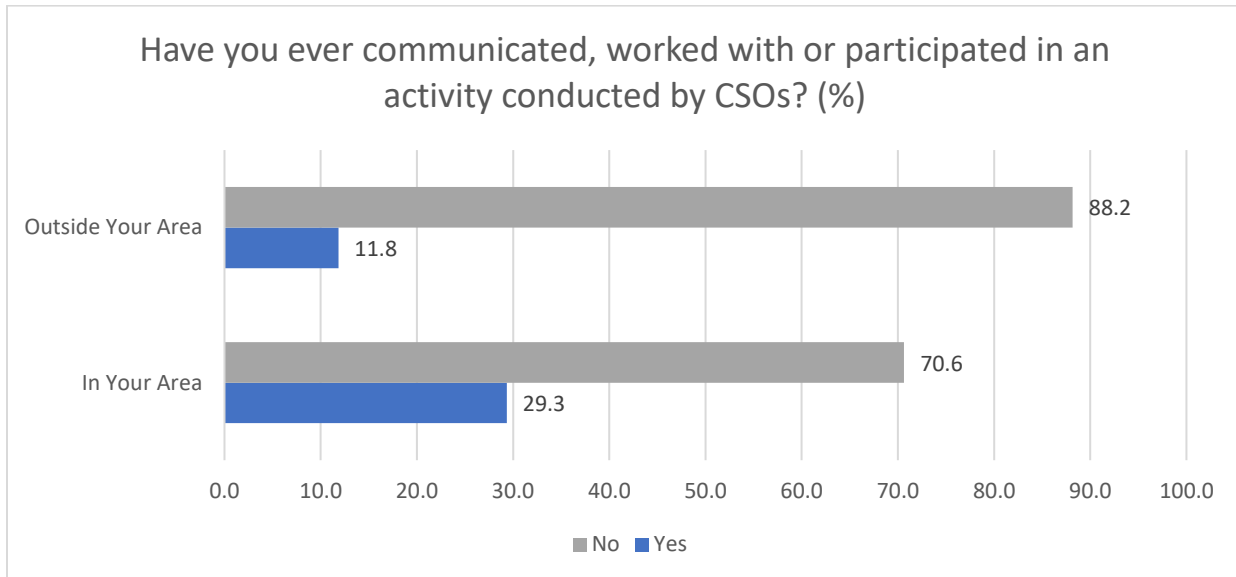
Have you ever communicated, worked with or participated in an activity conducted by CSOs? (%)

Have you ever communicated, worked with or participated in an activity conducted by civil society organizations in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	464	29.3	29.3	29.3
	No	1118	70.6	70.7	100.0
	Total	1582	100.0	100.0	

Have you ever communicated, worked with or participated in an activity conducted by civil society organizations outside of your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	287	11.8	11.8	11.8
	No	2135	88.2	88.2	100.0
	Total	2421	100.0	100.0	

Half (49.9%) of the national sample respondents think that having CSOs in Jordan is highly important. And a total of 83% think that having CSOs in Jordan is moderately-highly important. Only 5.7% see no importance for CSOs whatsoever.

Percent respondents living in rural and urban areas are almost comparable in terms of their opinion regarding the importance of having CSOs in Jordan, however, respondents from urban areas slightly have a lower faith in CSOs (6.0% not important at all; versus 4.5% in rural areas).

Divorced respondents also showcase a slightly higher importance of CSOs in Jordan (98.5% somewhat-highly important), relative to single (91.1%), engaged/married (93.1%), and widowed (92.6%) respondents.

Respondents who have their own business or are retired are the least who see the importance of CSOs in Jordan (10.1% and 10.2% respectively reporting no importance at all).

Surprisingly, respondents with higher personal and household income levels perceive having CSOs as more important in Jordan, compared to lower income groups' respondents. All respondents who have personal income rate above 1500 JDs/month think having CSOs in moderately-highly important; and all respondents who have income rate above 2500 JDs/month think it is highly important. Similarly, all respondents whose household income rate is above 2500 JDs/month think having CSOs in Jordan is highly important. This can be explained by the higher socioeconomic background of respondents; reflecting a higher level of education and culture; thus better appreciation and understanding of the role of CSOs in a society; particularly a developing one. However, a higher sample size will be required to determine this assumption.
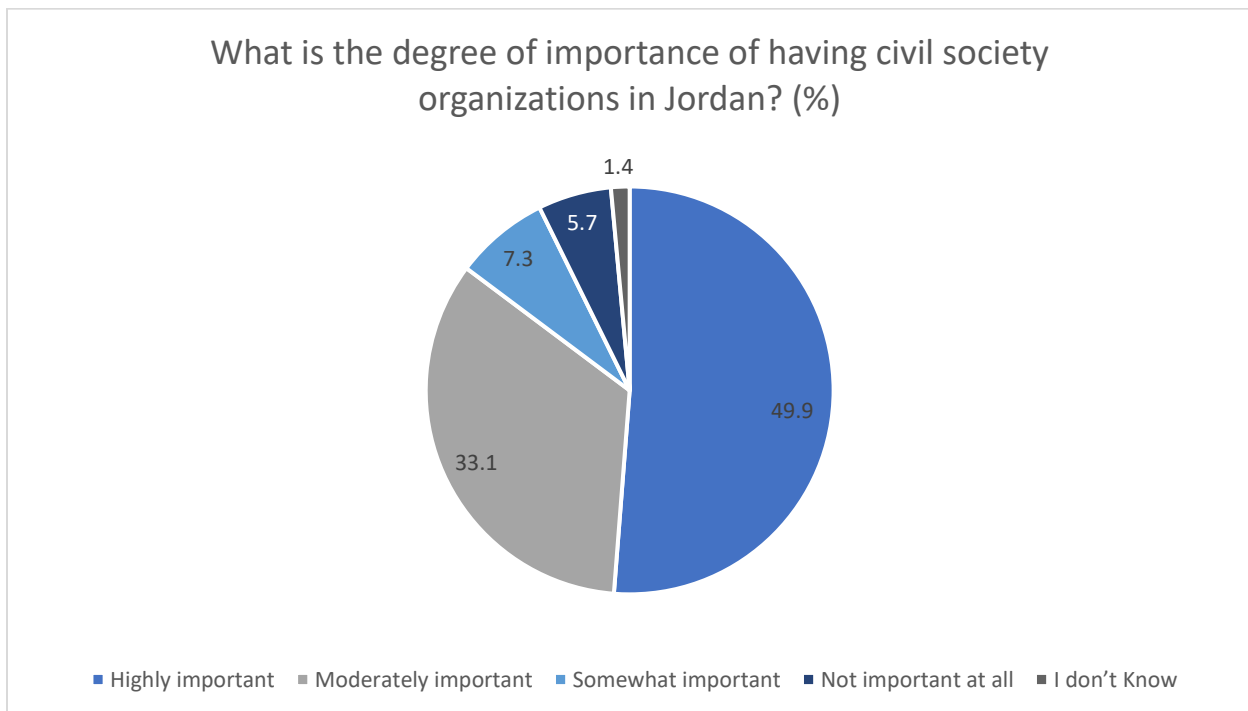
What is the degree of importance of having civil society organizations in Jordan? (%)

- Highly important: 49.9
- Moderately important: 33.1
- Somewhat important: 7.3
- Not important at all: 5.7
- I don't Know: 1.4

What is the degree of importance of having civil society organizations in Jordan?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly important	1241	49.9	51.2	51.2
	Moderately important	823	33.1	34.0	85.2
	Somewhat important	181	7.3	7.5	92.7
	Not important at all	141	5.7	5.8	98.5
	I don't Know	36	1.4	1.5	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Almost two thirds (64.3%) of national sample respondents think that CSOs are carrying out their tasks adequately, (65.0%) trust CSOs in general, (66.5%) trust CSOs in their areas, and (66.5%) think CSOs work for the public good. At the same time, a considerable 29.9%-31.0% voiced their doubts in the proficiency and good intention of CSOs (respectively), which was reflected in their lack of trust in CSOs (30.5%).

Females reported a slightly higher degree of trust in CSOs in general (69.8% moderate to high extent), compared to males (63.4% moderate to high extent) - reporting a difference of 6.4%.

Regarding CSOs serving the public good, females significantly reported higher trust in CSOs (72.3%), versus males (60.8%) - reporting a difference of 11.5%.

The reasons for not trusting CSOs in general mainly stemmed from the perception that CSOs are exploited to serve personal interests (42.3%), the lack of transparency, credibility, and justice (33.2%), financial and administrative corruption (7.9%), and racism/prejudice (4.7%).

The same reasons attribute to the reduced/lack of trust in CSOs in respondents' local areas; particularly the lack of transparency, credibility, and justice (28.4%), nepotism (24.5%), exploitation of CSOs for own interests (15.8%), unequal distribution of aid (10.8%), financial and administrative corruption (6.3%), prevalence of racism/prejudice (5.9%), and lack of competent staff (3.9%).

To What Extent do To what extent do you...? (%)
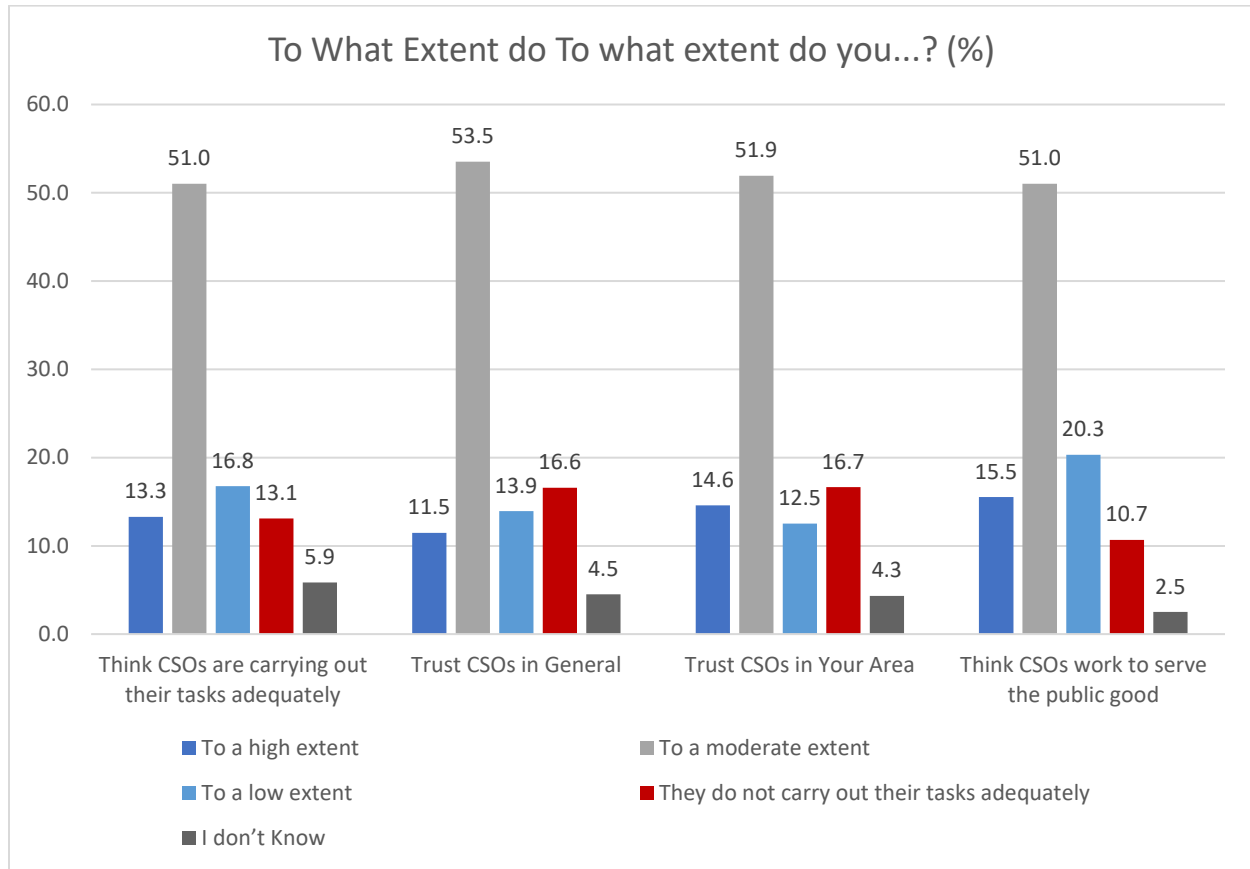
To what extent do you...?				
	Think CSOs are carrying out their tasks adequately	Trust CSOs in General	Trust CSOs in Your Area	Think CSOs work to serve the public good
To a high extent	13.3	11.5	14.6	15.5
To a moderate extent	51.0	53.5	51.9	51.0
To a low extent	16.8	13.9	12.5	20.3
They do not carry out their tasks adequately	13.1	16.6	16.7	10.7
I don't Know	5.9	4.5	4.3	2.5

More than half (60.1%) of the national sample respondents think that some CSOs were established to serve their founders' private/personal interests (*recall: compared to 69.2% of the CSO staff sample*). Almost one third (30.8%) do not think that is the case, whereas 7.5% do not know (*recall: compared to 5.5% of the CSO staff sample*).
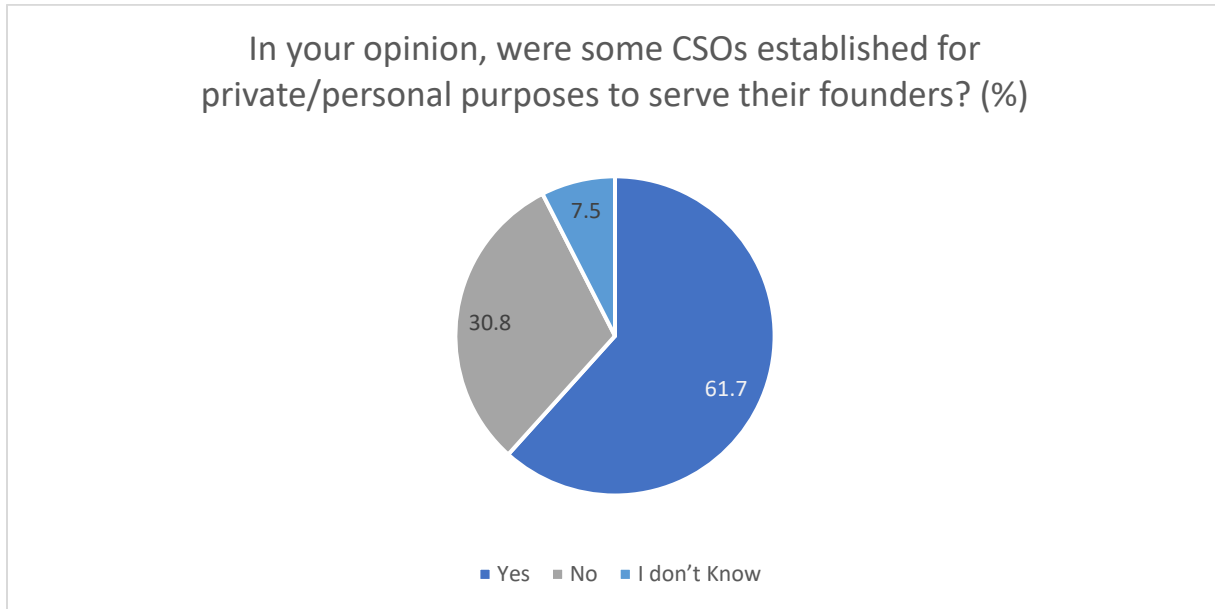
In your opinion, were some CSOs established for private/personal purposes to serve their founders? (%)

- Yes
- No
- I don't Know

In your opinion, were some civil society organizations established for private/personal purposes to serve their founders?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1493	60.1	61.7	61.7
	No	746	30.0	30.8	92.5
	I don't Know	182	7.3	7.5	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Less than one third of national sample respondents think that CSOs have clear, precise and actional goals (27.6%) and consistent of highly qualified and experienced members (24.8%). Almost 20.0% percent of respondents do not think either is true. The majority, however, think that some CSOs have clear goals (47.7%) and are competent (48.7%).
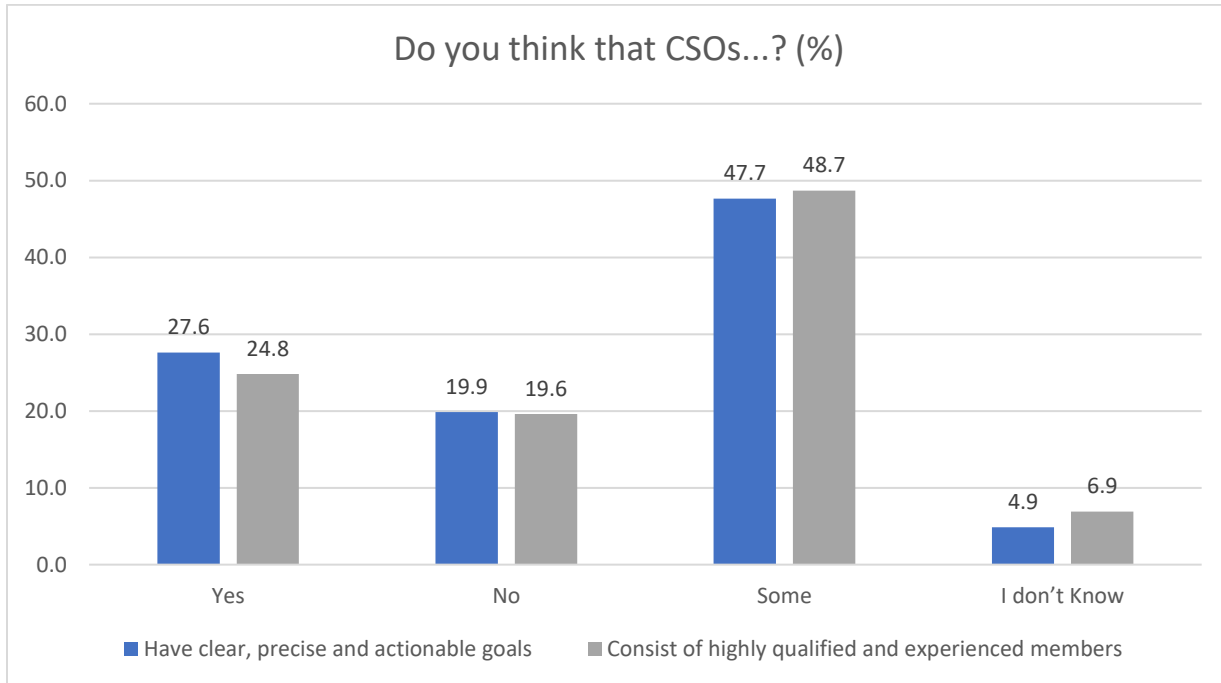
Do you think that CSOs...?

	Have clear, precise and actionable goals	Consist of highly qualified and experienced members
Yes	27.6	24.8
No	19.9	19.6
Some	47.7	48.7
I don't Know	4.9	6.9

The overwhelming majority (80.3%) of national sample respondents support the presence of a single supervisory and regulatory reference body for all CSOs in Jordan, whereas 17.5% do not. A lesser 2.2% do not know.
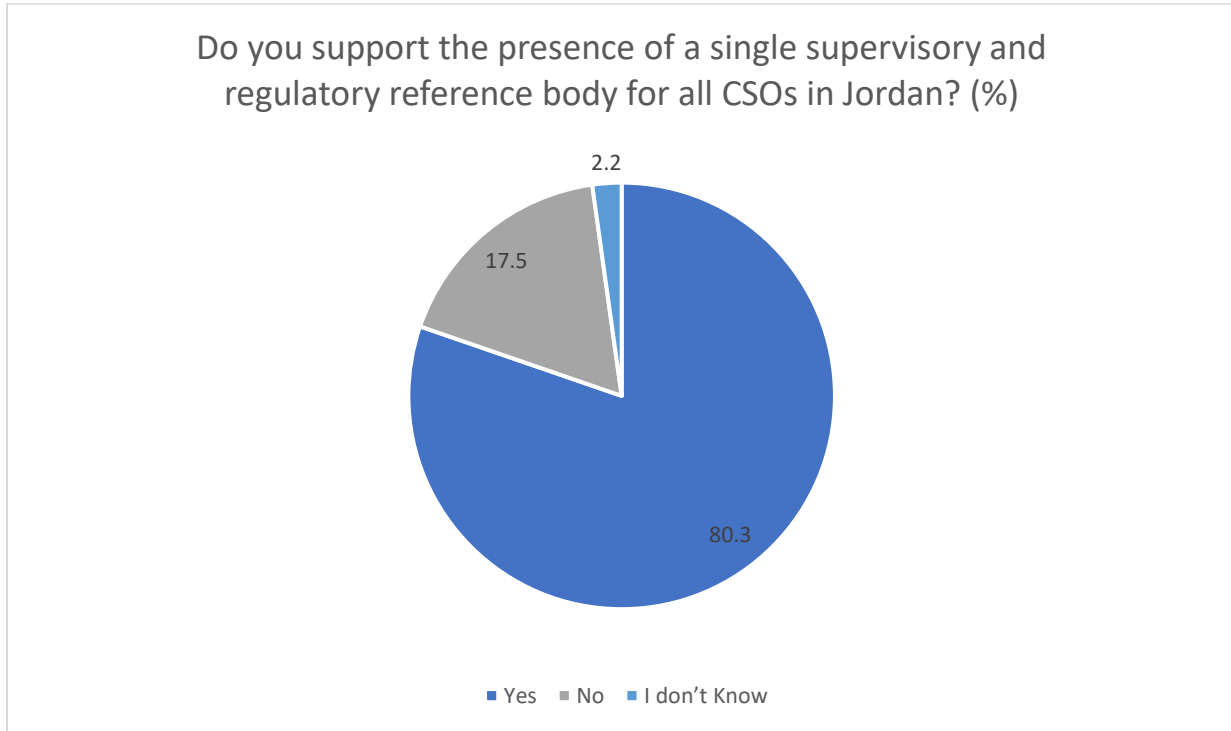
Do you support the presence of a single supervisory and regulatory reference body for all CSOs in Jordan? (%)

Do you support the presence of a single supervisory and regulatory reference body for all civil society organizations in Jordan?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1944	78.3	80.3	80.3
	No	424	17.1	17.5	97.8
	I don't Know	53	2.2	2.2	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

The majority (62.2%) of national sample respondents think that the planning for CSOs projects is driven by donors' directions and priorities. Whereas only 30.4% think that they are based on the specific needs and priorities of local communities in Jordan.

What do you think the planning for CSOs projects is based on? (%)

- The needs and priorities of the local community
- Donors' directions and priorities
- I don't Know
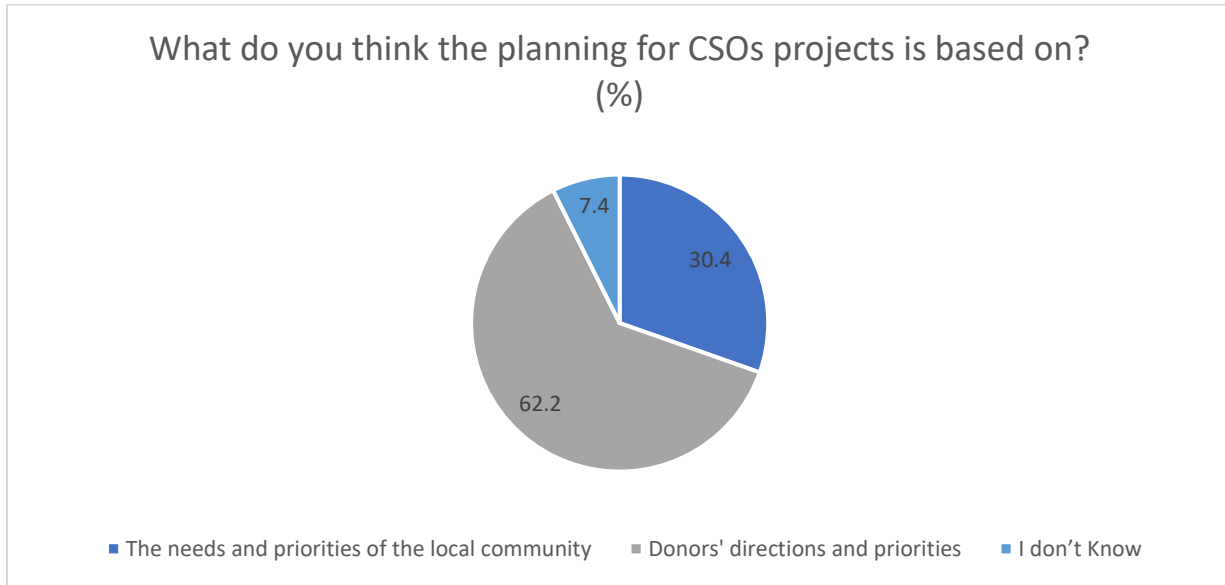
Do you think that planning for civil society institutions projects is carried out according to the needs and priorities of the local community, or according to the directions and priorities of the donors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The needs and priorities of the local community	736	29.6	30.4	30.4
	Donors' directions and priorities	1506	60.6	62.2	92.6
	I don't Know	179	7.2	7.4	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Almost half (51.8%) of national sample respondents think that local communities have a moderate-high role in the CSOs' decision-making process. However, 44.1% think that local communities are barely/never involved in this type of decision making.

Males think that a higher percentage of local community members are not involved in the decision-making process within CSOs at all (29.8%), compared to females (20.8%).

Respondents who can't work due to physical or mental disorder reported the highest extent of non-participatory leadership/ decision-making model by CSOs (45.5%), rating 8.8-23.6% higher than respondents with other employment statuses (except respondents who work for their families - who reported low-high extent involvement, but not complete exclusion of the community members).
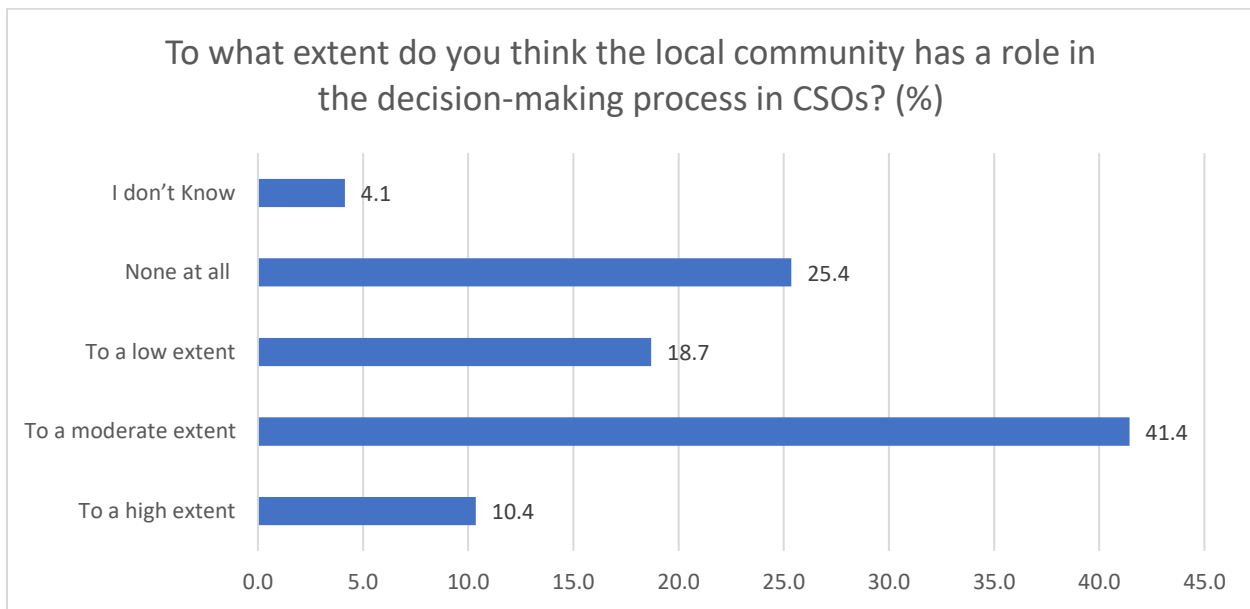
To what extent do you think the local community has a role in the decision-making process in civil society institutions? That is, it operates in a community, participatory leadership model.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	251	10.1	10.4	10.4
	To a moderate extent	1003	40.4	41.4	51.8
	To a low extent	453	18.2	18.7	70.5
	None at all	614	24.7	25.4	95.9
	I don't Know	100	4.0	4.1	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Most of the national survey respondents think that the main work of CSOs should be related to charity (51.0%), youth empowerment (44.4%), supporting economic opportunities and small businesses (37.9%), women empowerment (32.1%) and societal issues (25.2%). Only a few (12.8%) think that the main role for CSOs should be political development.

What do you think are the main roles of CSOs? (%)
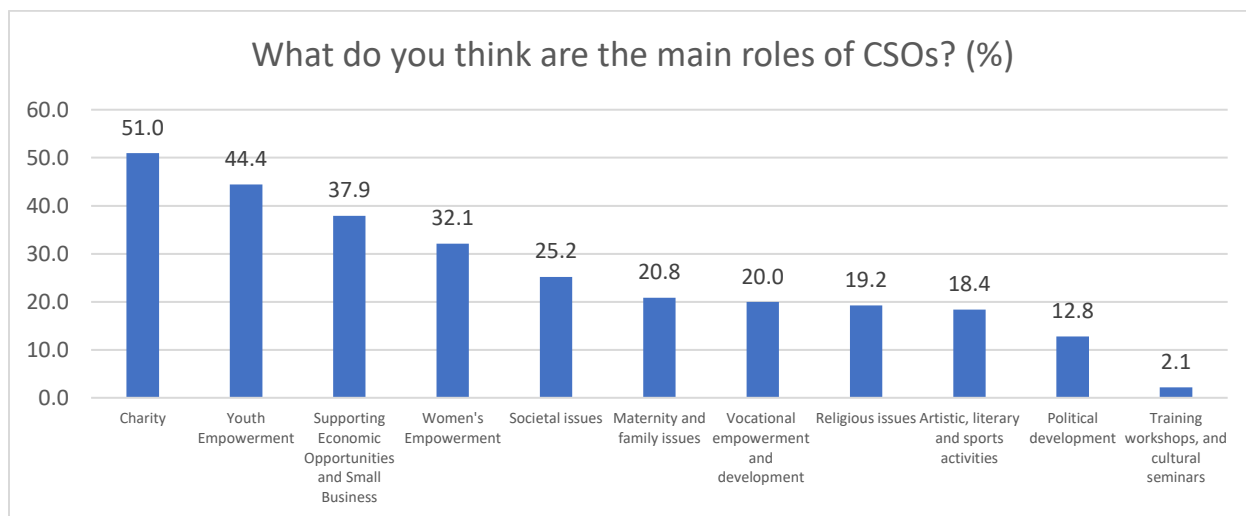
What do you think are the main roles of CSOs?

		Frequency	Percent
Q24. What do you think are the main roles of civil society institutions? (Choose all that apply)	Charity	1234	51
	Youth Empowerment	1075	44
	Supporting Economic Opportunities and Small Business	918	38
	Women's Empowerment	778	32
	Societal issues	610	25
	Maternity and family issues	504	21
	Vocational empowerment and development	483	20
	Religious issues	465	19
	Artistic, literary and sports activities	445	18
	Political development	310	13
	Training workshops, and cultural seminars	52	2
	Don't Know	191	8
	None	31	1
	Other	63	3

More than half (57.3%) of national sample respondents think that CSOs do not provide an adequate model of alternative political education (40.3%; none at all and 17.0% to a low extent). Conversely, only 32.4% think that CSOs do provide a moderate-high extent of alternative educational model on pressing political issues. A considerable 10.4% do not know.

To what extent do you think that CSOs provide a model of alternative political education? (%)

I don't Know	10.4
None at all	40.3
To a low extent	17.0
To a moderate extent	28.0
To a high extent	4.4
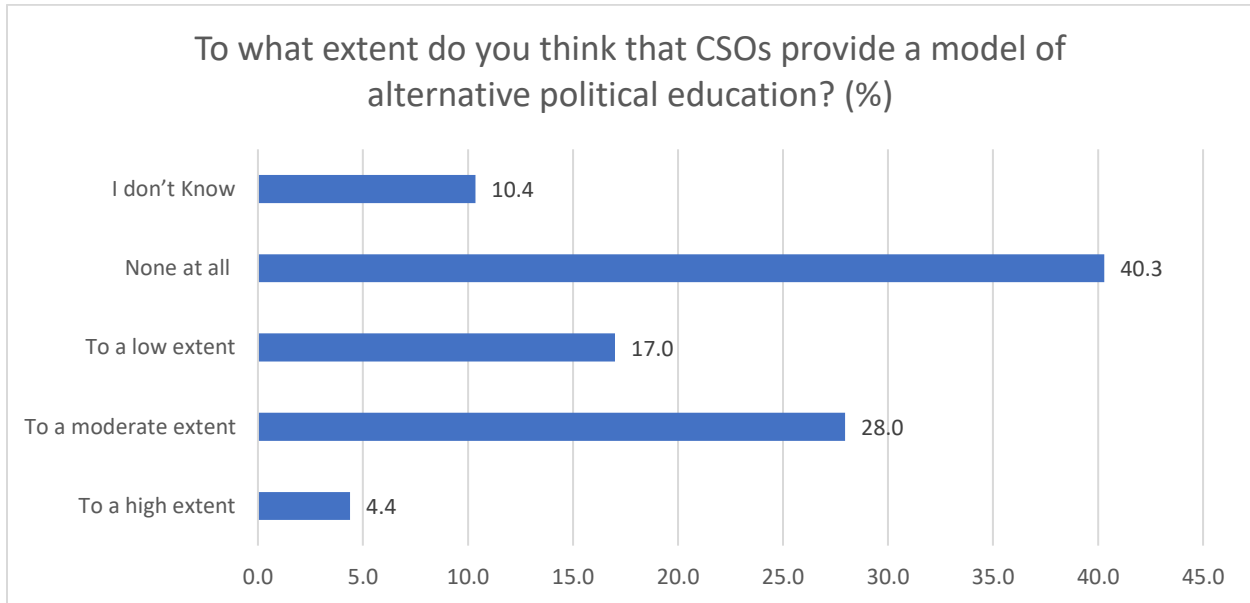
To what extent do you think that civil society institutions provide a model of alternative political education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	106	4.3	4.4	4.4
	To a moderate extent	677	27.2	28.0	32.3
	To a low extent	412	16.6	17.0	49.3
	None at all	976	39.3	40.3	89.6
	I don't Know	251	10.1	10.4	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

More than half (52.8%) of national sample respondents have no female headed CSOs nearby, whereby 38.5% do have CSOs that are run by females in their areas (*recall: compared to 88.6% of the CSO staff sample*).

Female respondents reported higher knowledge of female headed CSOs (43.4%), compared to males (33.6%).
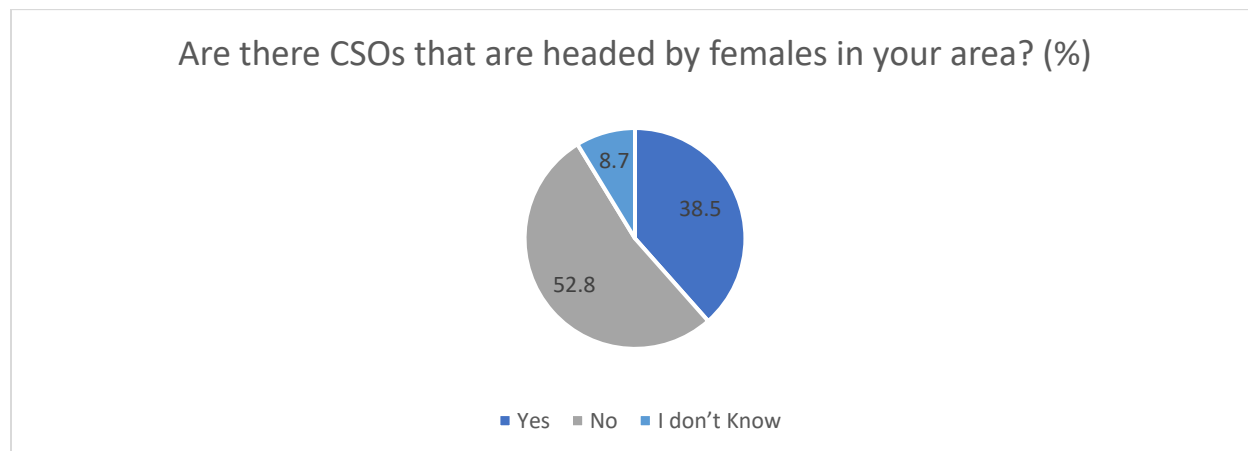
Are there CSOs that are headed by females in your area? (%)

■ Yes ■ No ■ I don't Know

Are there civil society organizations that are headed by females in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	931	37.5	38.5	38.5
	No	1279	51.5	52.8	91.3
	I don't Know	211	8.5	8.7	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Almost one third (32.4%) of national sample respondents think that female headed organizations perform better than those by men, whereas 20.0% think the opposite is true. A total of 12.4% more respondents think that women perform better than men in administering CSOs.

Females have a slightly better perception of female headed CSOs, compared to males; as 35.7% of females think that CSOs run by women perform better, compared to 29.1% of males.

How do you evaluate the work of civil society institutions headed by women in relation to those headed by men? * Gender Crosstabulation (%)

How do you evaluate the work of civil society institutions headed by women in relation to those headed by men? * Gender Crosstabulation

% within Gender		Gender		Total
		Male	Female	
How do you evaluate the work of civil society institutions headed by women in relation to those headed by men?	Organizations headed by women work better than those headed by men	29.1%	35.7%	32.4%
	Organizations headed by women perform worse than those headed by men	22.2%	17.7%	20.0%
	There is no difference between them	45.6%	44.0%	44.8%
	I don't Know	3.0%	2.7%	2.9%
Total		100.0%	100.0%	100.0%

When asked about the contribution of CSOs to achieving human development, spreading awareness through social media and defending public rights and freedoms in Jordan, the national sample respondents reported that CSOs contribute least to defending public rights and freedoms (27.6% do not contribute at all), compared to 16.9% who think CSOs do not contribute to achieving human development and 17.9% to spreading awareness online.

On the other hand, 57.8% think that CSOs contribute to achieving human development, empowering local community members and enhancing their life skills, 57.3% to spreading awareness through social media platforms and 45.8% to defending public rights and freedoms– all to moderate-high extent.
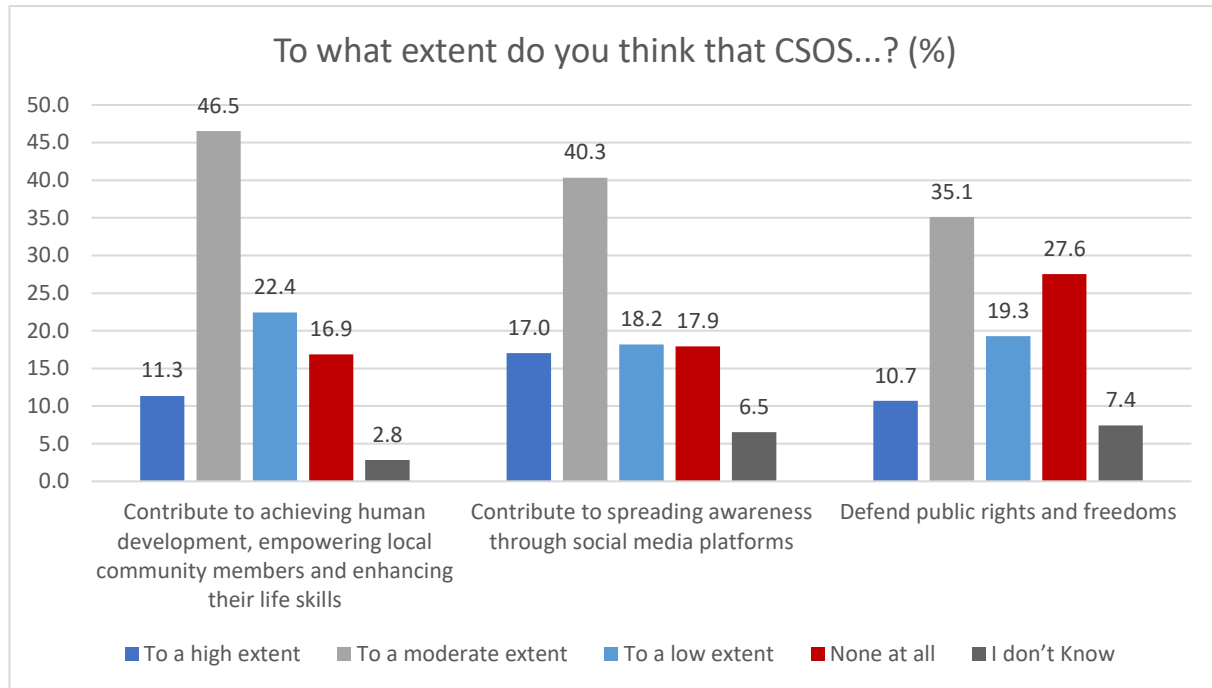
To what extent do you think that CSOs…?

	Contribute to achieving human development, empowering local community members and enhancing their life skills	Contribute to spreading awareness through social media platforms	Defend public rights and freedoms
To a high extent	11.3	17.0	10.7
To a moderate extent	46.5	40.3	35.1
To a low extent	22.4	18.2	19.3
None at all	16.9	17.9	27.6
I don't Know	2.8	6.5	7.4
Total	100.0	100.0	100.0

The opinions of national survey respondents were divided between those who thought that social media granted CSOs a platform to publicly discuss some issues and topics that were otherwise sensitive and unattainable (47.3%), and those who thought it did not (42.3%). A considerable 10.4% said they do not know.

In your opinion, has social media granted CSOs a platform to publicly discuss some issues and topics, that were otherwise sensitive and unattainable? (%)

■ Yes   ■ No   ■ I don't Know
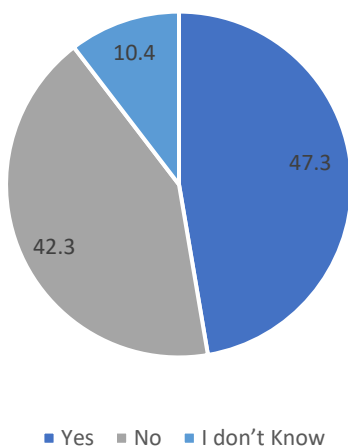
In your opinion, has social media granted civil society organizations a platform to publicly discuss some issues and topics, that were otherwise sensitive and unattainable?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1146	46.1	47.3	47.3
	No	1024	41.2	42.3	89.6
	I don't Know	252	10.1	10.4	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

More than half (52.9%) of the national sample respondents reported that CSOs did not have any role in mitigating the impact of COVID-19 pandemic in Jordan. Whereas 38.6% think they had at least some role to play. This role was mostly depicted as providing financial support and in-kind donations (67.7%) and providing guidance and awareness (25.6%).

In your opinion, have CSOs assumed an active role during the COVID-19 pandemic? (%)

I don't Know	8.6
No, they did not have any role	52.9
Yes, they had a role to some extent	25.0
Yes, they had a big role	13.6
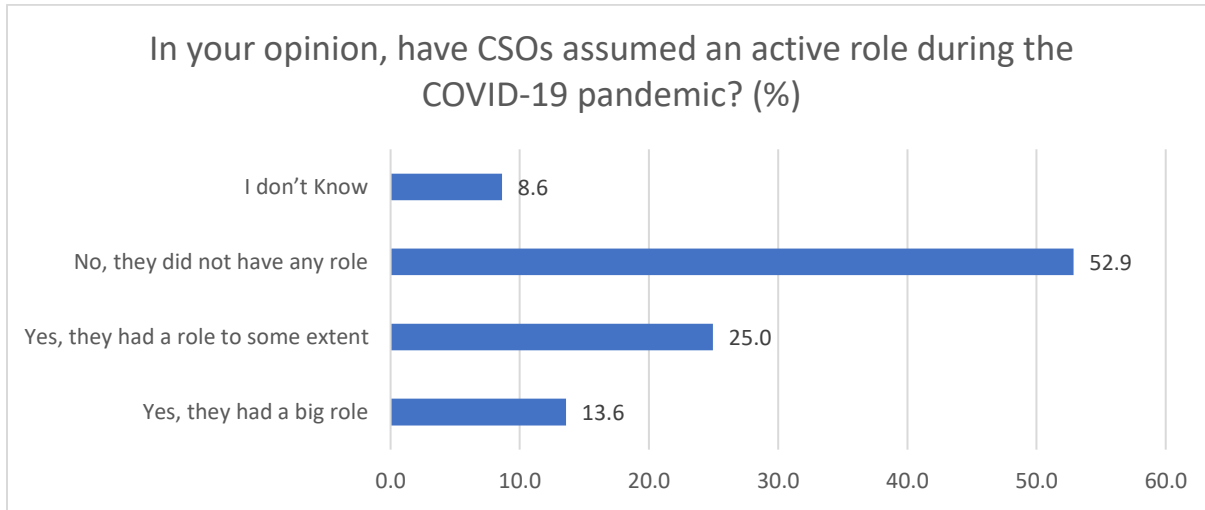
In your opinion, have civil society organizations assumed an active role during the COVID-19 pandemic?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, they had a big role	329	13.2	13.6	13.6
	Yes, they had a role to some extent	604	24.3	25.0	38.5
	No, they did not have any role	1280	51.5	52.9	91.4
	I don't Know	209	8.4	8.6	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

What was this role?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Providing financial support and in-kind donations	632	67.7	67.7	67.7
	Providing medical support	33	3.5	3.5	71.3
	Providing job opportunities	1	0.1	0.1	71.4
	Providing guidance and awareness	239	25.6	25.6	97.0
	Don't Know	28	3.0	3.0	100.0
	Total	933	100.0	100.0	

In the opinion of national sample respondents, the most prevalent aspects in CSOs were negative. 80.5% reported moderate-high prevalence of nepotism (7.9% more than CSOs staff respondents' rating), 74.3% reported lack of transparency (4.7% more than CSOs staff respondents' rating) and 72.8% reported some CSO members overriding the institutions (4.4% less than CSOs staff respondents' rating).

Overall, national sample respondents perceive CSOs to have much poorer application of internal democracy (33.4% worse than CSOs staff respondents' rating), application of equality (32.0% worse than CSOs staff respondents' rating) and inter-CSO cooperation (25.5% worse than CSOs staff respondents' rating).
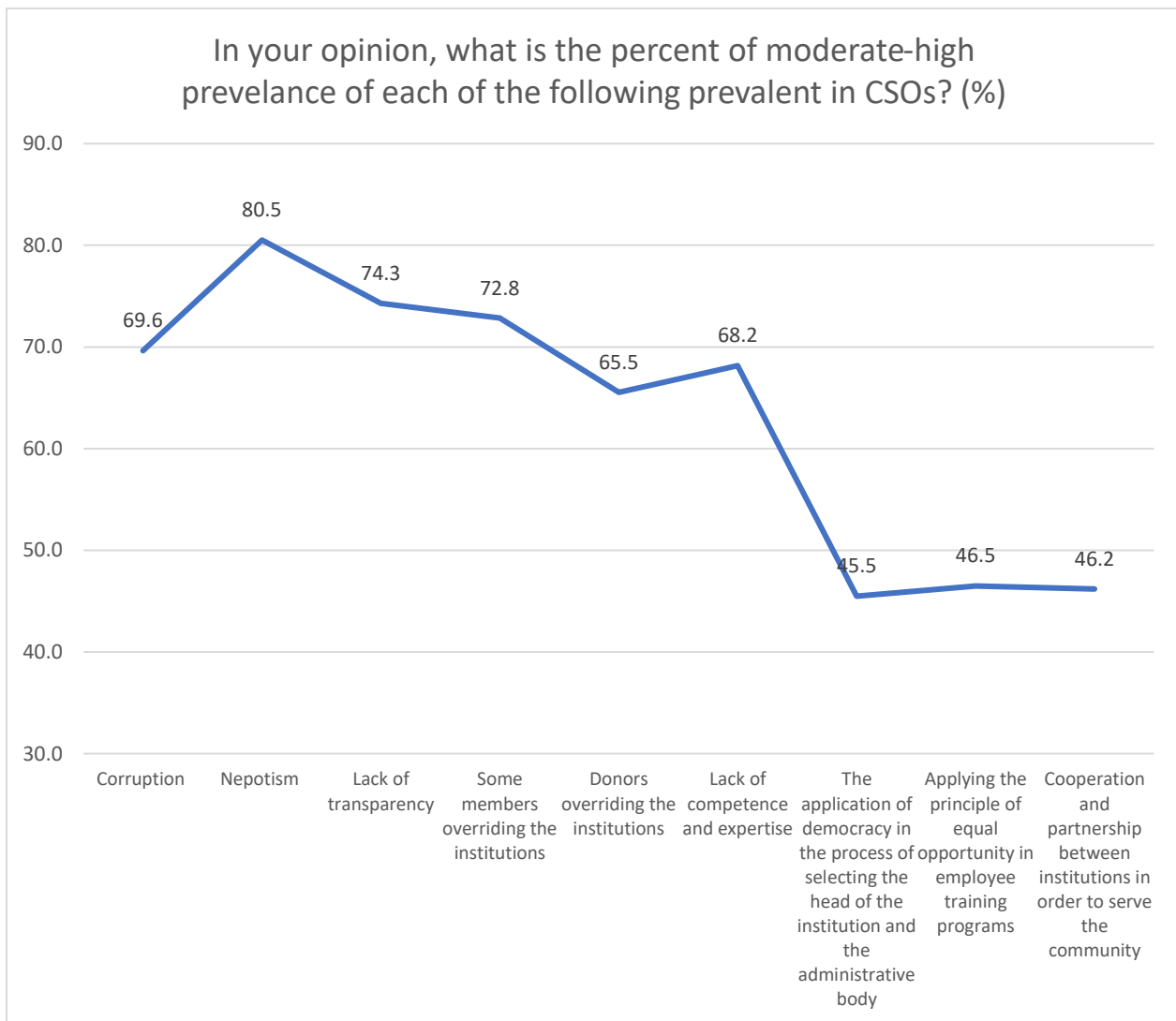
In your opinion, what is the percent of moderate-high prevalence of each of the following prevalent in CSOs? (%)

In your opinion, to what extent is each of the following prevalent in civil society organizations:

	To a large extent	To a moderate extent	To a low extent	None at all	I don't Know
Corruption	36.3	33.4	12.8	6.5	11.1
Nepotism	48.9	31.6	9.1	4.6	5.8
Lack of transparency	37.7	36.6	12.9	5.6	7.2
Some members overriding the institutions	39.3	33.5	12.4	7.1	7.7
Donors overriding the institutions	30.6	34.9	12.6	9.3	12.5
Lack of competence and expertise	22.9	45.3	18.2	7.2	6.4
The application of democracy in the process of selecting the head of the institution and the administrative body	11.3	34.2	20.5	19.7	14.3
Applying the principle of equal opportunity in employee training programs	10.5	36.0	23.1	21.5	8.9
Cooperation and partnership between institutions in order to serve the community	9.7	36.5	22.0	20.1	11.6

Comparison - CSO staff vs National Sample Responses

Moderate- to-high extent	CSOs	National Sample	% Difference
Corruption	68.8	69.6	-0.8
Nepotism	72.6	80.5	-7.9
Lack of transparency	69.6	74.3	-4.7
Grouping	73.4	NA	NA
Some members overriding the institutions	77.2	72.8	4.4
Donors overriding the institutions	68.4	65.5	2.9
Lack of competence and expertise	84	68.2	15.8
The application of democracy in the process of selecting the head of the institution and the administrative body	78.9	45.5	33.4
Applying the principle of equal opportunity in employee training programs	78.5	46.5	32.0
Cooperation and partnership between institutions in order to serve the community	71.7	46.2	25.5

The majority of national sample respondents reported no programs targeted to support women (48.5%), persons with disabilities (53.1%) and youth (68.1%) conducted by CSOs within their areas. And a considerable percentage (11.5-15.9%) do not know of any such program.

Compared to CSO sample respondents (*recall: 93.7% support women, 59.9% support persons with disabilities and 87.8% support youth through targeted programs),* a substantial difference may be suggested between the number of local community members who do not know of such programs and the actual sum of targeted projects that CSOs seek to provide.
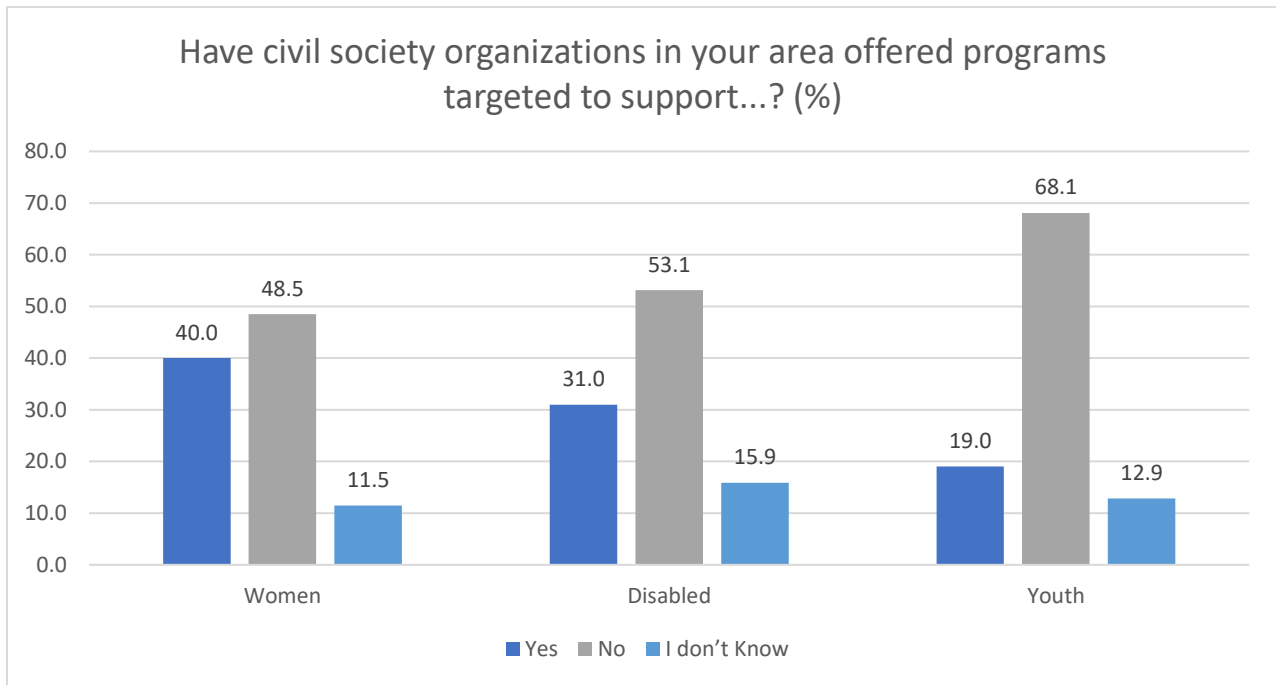
Have civil society organizations in your area offered programs targeted to support...? (%)

	Women	Disabled	Youth
Yes	40.0	31.0	19.0
No	48.5	53.1	68.1
I don't Know	11.5	15.9	12.9

Examples on programs targeted to support women, according to the national sample respondents include handicraft courses (cosmetic, sewing, home-made products, IT) (33.3%), economic empowerment of women (18.1%), providing financial assistance (aid and in-kind donations) (16.9%), awareness and cultural sessions (motherhood, family, violence) (9.8%) and providing job opportunities for women (2.6%).

However, financial assistance, training and recreational activities topped the list of programs targeted to support persons with disabilities (50.4%), followed by providing medical treatment and equipment (26.2%) and teaching support (8.1%).

Youth-targeted projects mentioned by national sample respondents included vocational and handicraft training workshops (34.4%), social and political awareness sessions (13.1%), sports activities (12.2%), financial support (12.3%), providing job opportunities (10.1%), opening the door for charity and volunteer work (4.7%) and Quran memorization courses (4.0%).

3 Role of CSOs in Influencing Political Participation and Promotion of Democracy

a)   Civil Society Organizations

A total number of 237 Civil Society Organizations (CSOs) staff members were interviewed from 128 CSOs across the Kingdom of Jordan. When asked about the extent of general influence of CSOs on the political participation course and promotion of democracy in Jordan, a majority of 86.5% reported moderate to high influence; of which almost 50% (half of the sample) reported high extent of influence. 8.4% think CSOs have a low influence on these pressing issues, whereas 5.1% do not believe CSOs have any role in changing the path of political sphere.

To what extent do you think CSOs in Jordan have a role in influencing political participation and promotion of democracy? (%) - CSO Sample

- To a high extent
- To a moderate extent
- To a low extent
- They have no role at all
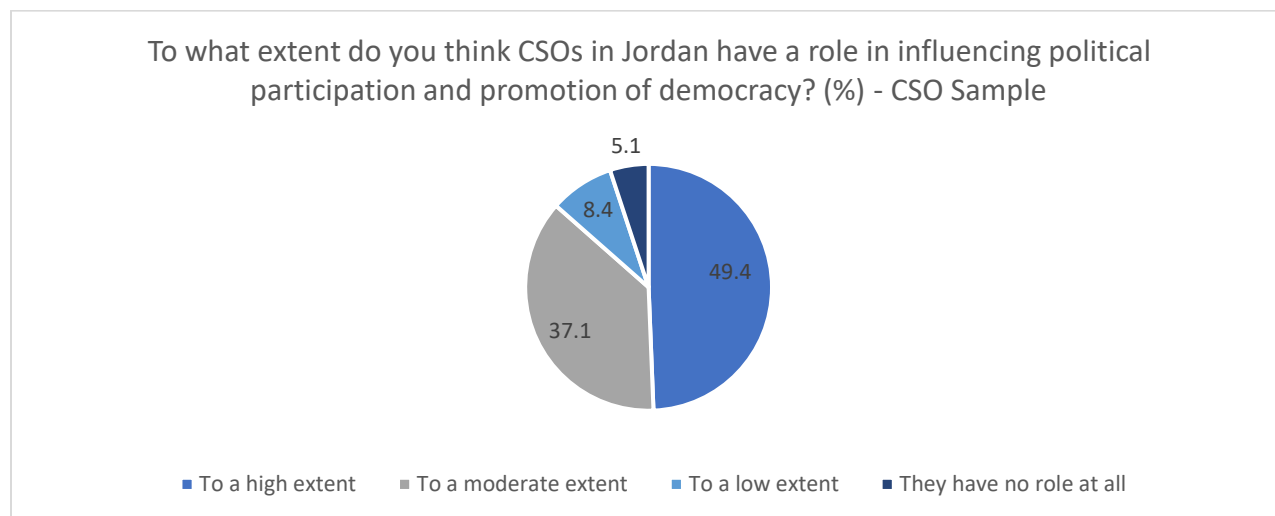
To what extent do you think civil society organizations in Jordan have a role in influencing political participation and promotion of democracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	117	49.4	49.4	49.4
	To a moderate extent	88	37.1	37.1	86.5
	To a low extent	20	8.4	8.4	94.9
	They have no role at all	12	5.1	5.1	100.0
	Total	237	100.0	100.0	

A considerable percentage of CSO staff respondents (37.9%) see that their organizations are 80-100% influential (have high influence) when it comes to political participation and promotion of democracy in their communities. The majority (89.4%), however, think that their organizations have 40+% influence (have moderate to high influence) in the same scope. Only 7.6% think their organizations have 10-30% influence (low influence), whereas 3.0% think their organizations have no influence at all in the political participation and democratization processes where they are based.
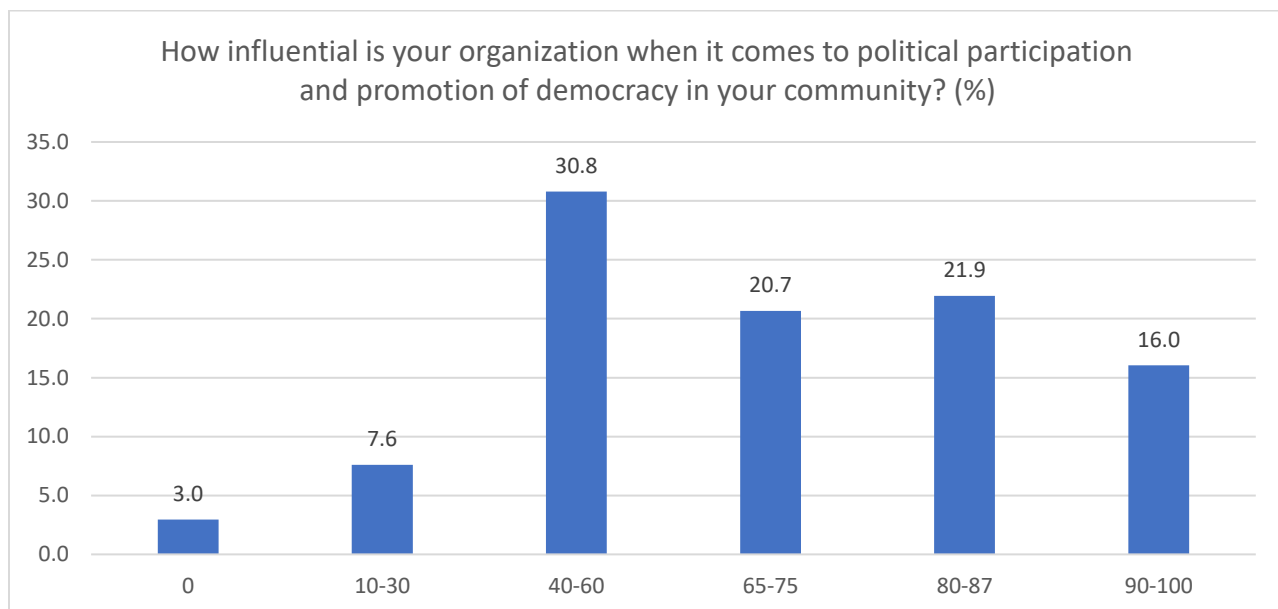
How influential is your organization when it comes to political participation and promotion of democracy in your community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	7	3.0	3.0	3.0
	10-30	18	7.6	7.6	10.5
	40-60	73	30.8	30.8	41.4
	65-75	49	20.7	20.7	62.0
	80-87	52	21.9	21.9	84.0
	90-100	38	16.0	16.0	100.0
	Total	237	100.0	100.0	

According to CSO staff respondents, the two most common activities that CSOs conduct to influence political participation and democratization in Jordan are: raising awareness (81.4%) and conducting trainings (38.4%). Only a few build coalitions with other CSOs (7.2%), monitor elections (3.0%) or hold advocacy campaigns (2.5%).

What are the activities that your organization conducts to influence political participation and promote democracy?

		Frequency	Percent
Valid	Roundtables	27	11.4
	Raising Awareness	193	81.4
	Training Workshops	91	38.4
	Projects	21	8.9
	Coalition-building with CSO	17	7.2
	Volunteering	1	0.4
	Youth Empowerment Projects	14	5.9
	Women Empowerment Projects	9	3.8
	Providing Aid	13	5.5
	Research Papers	5	2.1
	Providing Suggestions	5	2.1
	Advocacy Campaigns	6	2.5
	Initiatives	4	1.7
	Election Monitoring	7	3.0
	Other	4	1.7
	None	10	4.2
	Don't Know	6	2.5

The majority of CSO staff respondents (91.1%) think that CSOs have become integral to the social component to a moderate-to-large extent in Jordan. Only 6.8% consider the integration of CSOs to still be weak. A minority (2.1%) do not see any integration at all.
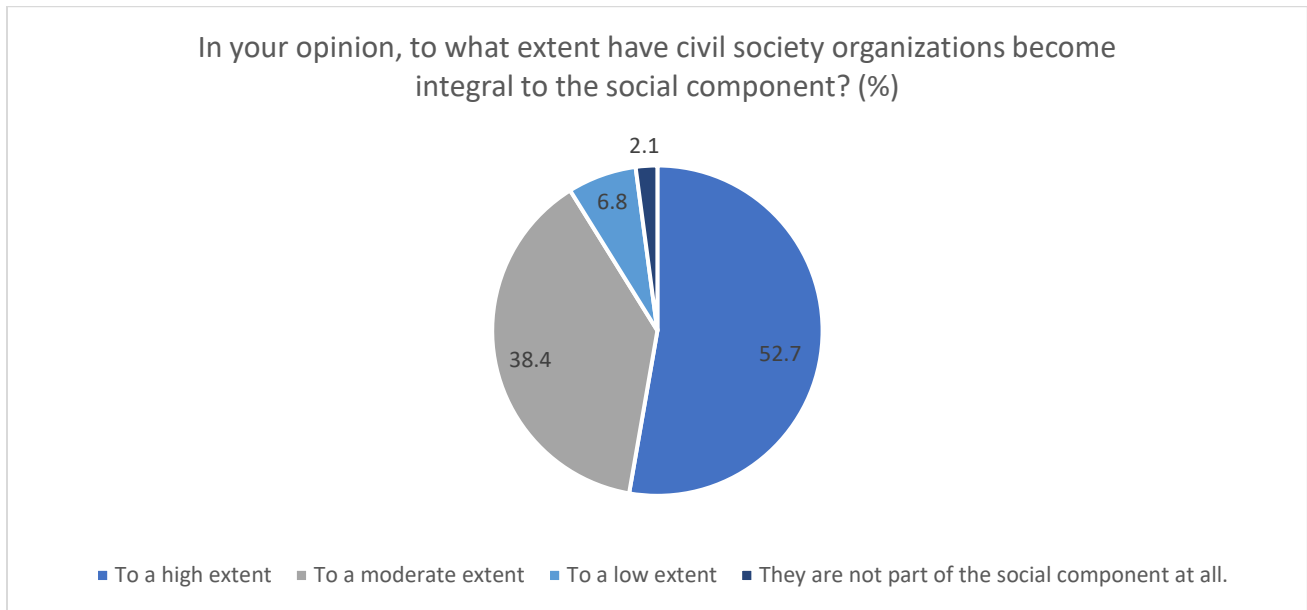
In your opinion, to what extent have civil society organizations become integral to the social component? (%)

2.1
6.8
38.4
52.7

■ To a high extent   ■ To a moderate extent   ■ To a low extent   ■ They are not part of the social component at all.

In your opinion, to what extent have civil society organizations become integral to the social component?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	125	52.7	52.7	52.7
	To a moderate extent	91	38.4	38.4	91.1
	To a low extent	16	6.8	6.8	97.9
	They are not part of the social component at all.	5	2.1	2.1	100.0
	Total	237	100.0	100.0	

Almost two thirds of the CSO staff respondents (64.6%) believe that the incorporation of CSOs as an integral part of the civil society had progressed during the past five years, as opposed to a lesser (15.2%) percentage who think this role had declined. One fifth, however, see neither a decline nor an increase in CSOs' stance within society.
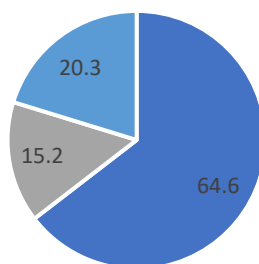
Over the past five years, do you think this role has progressed, declined, or remained unchanged? (%)

Over the past five years, do you think this role has progressed, declined, or remained unchanged?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Progressed	153	64.6	64.6	64.6
	Declined	36	15.2	15.2	79.7
	Remained unchanged	48	20.3	20.3	100.0
	Total	237	100.0	100.0	

CSO staff respondents attributed this progress mainly due to the increased awareness of people (54.9%). Additional reasons for this perceived progress were reported to be the increase in prevalence of CSOs (10.5%), better service delivery (8.5%), active participation of CSOs (5.2%), and technological development (2.0%).

Astoundingly, even though the COVID-19 pandemic had largely contributed to the decline in the role of CSOs (-47.2%), the virus outbreak served into the progress of a few (1.3%).

Reasons for this role progressing/ declining over the past five years:
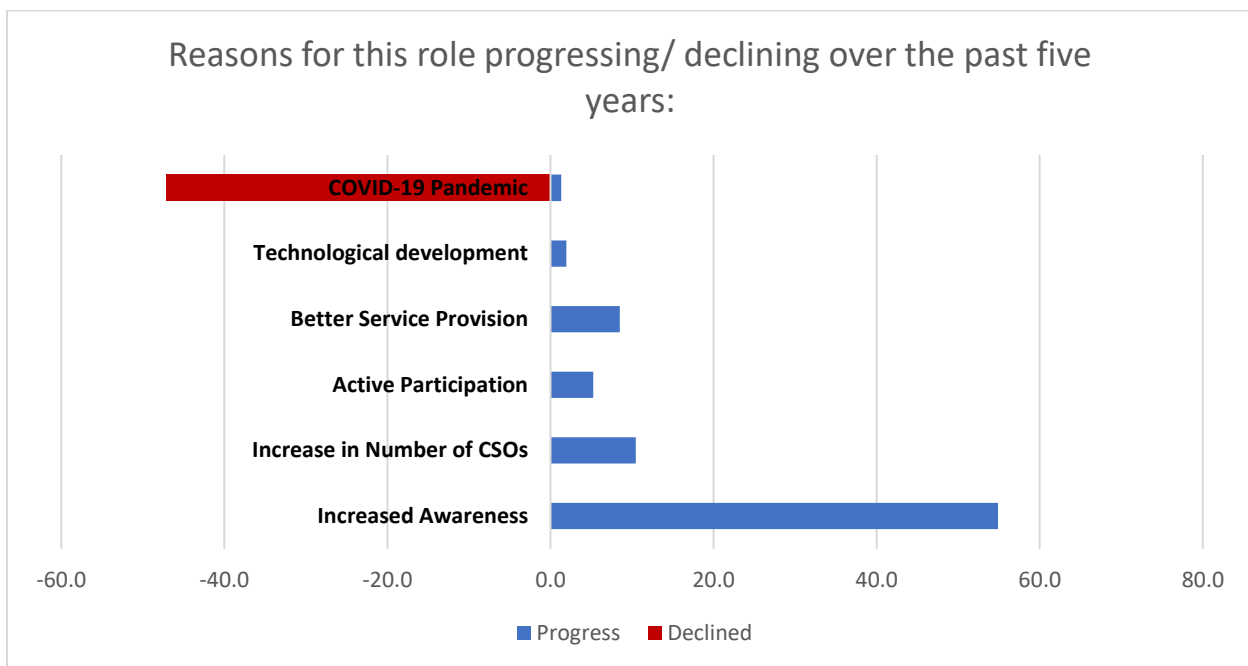
In the opinion of CSO staff respondents, the aspects in which CSOs play a sufficient role in are mostly supporting refugees (64.6%), human rights (58.2%), the local community (57.0%) and promoting democracy (52.3%). To a lesser extent, respondents think that CSOs play a sufficient role in promoting political participation (37.1%). This means that CSOs play almost as half the role in supporting political participation as in supporting the refugees, mostly due to the decision-making bodies neglecting the role of CSOs in this regard (42.3%), running weak programs (28.2%), inadequate funding (14.8%) and misunderstanding of the supposed role of CSOs by members of the community (10.7%).

As for not being able to provide enough support for promoting democracy, CSO staff respondents think it is due to lack of inter-CSO liaison (15.0%), scarcity of funding (15.0%), weak communication with members of the society (14.2%), impeding laws and regulations (9.7%) and even lack of knowledge/expertise (7.1%).
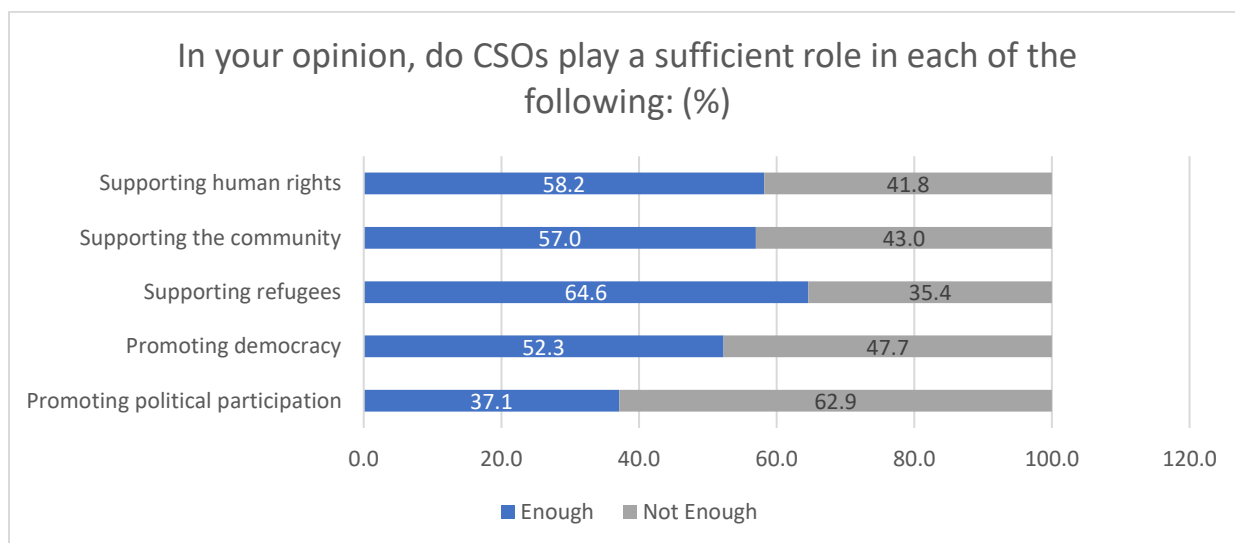
In your opinion, do CSOs play a sufficient role in each of the following: (%)

		Enough	Not Enough	Total
In your opinion, do civil society organizations play a sufficient role in each of the following:				
Promoting political participation	Count	88	149	237
	%	37.1	62.9	100.00%
Promoting democracy	Count	124	113	237
	%	52.3	47.7	100.00%
Supporting refugees	Count	153	84	237
	%	64.6	35.4	100.00%
Supporting the community	Count	135	102	237
	%	57.0	43.0	100.00%
Supporting human rights	Count	138	99	237
	%	58.2	41.8	100.00%

Civil society organizations do not play a sufficient role in each of the following due to:

	Reason	Count	%
Promoting political participation	Negligence of the role of CSOs by decision-making bodies	63	42.3
	CSOs having weak programs	42	28.2
	Reduced/weak funding	22	14.8
	Poor understanding of the role of CSOs by community members	16	10.7
	Other	6	4.0
Total		149	100.00%
Promoting democracy	Lack of organization of the work of CSOs	17	15.0
	Scarcity of funding	17	15.0
	Weak communication with the community members	16	14.2
	Laws and regulations	11	9.7
	Lack of knowledge and expertise	8	7.1
	Lack of services	7	6.2
	Reduced awareness	5	4.4
	Other	32	28.3
Total		113	100.00%
Supporting refugees	Scarcity of funding	26	31.0
	CSOs' reduced attention to refugees	6	7.1
	Difficulty to access refugees	5	6.0
	Lack of services	3	3.6
	COVID-19 pandemic	3	3.6
	Other	41	48.8
Total		84	100.00%
Supporting the community	Scarcity of funding	42	41.2
	Concentrating on certain community segments	10	9.8
	Lack of active participation	6	5.9
	Insufficient activities	3	2.9
	Lack of services	3	2.9
	Providing services for personal benefit	3	2.9
	Other	35	34.3
Total		102	100.00%
Supporting human rights	Do not meet community needs	31	31.3
	Lack of public private partnership and collaboration	16	16.2
	Scarcity of funding	15	15.2
	Raising Awareness	10	10.1
	Low support for personal freedoms	9	9.1
	Low CSO staff expertise and competence	4	4.0
	Other	14	14.1
Total		99	100.00%

When asked whether CSOs have become influential actors in the process of decision-making in Jordan, almost three quarters (73.8%) of CSO staff respondents responded positively. An additional 58.2% think that CSOs are supportive of political life to a moderate-high extent.

Do you think civil society organizations have become influential actors in the process of decision-making?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	175	73.8	73.8	73.8
	No	62	26.2	26.2	100.0
	Total	237	100.0	100.0	

To what extent do you think civil society organizations are considered supportive of political life? (%)
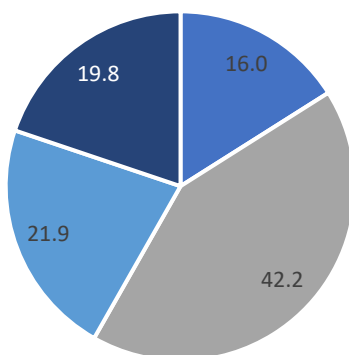
- To a high extent: 16.0
- To a moderate extent: 42.2
- To a low extent: 21.9
- Not considered supportive at all: 19.8

To what extent do you think civil society organizations are considered supportive of political life?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	38	16.0	16.0	16.0
	To a moderate extent	100	42.2	42.2	58.2
	To a low extent	52	21.9	21.9	80.2
	Not considered supportive at all	47	19.8	19.8	100.0
	Total	237	100.0	100.0	

As for CSOs bridging the gap between members of the society and political parties, almost half (52.7%) of the CSO staff respondents reported that they form a moderate-high extent link amongst them. Almost one quarter (24.5%) reported low-extent, and 22.8% reported no bridging amongst the two sides at all.
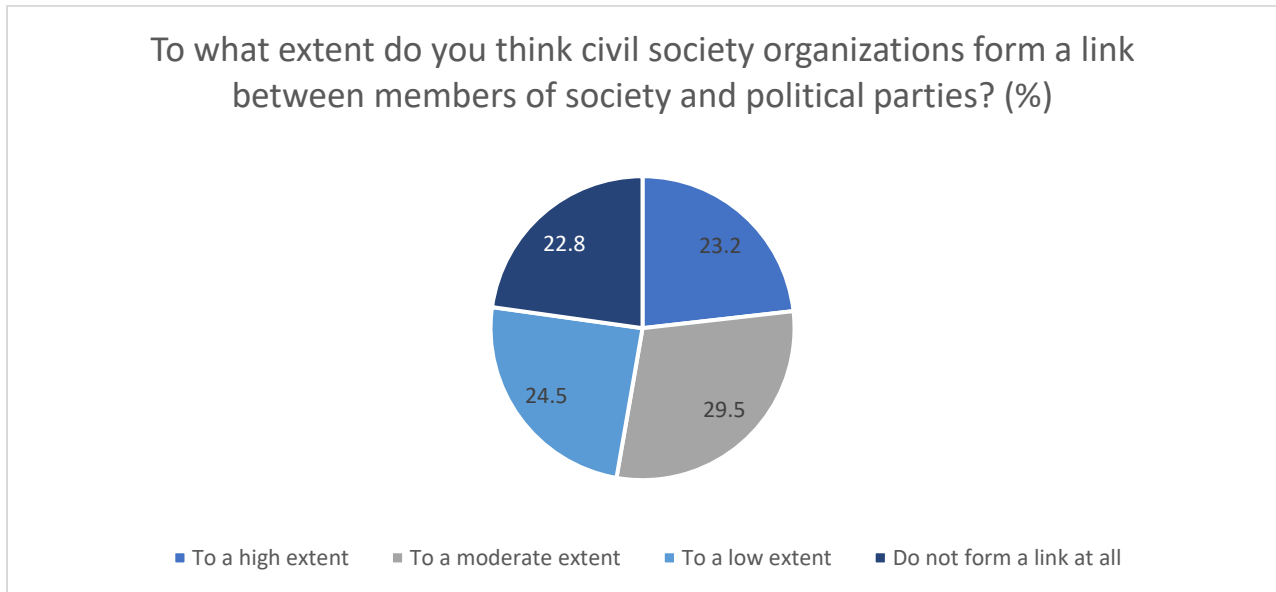
To what extent do you think civil society organizations form a link between members of society and political parties? (%)

- To a high extent
- To a moderate extent
- To a low extent
- Do not form a link at all

To what extent do you think civil society organizations form a link between members of society and political parties?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	55	23.2	23.2	23.2
	To a moderate extent	70	29.5	29.5	52.7
	To a low extent	58	24.5	24.5	77.2
	Do not form a link at all	54	22.8	22.8	100.0
	Total	237	100.0	100.0	

A majority (94.1%) of CSO staff respondents, however, see the need for establishing a relationship between CSOs and the House of Representatives. Only 5.9% do not.

Do you think there should be a relationship between civil society organizations and the House of Representatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	223	94.1	94.1	94.1
	No	14	5.9	5.9	100.0
	Total	237	100.0	100.0	

Of those who see the need for establishing relations between CSOs and the House of Representatives, two thirds (66.7%) believe that it should be based on partnership, and an additional 22.4% envision a relationship based on monitoring and accountability of the latter party.

If your answer is yes, what do you think this relationship should be based on? (%)

5.1

22.4

66.7

■ Partnership   ■ Monitoring and accountability   ■ Other
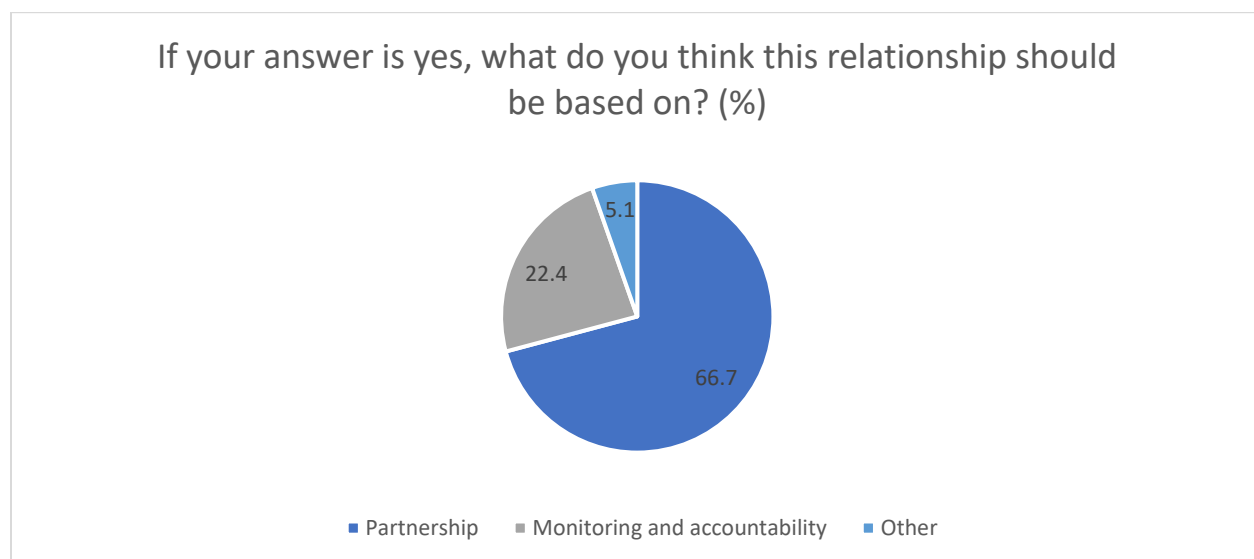
If your answer is yes, what do you think this relationship should be based on

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Partnership	158	66.7	70.9	70.9
	Monitoring and accountability	53	22.4	23.8	94.6
	Other	12	5.1	5.4	100.0
	Total	223	94.1	100.0	
Missing	System	14	5.9		
Total		237	100.0		

A total of 77.3% of CSO staff respondents see that CSOs will have a moderate-high role in the upcoming municipal and decentralization elections in Jordan. A lesser 10.1% see a diminished role for CSOs. Whereas 12.7% do not predict any role at all.
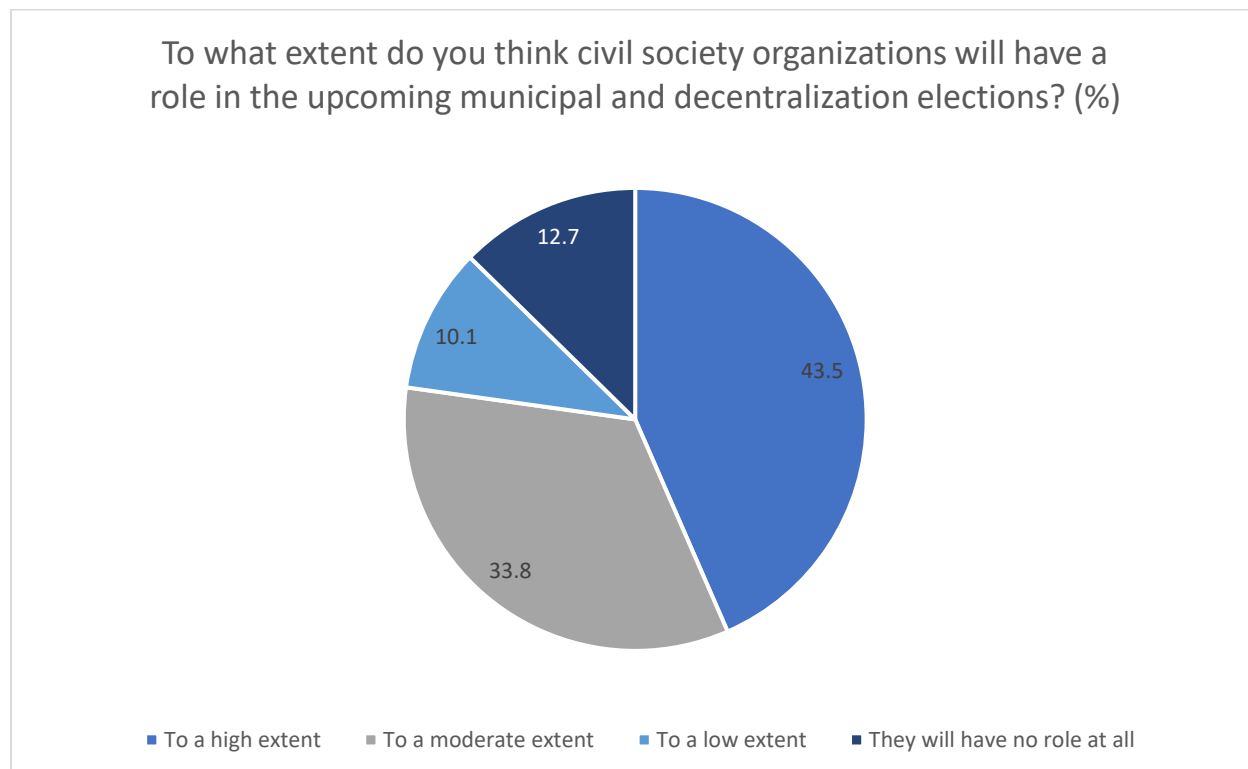
To what extent do you think civil society organizations will have a role in the upcoming municipal and decentralization elections? (%)

- To a high extent
- To a moderate extent
- To a low extent
- They will have no role at all

To what extent do you think civil society organizations will have a role in the upcoming municipal and decentralization elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	103	43.5	43.5	43.5
	To a moderate extent	80	33.8	33.8	77.2
	To a low extent	24	10.1	10.1	87.3
	They will have no role at all	30	12.7	12.7	100.0
	Total	237	100.0	100.0	

According to more than half (59.9%) of the CSO staff respondents, Jordanians have a moderate trust in CSOs. The remaining 40.1% however have either high trust in CSOs (18.1%), low trust (16.5%) or no trust at all (5.5%).
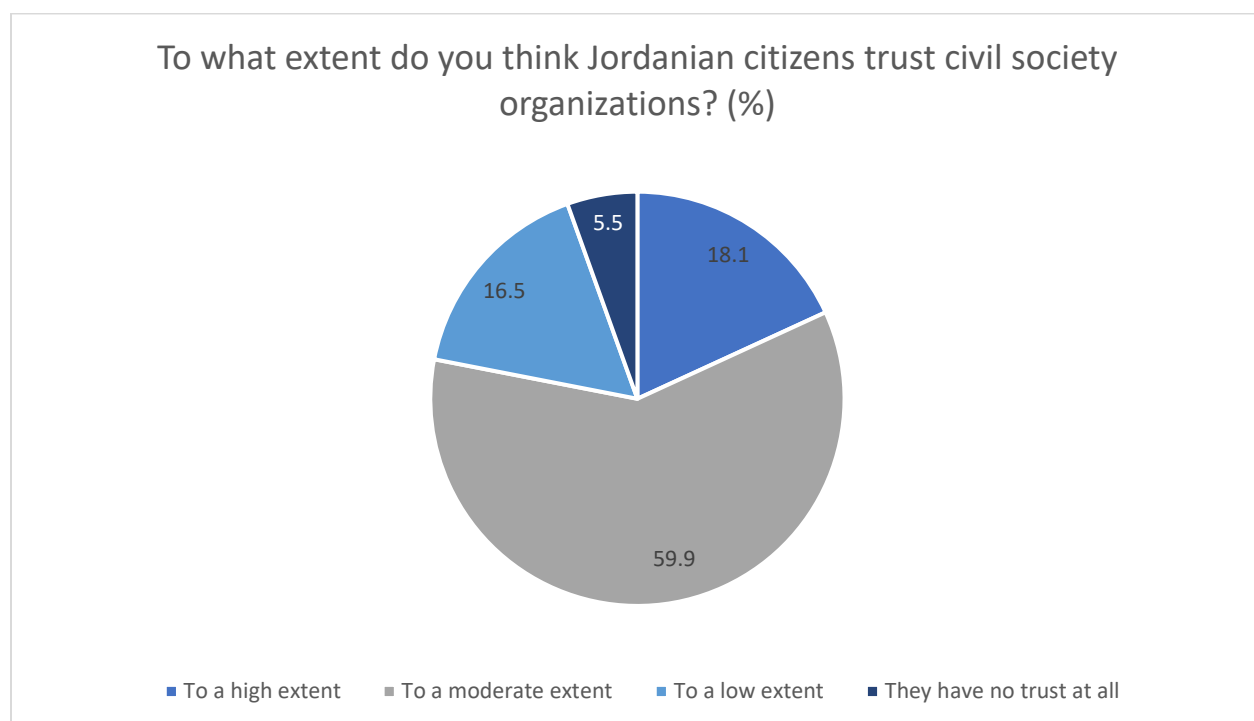
To what extent do you think Jordanian citizens trust civil society organizations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	43	18.1	18.1	18.1
	To a moderate extent	142	59.9	59.9	78.1
	To a low extent	39	16.5	16.5	94.5
	They have no trust at all	13	5.5	5.5	100.0
	Total	237	100.0	100.0	

This low or no trust at all in CSOs is attributed to the lack of credibility of CSOs in the first place (10.1%), corruption of some organizations (4.6%), reputation of CSOs (4.2%) and inadequate funding (2.5%).

If you answer 'low or no trust at all', why is it that you think Jordanians do not trust civil society organizations? (%)

Category	Value
Other	0.4
Scarcity of funding	2.5
Permanent distortion of the image of CSOs	4.2
Corruption of some CSOs	4.6
Lack of credibility due to unrealistic goals and incompetence	10.1
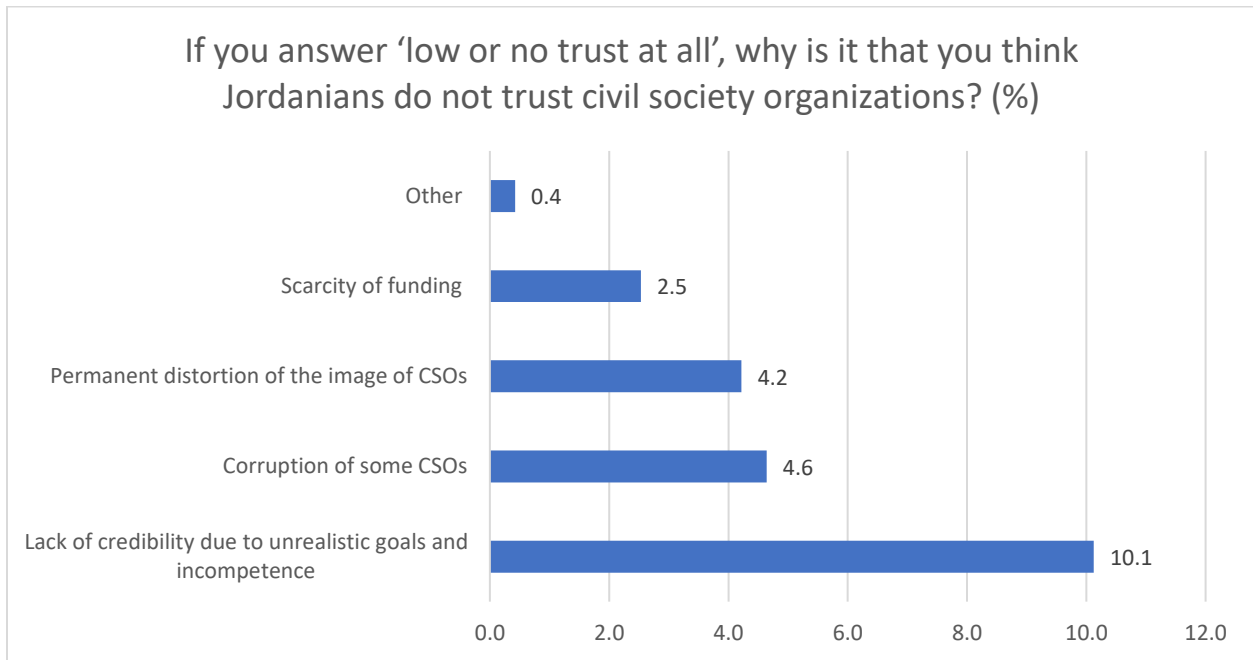
Almost half (49.4%) of the CSO staff respondents think that their local community members highly cooperate with them, and an additional 42.6% cooperate to a moderate extent with them (a total 92% show moderate-high level of cooperation). Only 6.8% think that people somewhat cooperate with CSOs and 1.3% think that they do not cooperate at all.

This means that almost one third (31.3%) of CSO staff respondents think that members of the local community highly cooperate with the CSOs but do not necessarily have high trust in them.

To what extent do you think members of the society cooperate with your organization? (%)
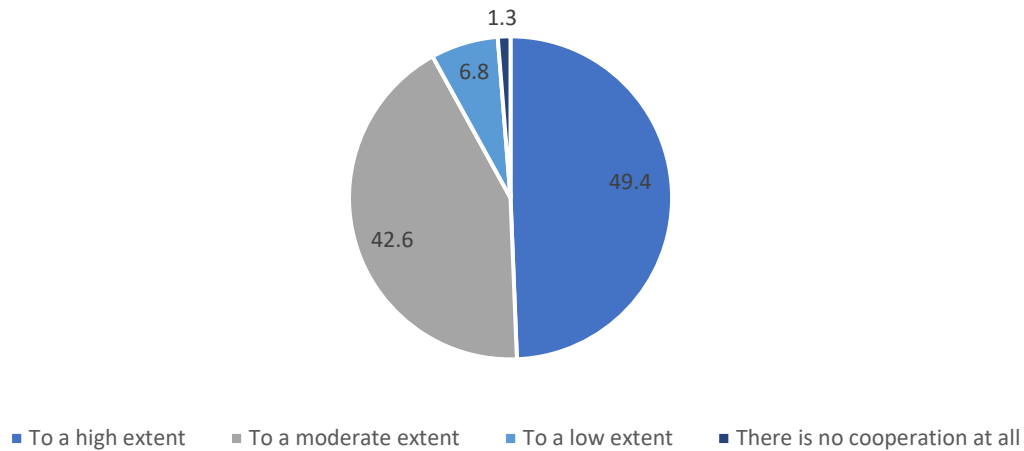
- To a high extent
- To a moderate extent
- To a low extent
- There is no cooperation at all

To what extent do you think members of the society cooperate with your organization?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	117	49.4	49.4	49.4
	To a moderate extent	101	42.6	42.6	92.0
	To a low extent	16	6.8	6.8	98.7
	There is no cooperation at all	3	1.3	1.3	100.0
	Total	237	100.0	100.0	

This moderate-high cooperation between CSOs and members of the local community comes in the forms of: (1) engaging in trainings, and organizing activities/ voluntary campaigns (99.1%), (2) strengthening the role of local communities through liaison with official institutions (29.8%), and (3) charity work (13.8%).

Almost half (51.9%) of the CSO staff respondents think that CSOs became lobbyists to a moderate extent in promoting political participation and democracy, 14.3% think CSOs are still weak lobbyists and 12.7% think CSOs are not lobbyists in this regard at all. Only 21.1% think that CSOs have become strong lobbyists in promoting for political participation and democratization, leaving room for a total of 78.9% improvement.
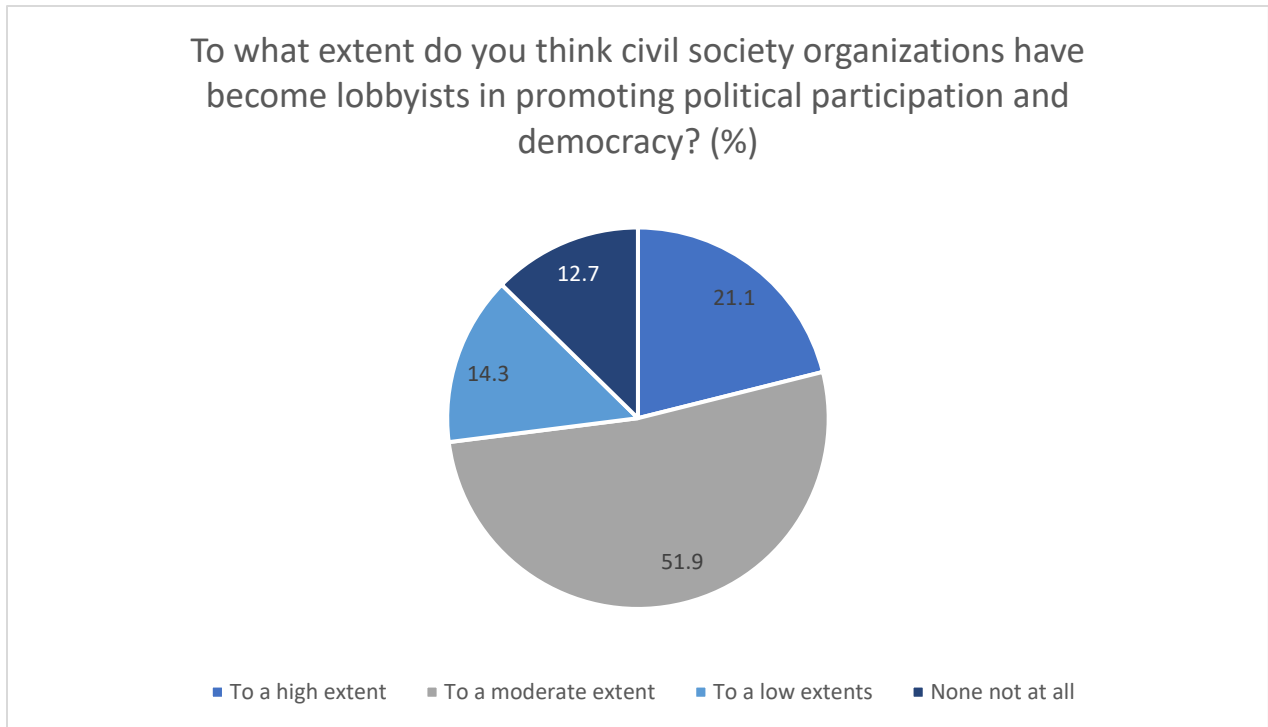
To what extent do you think civil society organizations have become lobbyists in promoting political participation and democracy? (%)

- To a high extent ■ To a moderate extent ■ To a low extents ■ None not at all

To what extent do you think civil society organizations have become lobbyists in promoting political participation and democracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	50	21.1	21.1	21.1
	To a moderate extent	123	51.9	51.9	73.0
	To a low extent	34	14.3	14.3	87.3
	None not at all	30	12.7	12.7	100.0
	Total	237	100.0	100.0	

Two thirds (66.2%) of the CSO staff respondents know of a CSO that monitors the parliament, while 31.6% do not. The majority (89.2%) of those who know of CSOs that monitor the parliament mentioned that they know 'Hayat Center - Rased'.

Do you know of any civil society organization(s) that monitors the parliament? (%)

31.6

66.2

■ Yes ■ No
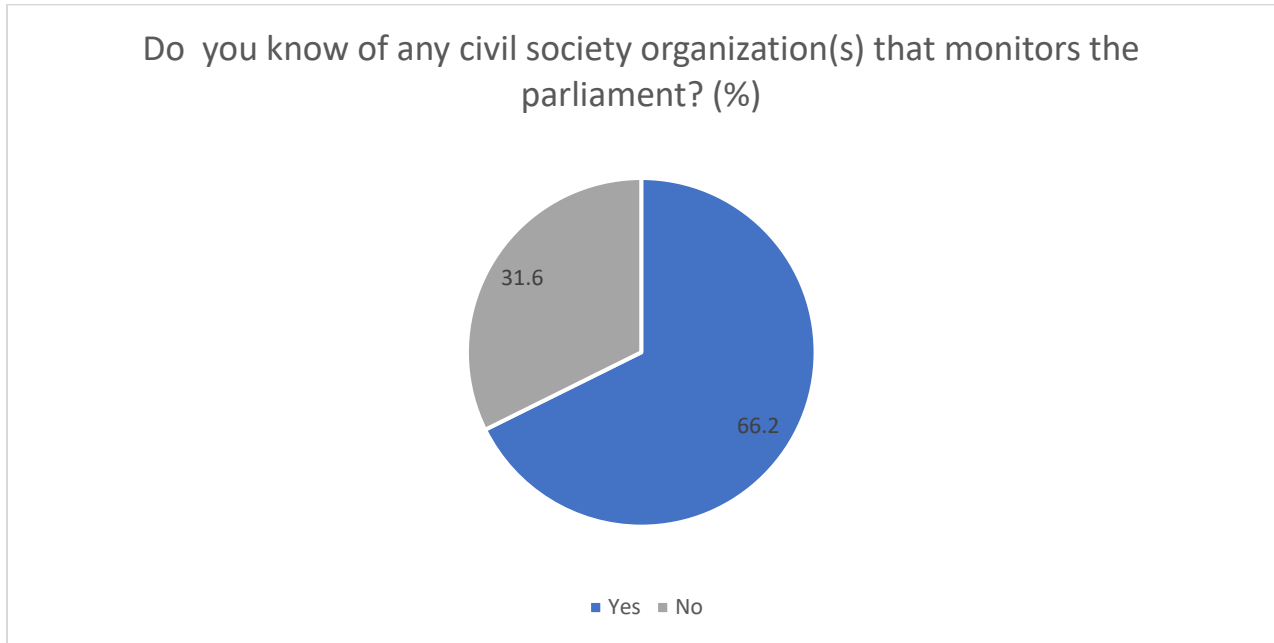
Do you know of any civil society organization(s) that monitors the parliament?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	157	66.2	66.2	66.2
	No	75	31.6	31.6	97.9
	I don't know	5	2.1	2.1	100.0
	Total	237	100.0	100.0	

If your answer is yes, please mention the names of these organizations:

		Frequency	Percent of those who know
Valid	Hayat Center - Rased	140	89.2
	Eye on Women "Ain"	5	3.2
	We Participate	3	1.9
	Tadamon	2	1.3
	Arab Society of Thought and Culture	1	0.6
	Alsindyan Organization for Democratic and Political Development	1	0.6
	Dibeen for Environmental Organization	1	0.6
	All Jordan Youth Commission	1	0.6
	National Democratic Institution	1	0.6
	Independent Election Commission	1	0.6
	Jerash Women Charity Organization	1	0.6
	Parliamentary Fellowship Project	1	0.6
	Do not recall	5	3.2

A considerable percentage (67.1%) of CSO staff respondents think that CSOs have the ability to form a civil alliance to activate popular monitoring of the parliament (30.4 to a high extent; and 36.7% to a moderate extent). However, almost one third (32.5%) disagree.
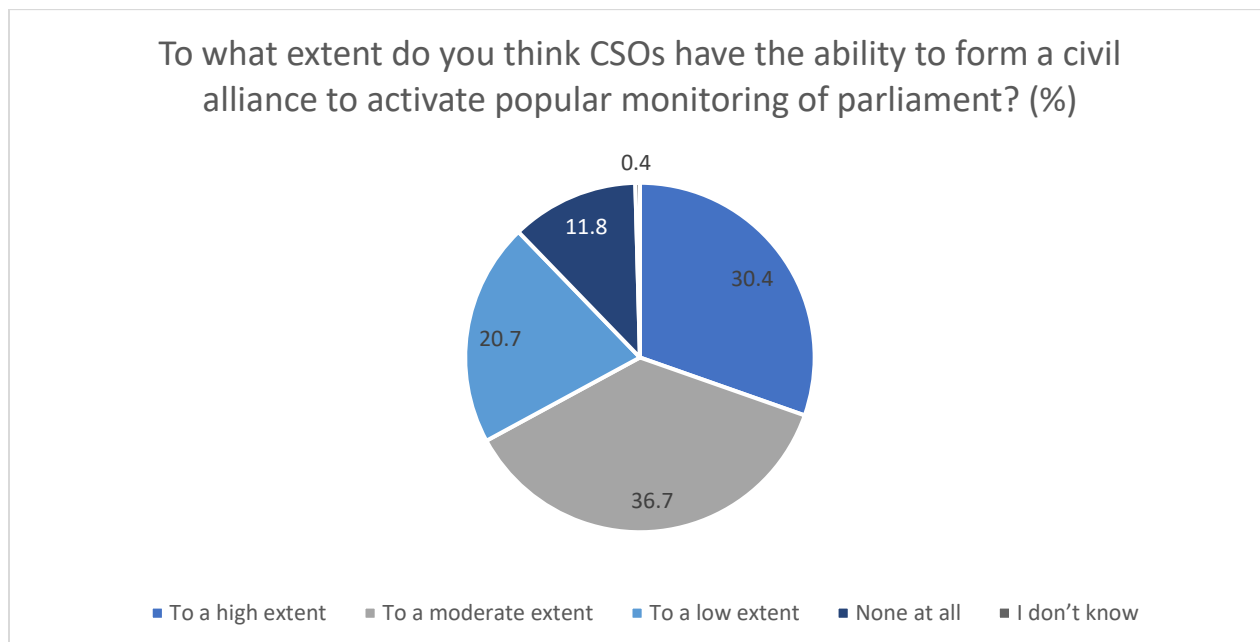
To what extent do you think CSOs have the ability to form a civil alliance to activate popular monitoring of parliament? (%)

0.4
11.8
30.4
20.7
36.7

■ To a high extent ■ To a moderate extent ■ To a low extent ■ None at all ■ I don't know

To what extent do you think civil society organizations have the ability to form a civil alliance to activate popular monitoring of parliament?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	72	30.4	30.4	30.4
	To a moderate extent	87	36.7	36.7	67.1
	To a low extent	49	20.7	20.7	87.8
	None at all	28	11.8	11.8	99.6
	I don't know	1	0.4	0.4	100.0
	Total	237	100.0	100.0	

b) Local Community

The majority (55.7%) of national sample respondents do not think CSOs contribute to increasing political participation in Jordan (*recall: compared to 13.5% CSO staff respondents).* Whereas only 35.1% think CSOs moderately-highly contribute in this regard (*recall: compared to 86.5% CSO staff respondents)*.

To what extent do you think CSOs contribute to increasing political participation? (%)

Response	Value
I don't Know	9.2
Do not contribute at all	38.8
To a low extent	16.9
To a moderate extent	28.5
To a high extent	6.6
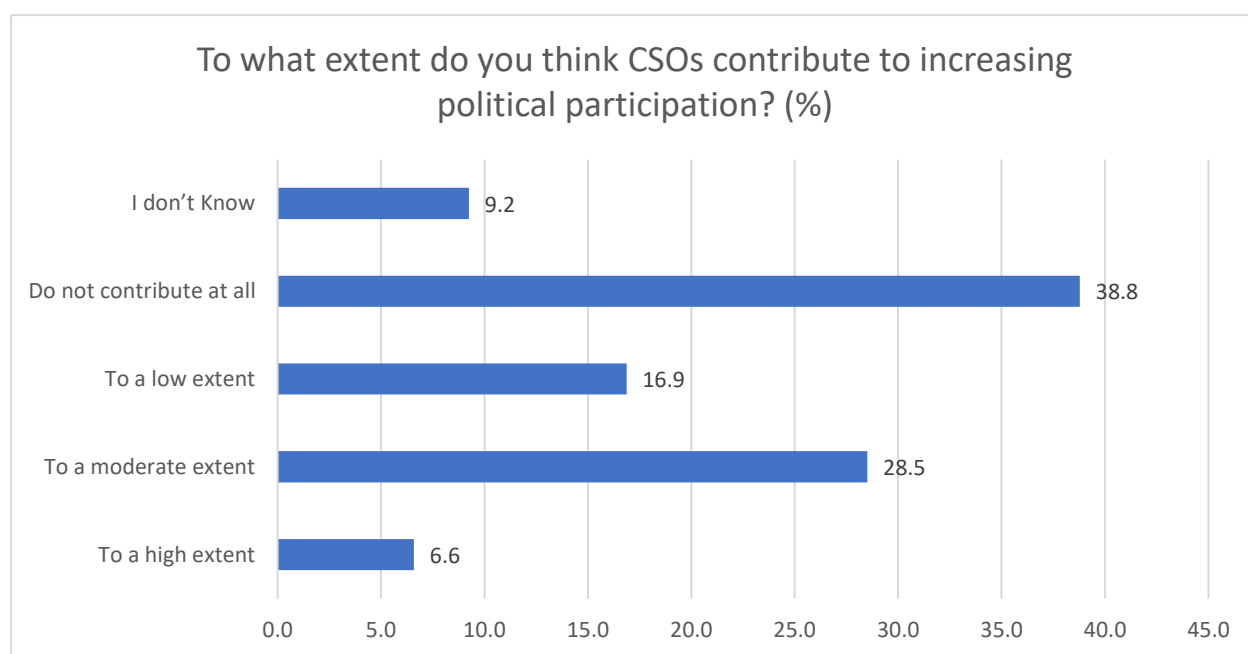
To what extent do you think civil society organizations contribute to increasing political participation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	160	6.4	6.6	6.6
	To a moderate extent	690	27.8	28.5	35.1
	To a low extent	408	16.4	16.9	52.0
	Do not contribute at all	939	37.8	38.8	90.8
	I don't Know	224	9.0	9.2	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

The majority (41.7%) of national sample respondents do not think the role of CSOs in influencing political participation and promotion of democracy has changed over the past five years at all. However, 26.2% think this role became moderately more effective, and 5.6% think it became highly more effective. A considerable 10.8% do not know.

A slightly higher percentage of respondents from rural areas saw that the role of CSOs in influencing politicians and promotion of democracy had not changed in the past five years (46.8%), compared to urban residents (41.2%).
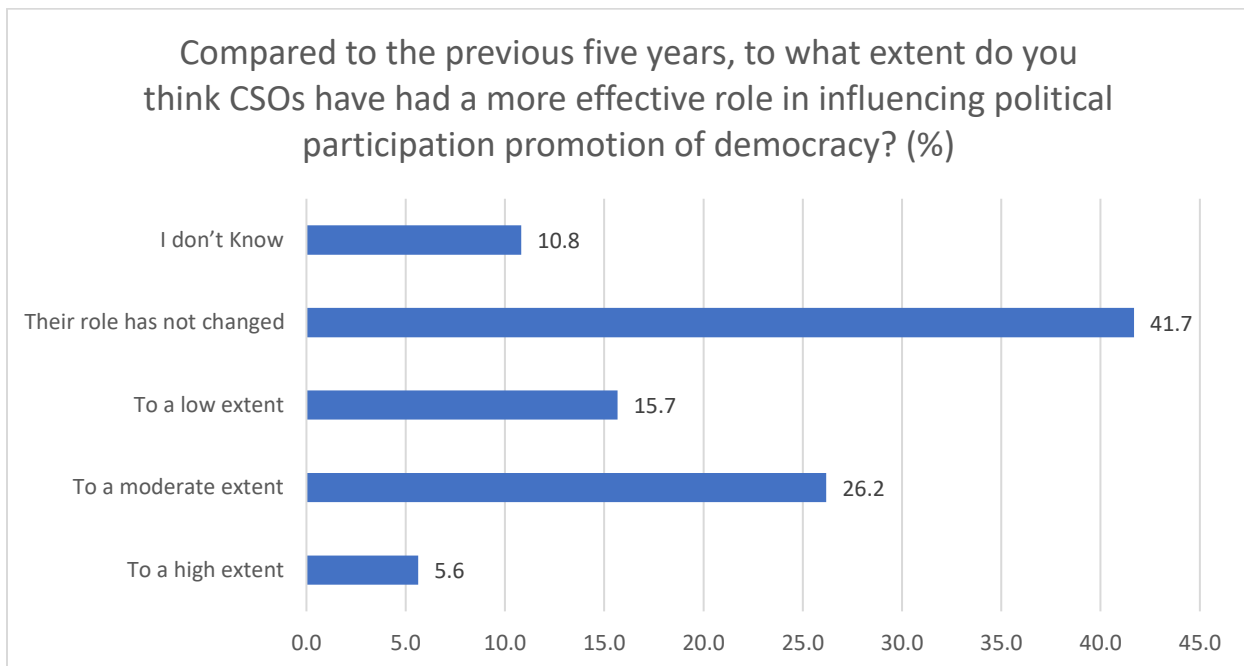
Compared to the previous five years, to what extent do you think CSOs have had a more effective role in influencing political participation promotion of democracy? (%)

I don't Know	10.8
Their role has not changed	41.7
To a low extent	15.7
To a moderate extent	26.2
To a high extent	5.6

Compared to the previous five years, to what extent do you think civil society organizations have had a more effective role in influencing political participation promotion of democracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a high extent	136	5.5	5.6	5.6
	To a moderate extent	634	25.5	26.2	31.8
	To a low extent	380	15.3	15.7	47.5
	Their role has not changed	1009	40.6	41.7	89.2
	I don't Know	262	10.6	10.8	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

More than two thirds (69.4%) of national sample respondents see that CSOs should not have a greater role in influencing political participation and promotion of democracy. Only 30.6% think CSOs must have a greater role in this regard, mostly through conducting training and awareness sessions.

Female respondents (32.7%), urban-residing (30.8%) and those with higher education background (MA or PhD) (39.4%), think that CSOs should have a greater role in influencing political participation and promotion of democracy at a slightly higher rate than males (28.6%), rural-residing (28.4%) and respondents holding up to a BA degree (17.6-34.7%).

In your opinion, should CSOs have a greater role in influencing political participation and promotion of democracy? (%)

■ Yes ■ No
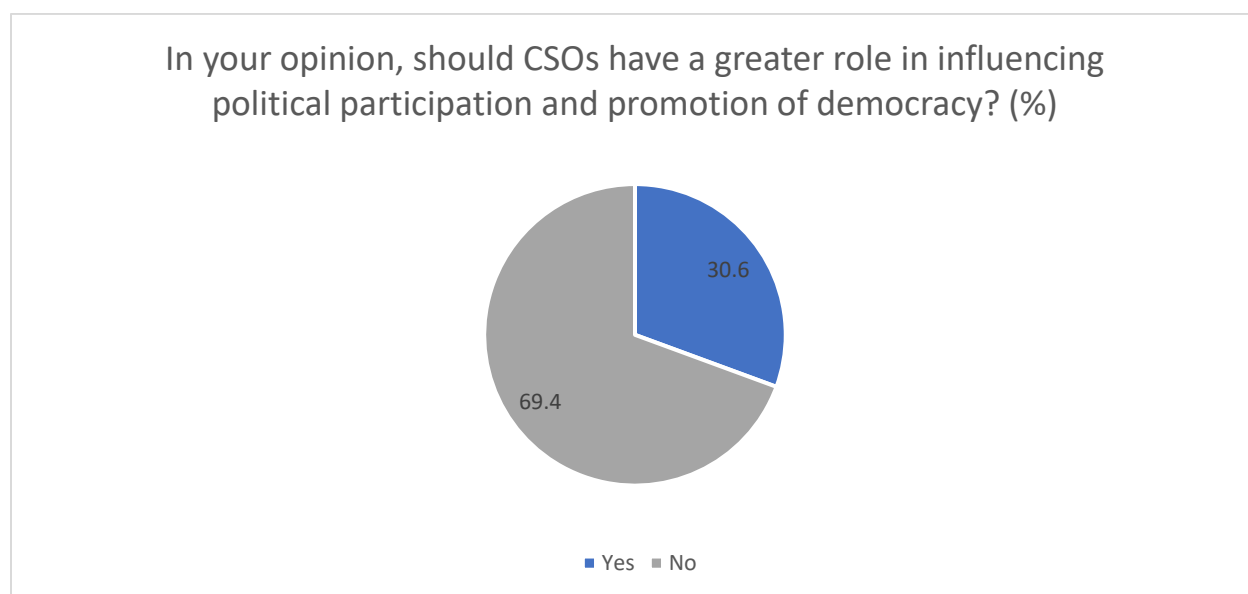
In your opinion, should civil society organizations have a greater role in influencing political participation and promotion of democracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	741	29.8	30.6	30.6
	No	1680	67.6	69.4	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Of the 2421 national sample respondents, only 5.5% (134 individuals) had participated in any political participation and/or promotion of democracy training workshop(s). The remaining 94.5% have not.

Have you participated in any training workshop(s) on political participation and promotion of democracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	5.4	5.5	5.5
	No	2287	92.1	94.5	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

In general, half (50.7%) of the national sample respondents think that conducting workshops on political participation and promotion of democracy highly impacts on spreading awareness regarding the subject matter. However, a much higher percentage (84.3%) of those who had attended a similar training before, appreciate the impact of such workshops on spreading awareness. A considerable 24.7% of the overall national sample think such workshops have no impact at all.
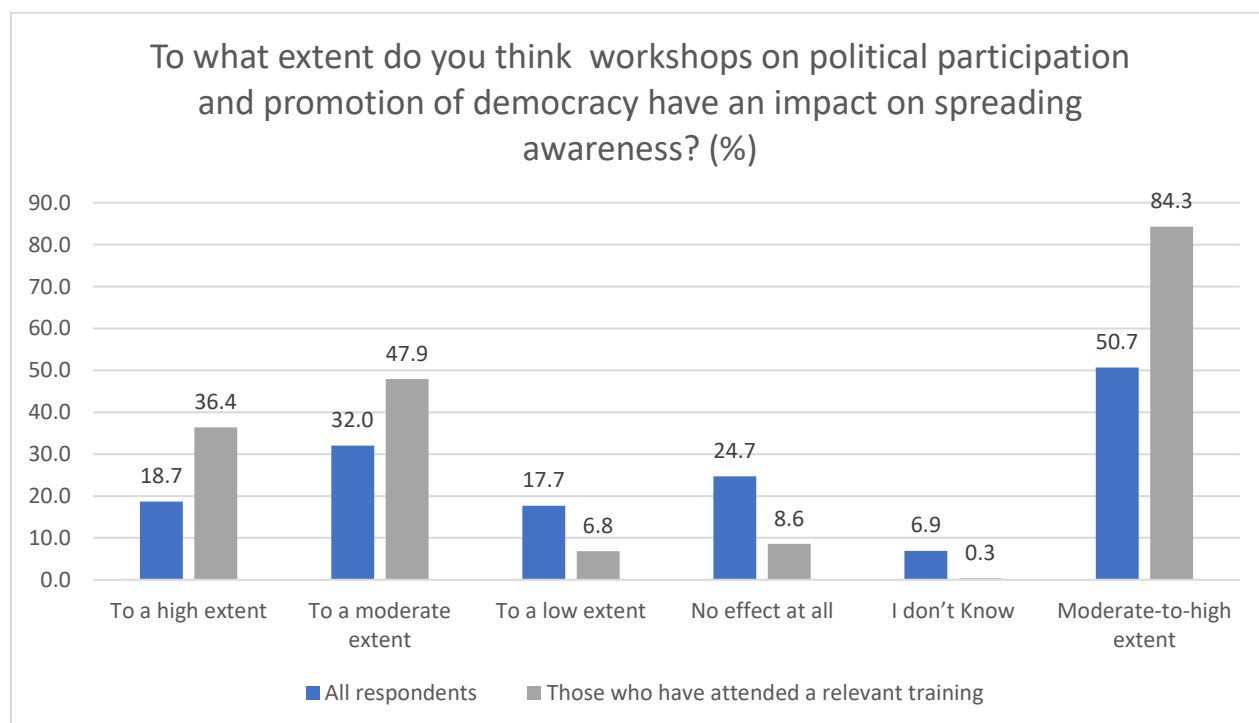
To what extent do you think workshops on political participation and promotion of democracy have an impact on spreading awareness? (%)

	All respondents	Those who have attended a relevant training
To a high extent	18.7	36.4
To a moderate extent	32.0	47.9
To a low extent	17.7	6.8
No effect at all	24.7	8.6
I don't Know	6.9	0.3
Moderate-to-high extent	50.7	84.3

To what extent do you think workshops on political participation and promotion of democracy have an impact on spreading awareness?

		All respondents	Those who have attended a relevant training
Valid	To a high extent	18.7	36.4
	To a moderate extent	32.0	47.9
	To a low extent	17.7	6.8
	No effect at all	24.7	8.6
	I don't Know	6.9	0.3
	Moderate-to-high extent	50.7	84.3

4 Elections Participation and Parliament Monitoring

a)   Civil Society Organizations

The majority (81.0%) of CSO staff respondents participated in the previous parliamentary elections (year 2020), whereas 19.0% did not. The main reasons for not participating were due to dissatisfaction with the electoral process and candidates and health issues (including infection with COVID-19).

Have you participated in the previous parliamentary elections (year 2020)?   (%)
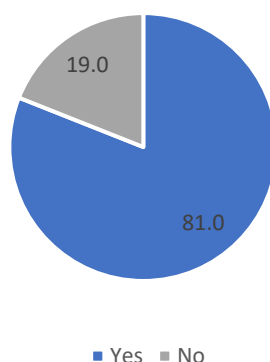
If your answer is no, why haven't you participated (CSOs)?

Frequency		Percent	Valid Percent	Cumulative Percent
Dissatisfaction with the electoral process and candidates	15	33.3	33.3	33.3
Health issue (including infection with COVID-19)	15	33.3	33.3	66.7
Working as an election observer	4	8.9	8.9	75.6
Boycotting elections	5	11.1	11.1	86.7
Distant polling location	2	4.4	4.4	91.1
Being outside of the country then	1	2.2	2.2	93.3
Insufficient time	1	2.2	2.2	95.6
No reason	2	4.4	4.4	100.0

The majority (76.8%) of CSO staff respondents did not campaign for any candidate in the 2020 parliamentary elections. No significant differences were found between respondents who have received Qararuna-CSS training, and those who have not. Most important tools utilized for campaigning were social media platforms (60.0%), individual and collective meetings (41.8%), advertising and promotion (23.6%) and roundtables (21.8%).

Have you campaigned for any candidate? * Participants of Qararuna CSO Training - % Crosstabulation
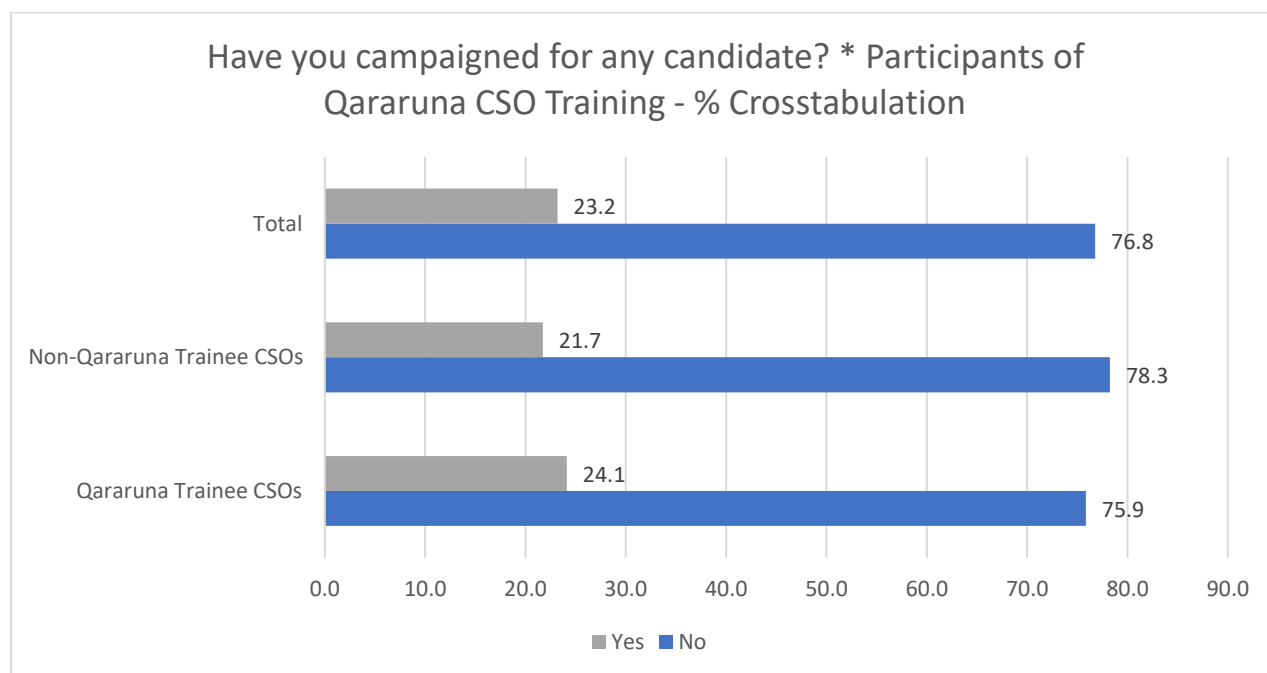
Have you campaigned for any candidate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	23.2	23.2	23.2
	No	182	76.8	76.8	100.0
	Total	237	100.0	100.0	

If your answer is yes, what were the most important tools you utilized to campaign?

		Frequency	Percent
Valid	Social Media Platforms	33	60.0
	Roundtables	12	21.8
	Individual and collective meetings	23	41.8
	Community mobilization	5	9.1
	Distributing Brochures	9	16.4
	Advertising and Promotion	13	23.6
	Other	5	9.1

When CSO staff respondents were asked about the number of parliamentary blocs in the current House of Representatives only 5 (out of 237) answered correctly; given that the right answer is 7 parliamentary blocs.

5 Answered correctly (7 blocs)

232 Answered incorrectly
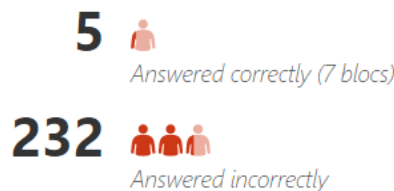
And when asked about the number of parliamentary committees in the current House of Representatives, only 7 (out of 237) answered correctly; given that the right answer is 15 parliamentary committees excluding the temporary committee for responding to the speech of the throne.

7 Answered correctly (15 committees)

230 Answered incorrectly

Only 22.4% of the CSO staff respondents follow the current House of Representative's members' activities constantly/frequently, whereas 31.6% follow their electoral district's parliament representative's activities as frequently. The majority of respondents follow them sometimes (56.1%; and 40.9% respectively). A considerable percentage, however, do not (21.5%; and 27.4% respectively).

How frequently do you follow:

- The current House of Representatives' members' activities
- My electoral district's parliament representative's activities

	Constantly/ frequently	Sometimes	I do not follow at all
The current House of Representatives' members' activities	22.4	56.1	21.5
My electoral district's parliament representative's activities	31.6	40.9	27.4
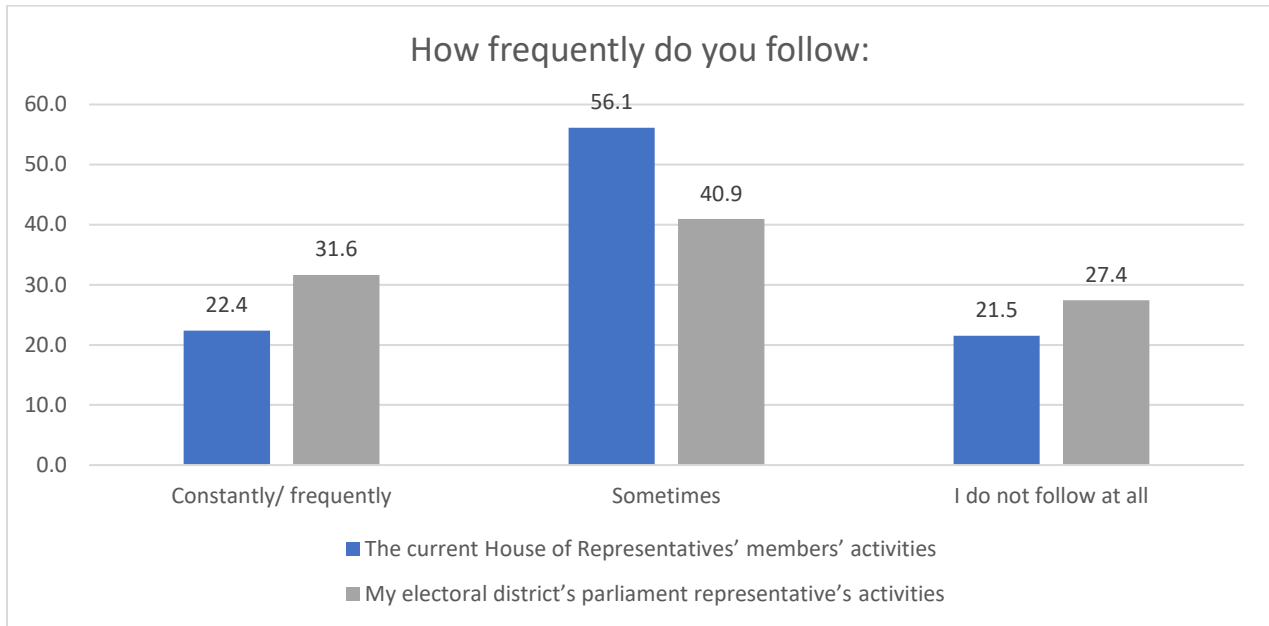
More than half (58.2%) of the CSO staff respondents reported that their organization played a role in influencing participation in the 2020 parliamentary elections.
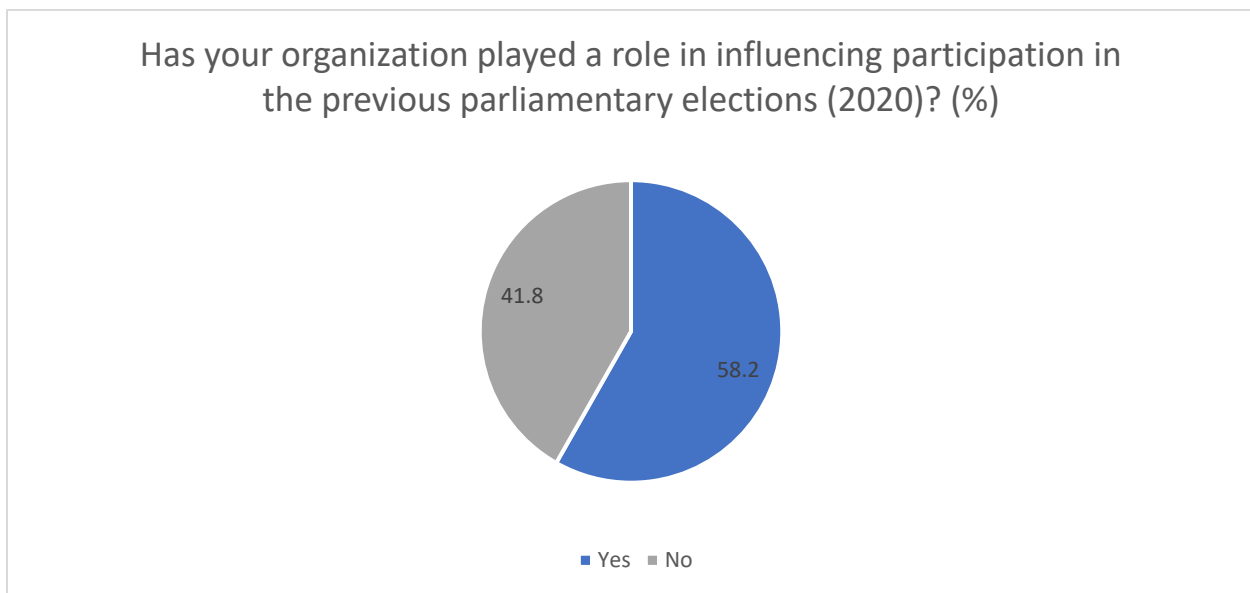
Has your organization played a role in influencing participation in the previous parliamentary elections (2020)? (%)

- Yes: 58.2
- No: 41.8

Has your organization played a role in influencing participation in the previous parliamentary elections (2020)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	138	58.2	58.2	58.2
	No	99	41.8	41.8	100.0
	Total	237	100.0	100.0	

More than half (57.4%) of the CSO staff respondents said that they maintain communications between their organization and electoral district's parliament representatives. The different forms of this communication are mainly holding meetings and roundtables (30.1%), general communication whether direct or through social media (15.4%), providing financial and moral support (14.0%), collaboration (11.8%) and attending CSOs' activities/events (10.3%).

The main reason for not having such a communication was reported to be poor communication by members of the parliament (28.7%), whether it was lack of interest, lack of credibility or pre-occupation with other tasks.
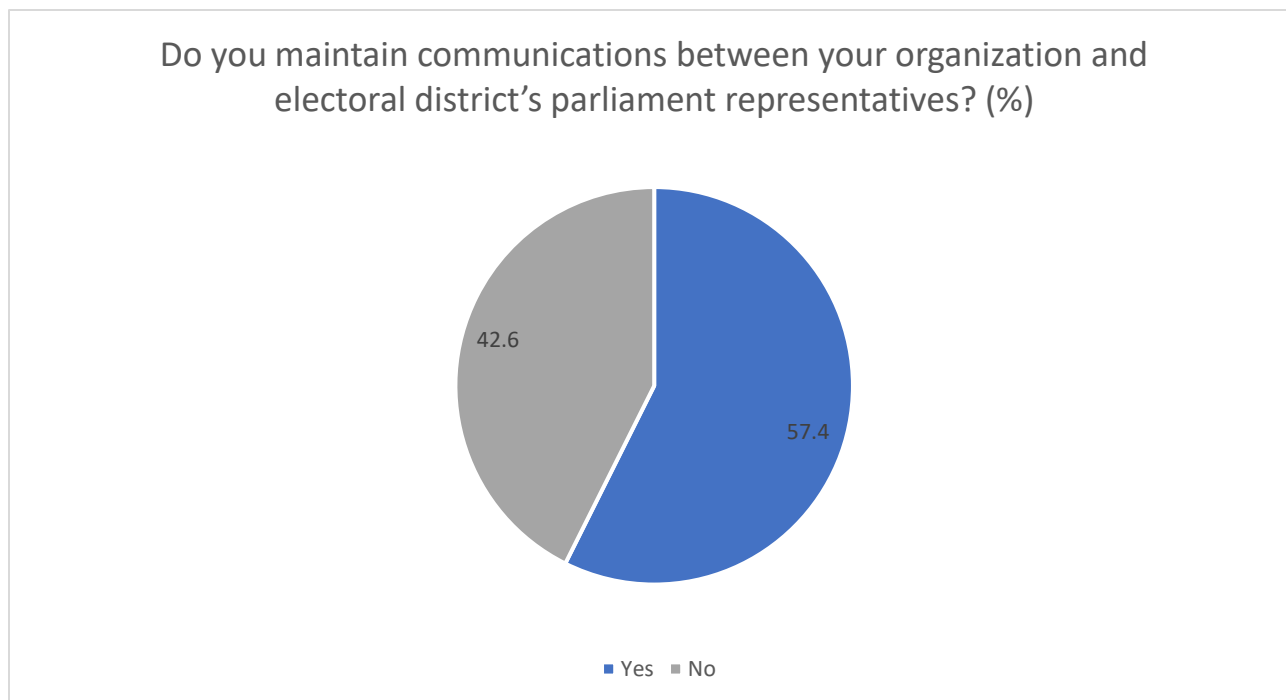
Do you maintain communications between your organization and electoral district's parliament representatives? (%)

42.6

57.4

■ Yes ■ No

Do you maintain communications between your organization and electoral district's parliament representatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	136	57.4	57.4	57.4
	No	101	42.6	42.6	100.0
	Total	237	100.0	100.0	

If your answer is yes, what is the form(s) of these communications?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Holding meetings and roundtables	41	30.1	30.1	30.1
	General communication (direct, social media)	21	15.4	15.4	45.6
	Providing financial and moral support	19	14.0	14.0	59.6
	Collaboration	16	11.8	11.8	71.3
	Attending CSO activities/events	14	10.3	10.3	81.6
	Supporting the local community	7	5.1	5.1	86.8
	Supporting the youth and their challenges	5	3.7	3.7	90.4
	Being a member of the CSO	2	1.5	1.5	91.9
	Exchanging expertise	1	0.7	0.7	92.6
	Other	8	5.9	5.9	98.5
	Don't Know	2	1.5	1.5	100.0
	Total	136	100.0	100.0	

If your answer is no, why is there no such communication?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor communication by MPs (lack of interest, lack of credibility, preoccupation)	29	28.7	28.7	28.7
	MPs refuse to communicate	8	7.9	7.9	36.6
	COVID-19 pandemic	7	6.9	6.9	43.6
	MPs are not from the same region	6	5.9	5.9	49.5
	No need for MPs involvement	5	5.0	5.0	54.5
	Law restrictions	4	4.0	4.0	58.4
	Low trust between MPs and community members	4	4.0	4.0	62.4
	Do not prefer MPs involvement	2	2.0	2.0	64.4
	Tribal system	2	2.0	2.0	66.3
	Don't Know	12	11.9	11.9	78.2
	No reason	5	5.0	5.0	83.2
	Other	17	16.8	16.8	100.0
	Total	101	100.0	100.0	

b) Local Community

Almost half (51.8%) of the national sample respondents reported to have participated in the 2020 parliamentary elections (*recall: comparison to 81.0% of CSO staff respondents).* A significant 48.2% did not cast a vote.

When asked about the reasons for not participating, the overwhelming majority (52.9%) reported a lack of trust in the electoral process, the candidates and the House of Representatives altogether.

Have you participated in the previous parliamentary elections (year 2020)? (%)

- 48.2
- 51.8
- ■ Yes ■ No
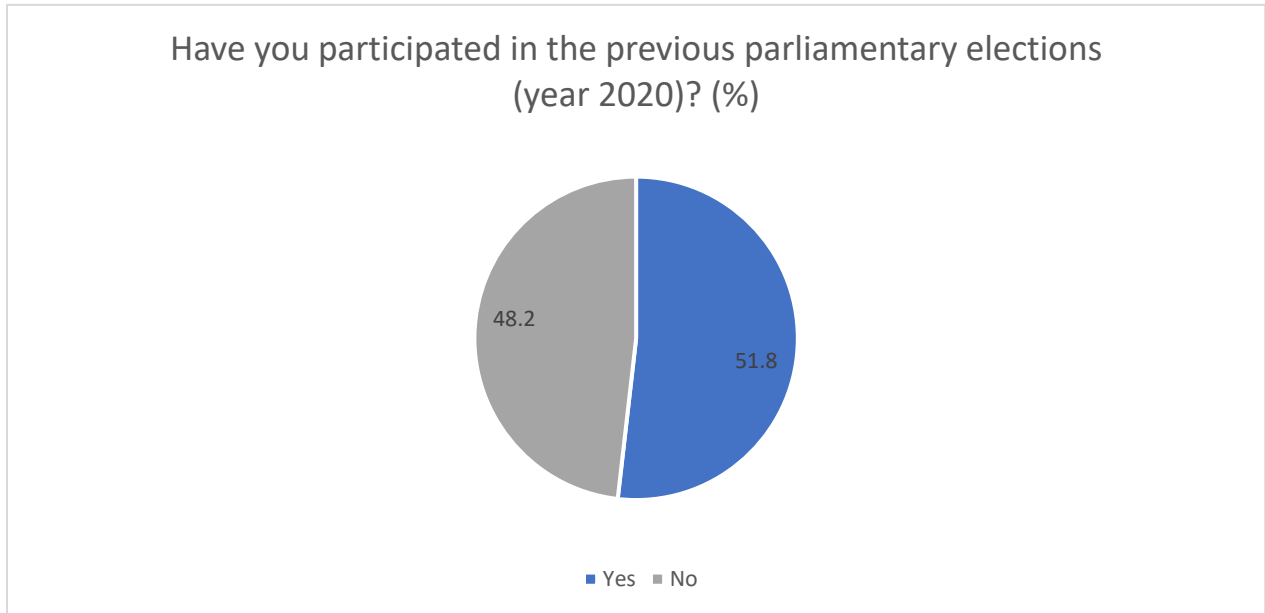
Have you participated in the previous parliamentary elections (year 2020)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1255	50.5	51.8	51.8
	No	1167	47.0	48.2	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Reasons for not participating

		Frequency	Percent
Valid	Lack of trust in the electoral process, the candidates and the House of Representatives	617	52.9
	Unwillingness to participate	123	10.5
	COVID-19 pandemic	77	6.6
	Nature of job in armed forces	93	8.0
	Travel (outside of Jordan)	44	3.8
	Not interested to participate	57	4.9
	Lack of time	26	2.2
	Being underage	23	1.9
	Distance of polling station	38	3.3
	Personal circumstances	25	2.1
	Health Condition	18	1.6
	Do not have the right to vote (lack of personal registration documents)	16	1.4
	Distance of polling station	15	1.3
	Refusal of husband	7	0.6
	Imprisonment	2	0.2
	No particular reason	12	1.0

Of those who had cast a vote, the majority (56.8%) based their electoral decision on tribal and regional connections. A considerable 38.2% voted based on the candidate's electoral program. Only 1.4% made a decision based on their political party affiliation, and 3.7% had other reasons on which they relied to vote.

What was the main reason you based your electoral decision on? (%)

- The candidate's electoral program
- Political party reasons
- Tribal and regional reasons
- Other
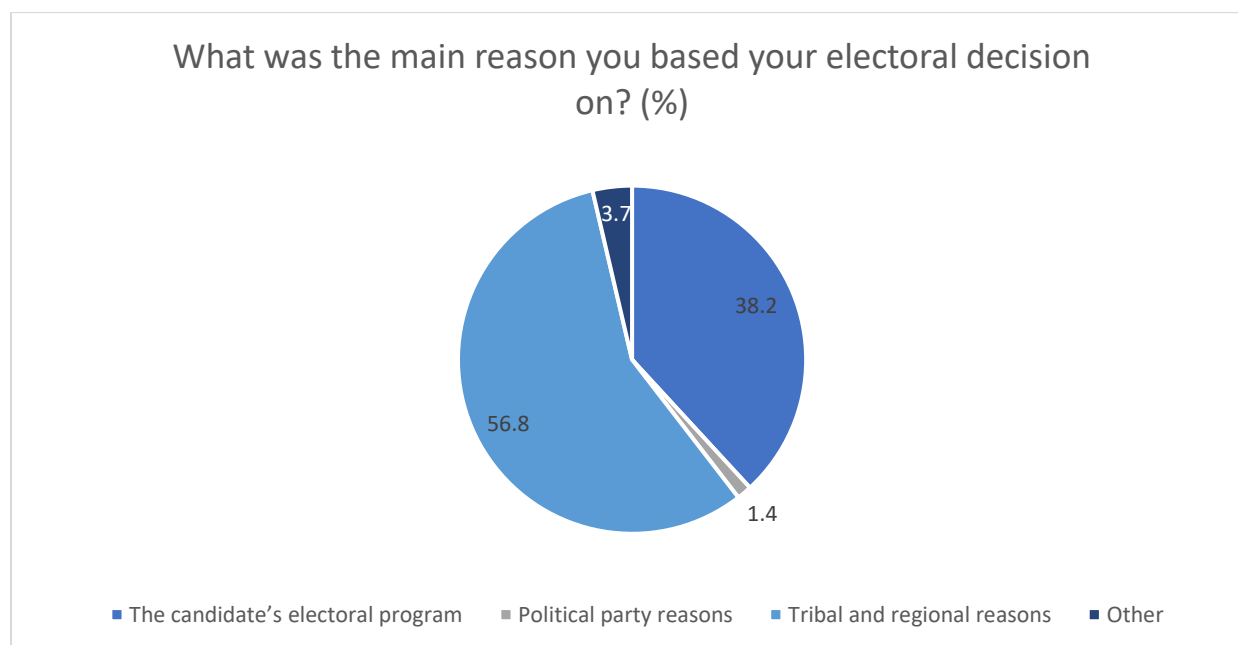
What was the main reason you based your electoral decision on?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The candidate's electoral program	479	19.3	38.2	38.2
	Political party reasons	17	0.7	1.4	39.5
	Tribal and regional reasons	713	28.7	56.8	96.3
	Other	46	1.8	3.7	100.0
	Total	1255	50.5	100.0	
Missing	System	1229	49.5		
Total		2484	100.0		

The responses of the national sample respondents were divided among those who would give their vote to a candidate from outside their electoral district region (41.8%) and those who would not (44.6%) if given the choice.
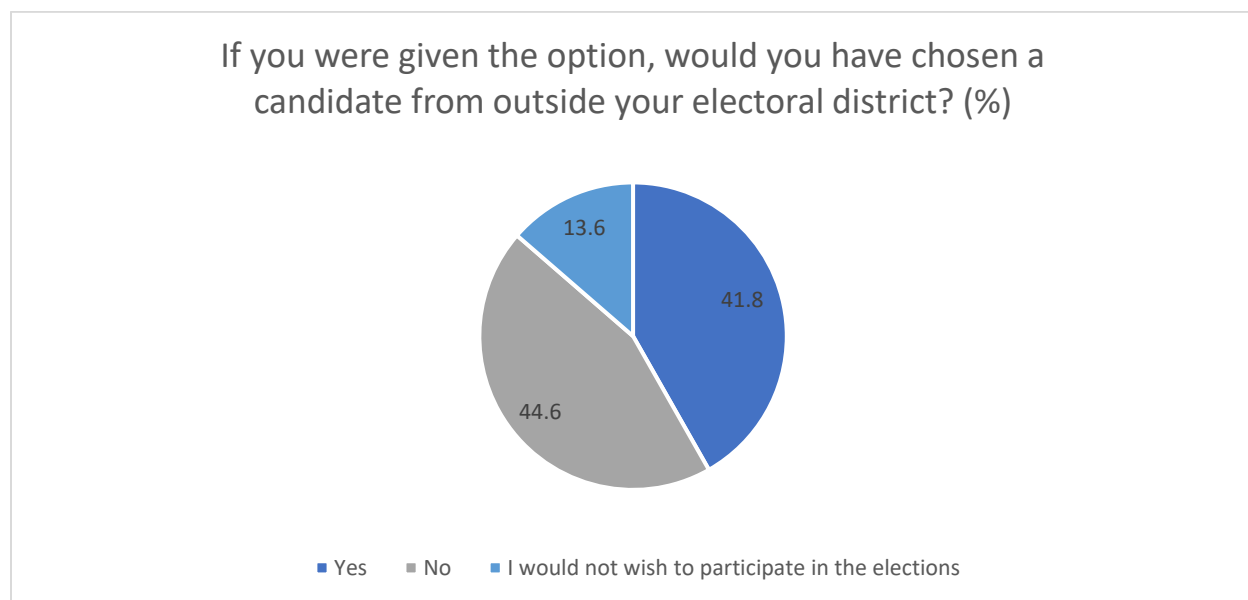
If you were given the option, would you have chosen a candidate from outside your electoral district? (%)

- Yes 41.8
- No 44.6
- I would not wish to participate in the elections 13.6

If you were given the option, would you have chosen a candidate from outside your electoral district?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1012	40.7	41.8	41.8
	No	1080	43.5	44.6	86.4
	I would not wish to participate in the elections	330	13.3	13.6	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

The majority (86.0%) of national sample respondents did not campaign for any candidate during the 2020 parliamentary elections (*recall: comparison to 76.8% CSO staff respondents*). A significantly higher percentage of males (17.4%) campaigned for a candidate in the 2020 elections, compared to females (10.6%) – (6.8% difference).
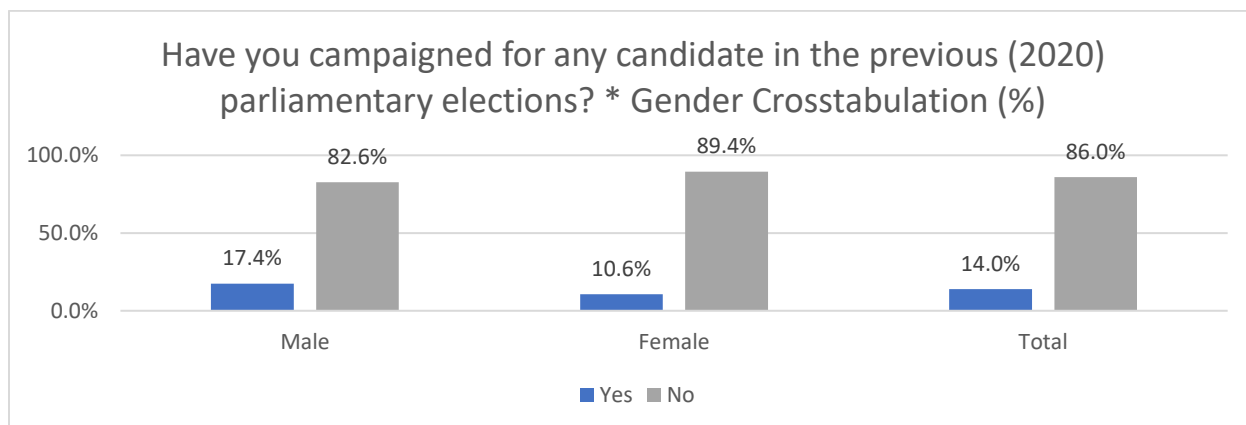
Have you campaigned for any candidate in the previous (2020) parliamentary elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	339	13.6	14.0	14.0
	No	2082	83.8	86.0	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

Have you campaigned for any candidate in the previous (2020) parliamentary elections? * Gender Crosstabulation

% within Gender

		Gender		Total
		Male	Female	
Have you campaigned for any candidate in the previous (2020) parliamentary elections?	Yes	17.4%	10.6%	14.0%
	No	82.6%	89.4%	86.0%
		100.0%	100.0%	100.0%

The majority (65.3%) of national sample respondents reported that there were not any CSOs in their areas that had campaigned for 2020 parliamentary election candidates. Only 15.6% said CSOs in their areas campaigned for candidates, and 19.1% said they do not know.
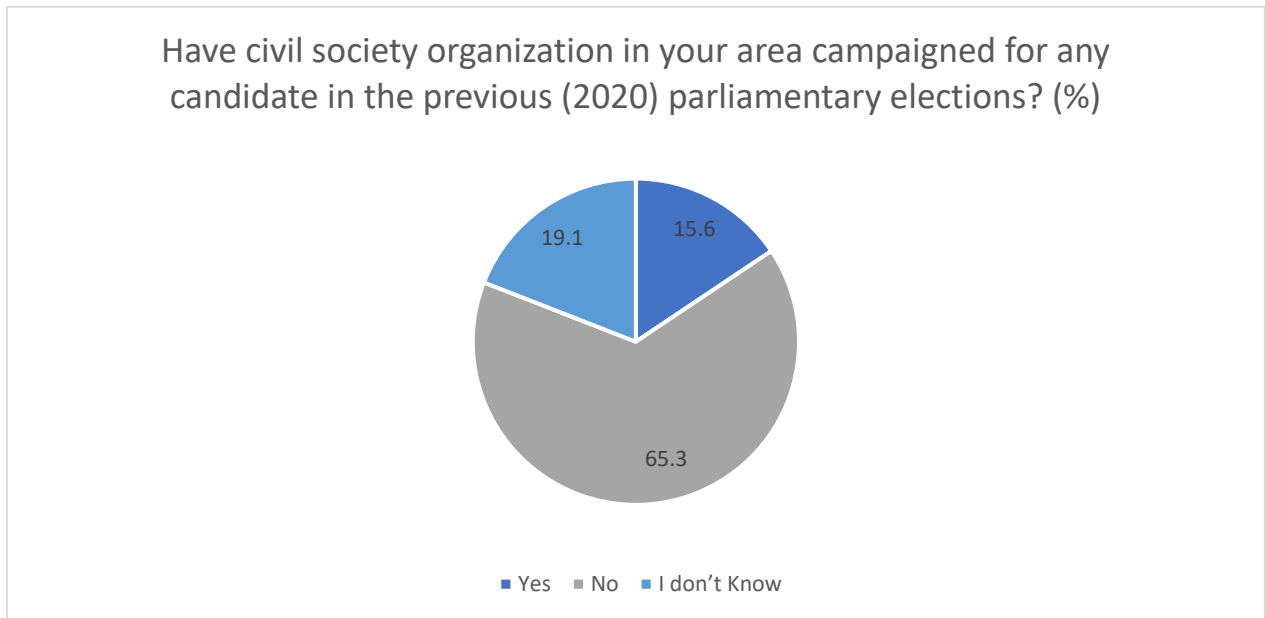
Have civil society organization in your area campaigned for any candidate in the previous (2020) parliamentary elections? (%)

Have civil society organization in your area campaigned for any candidate in the previous (2020) parliamentary elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	378	15.2	15.6	15.6
	No	1581	63.7	65.3	80.9
	I don't Know	462	18.6	19.1	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

When asked whether they would cast a vote in the next municipal and decentralization elections, the responses of the national sample respondents were divided almost evenly between those who would (39.1%), those who would not (33.1%), and those who have not made up their mind yet (27.8%).
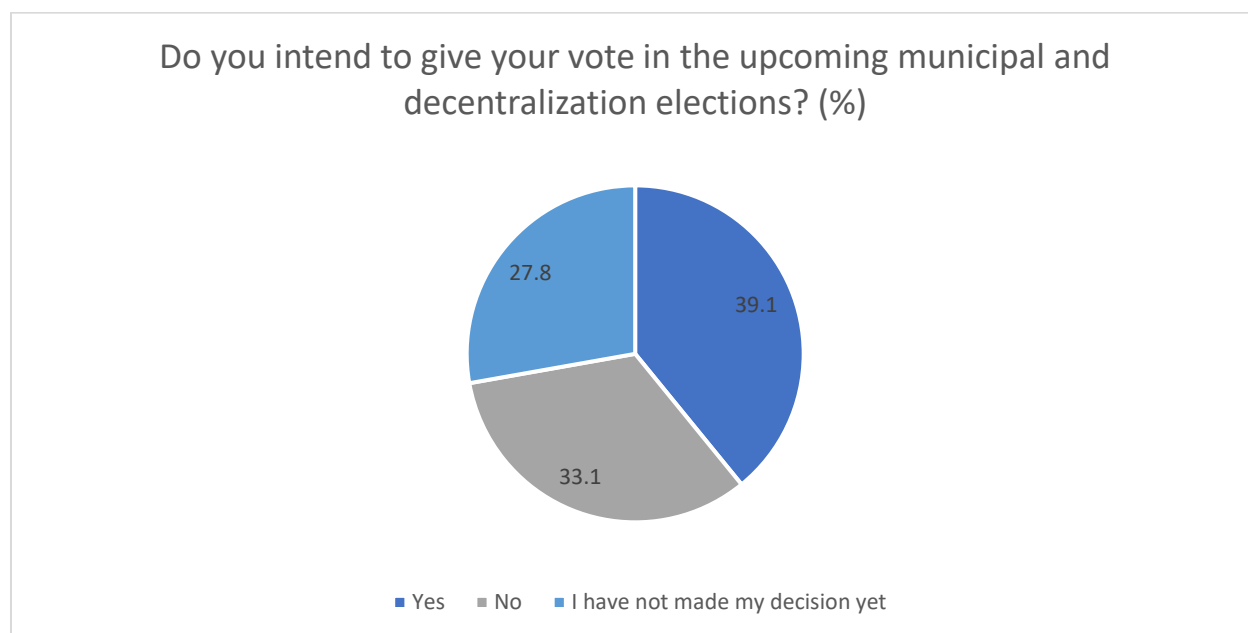
Do you intend to give your vote in the upcoming municipal and decentralization elections? (%)

Do you intend to give your vote in the upcoming municipal and decentralization elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	947	38.1	39.1	39.1
	No	801	32.3	33.1	72.2
	I have not made my decision yet	673	27.1	27.8	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

The majority (50.2%) of national sample respondents who are not going to vote at the upcoming municipal and decentralization elections attribute their decision to the lack of trust and credibility in the elections process, followed by a lack of interest to vote (23.2%), lack of service provision (7.0%) and lack of competent or suitable candidates (4.0%).

Reasons for Not Voting in Upcoming Municipal and Decentralization Elections (%)

Reason	%
Lack of trust and credibility	50.2
Not interested to vote	23.2
Lack of service provision	7.0
Nature of work (inability to vote)	6.2
Lack of competent candidates	4.0
Preoccupation	3.0
Other	6.4
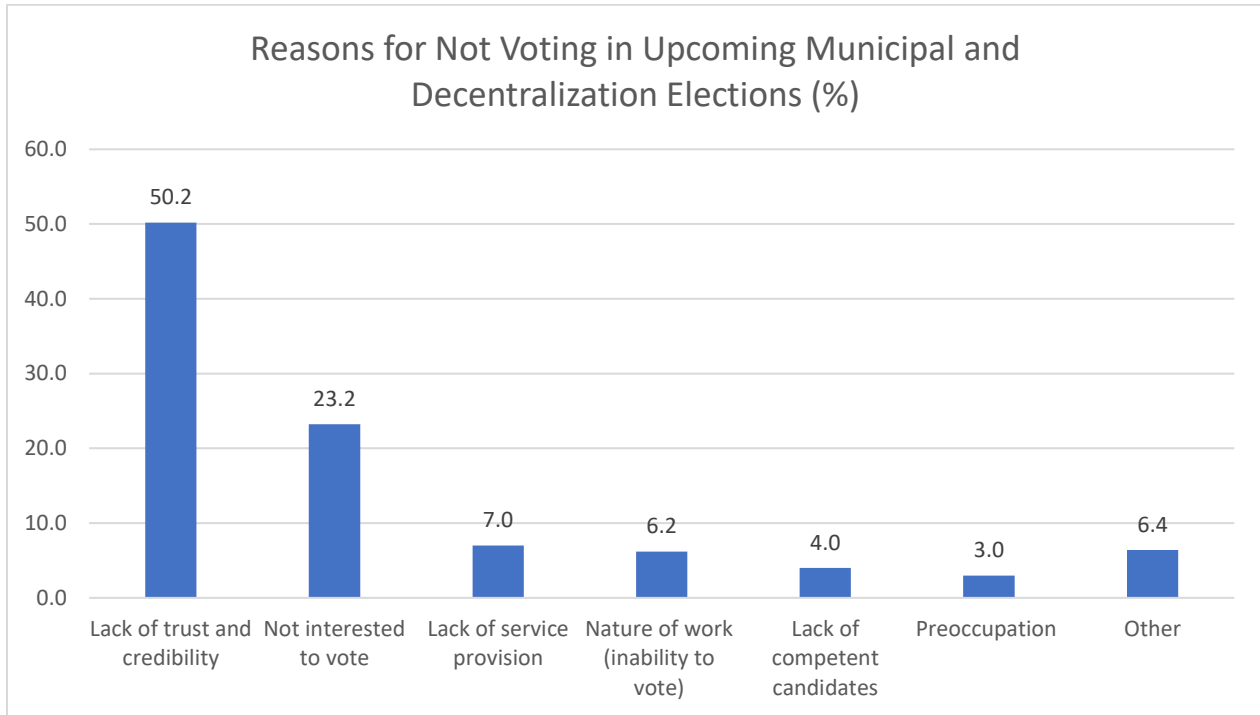
Only 13.3% of national sample respondents reported that CSOs in their areas had a role in encouraging citizens to participate in the 2020 parliamentary elections (*recall: comparison with 58.2% of CSO staff respondents).* The overwhelming majority (69.0%) reported none such activities (*recall: comparison with 41.8% of CSO staff respondents).* The remaining 17.7% did not know.

According to the national sample respondents, the CSOs role was mainly to provide guidance and awareness (41.5%), support certain candidates (33.5%), and hold roundtables (8.5%). A few respondents reported that some CSOs elect candidates in return for a favor (4.8%), or to receive financial aid (3.7%).

Have civil society organizations in your area had a role in encouraging citizens to participate in the previous parliamentary elections (2020)? (%)
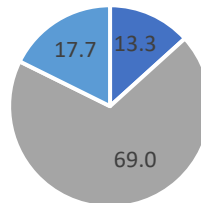
Have civil society organizations in your area had a role in encouraging citizens to participate in the previous parliamentary elections (2020)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	322	13.0	13.3	13.3
	No	1671	67.3	69.0	82.3
	I don't Know	428	17.2	17.7	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

What was this role?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Providing guidance and awareness	134	41.5	41.5	41.5
	Supporting a candidate	108	33.5	33.5	75.0
	Holding roundtables	27	8.5	8.5	83.4
	Electing a candidate in return for a specific favor/service	15	4.8	4.8	88.2
	Providing financial aid	12	3.7	3.7	91.9
	Don't know	14	4.2	4.2	96.1
	Other	12	3.9	3.9	100.0
	Total	322	100.0	100.0	

The majority (72.0%) of national sample respondents reported that no CSOs in their areas have organized for electoral activities in support of the 2020 parliamentary elections, while 9.1% (only) said they have. A considerable 18.9% did not know.

Have CSOs in your area organized electoral activities during the previous (2020) parliamentary elections, such as: inviting candidates and holding debates between them? (%)

- Yes, they have
- No, they have not
- I don't Know
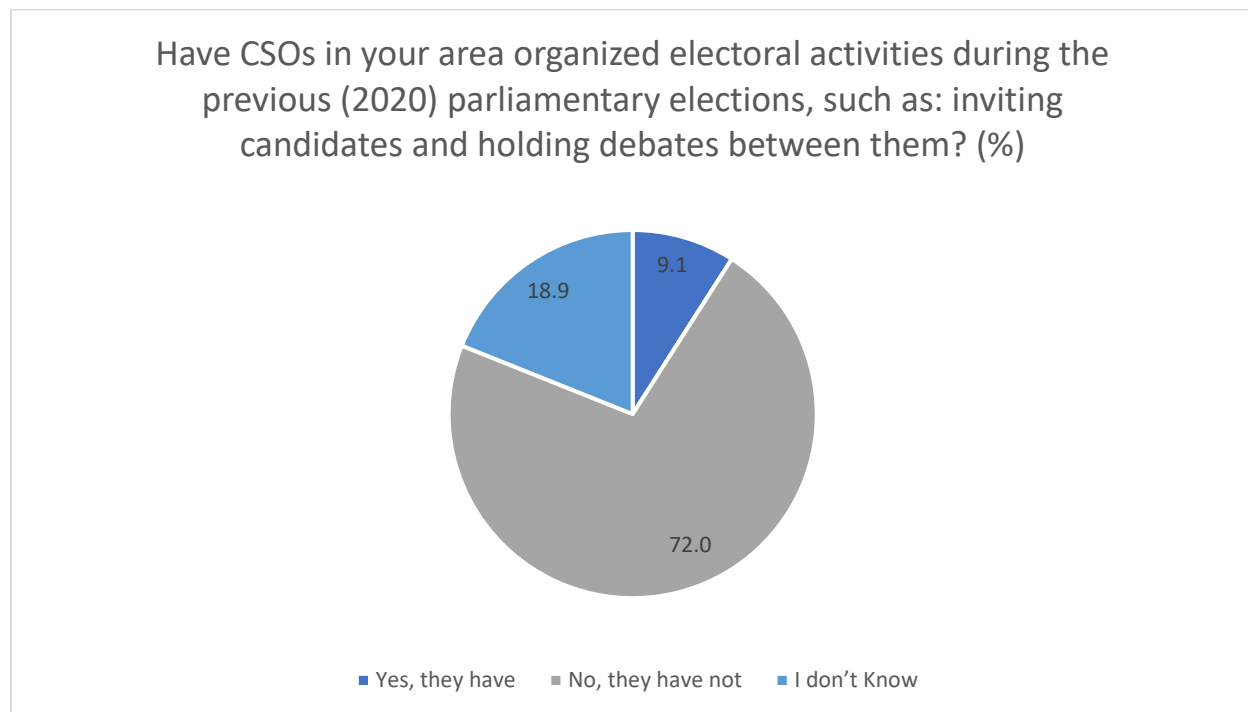
Have civil society organizations in your area organized electoral activities during the previous (2020) parliamentary elections, such as: inviting candidates and holding debates between them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, they have	219	8.8	9.1	9.1
	No, they have not	1743	70.2	72.0	81.1
	I don't Know	459	18.5	18.9	100.0
	Total	2421	97.5	100.0	
Missing	System	63	2.5		
Total		2484	100.0		

5 The Role of Trainings on Political Participation and Democratization

The majority of CSO staff respondents (94.6%) think that providing trainings on political participation and promotion of democracy are important to their organization's work (97.2% of respondents who have received Qararuna-CSS training, and 90.2% of respondents who have not). Only 3.0% do not think such training would have any impact on their organizations.
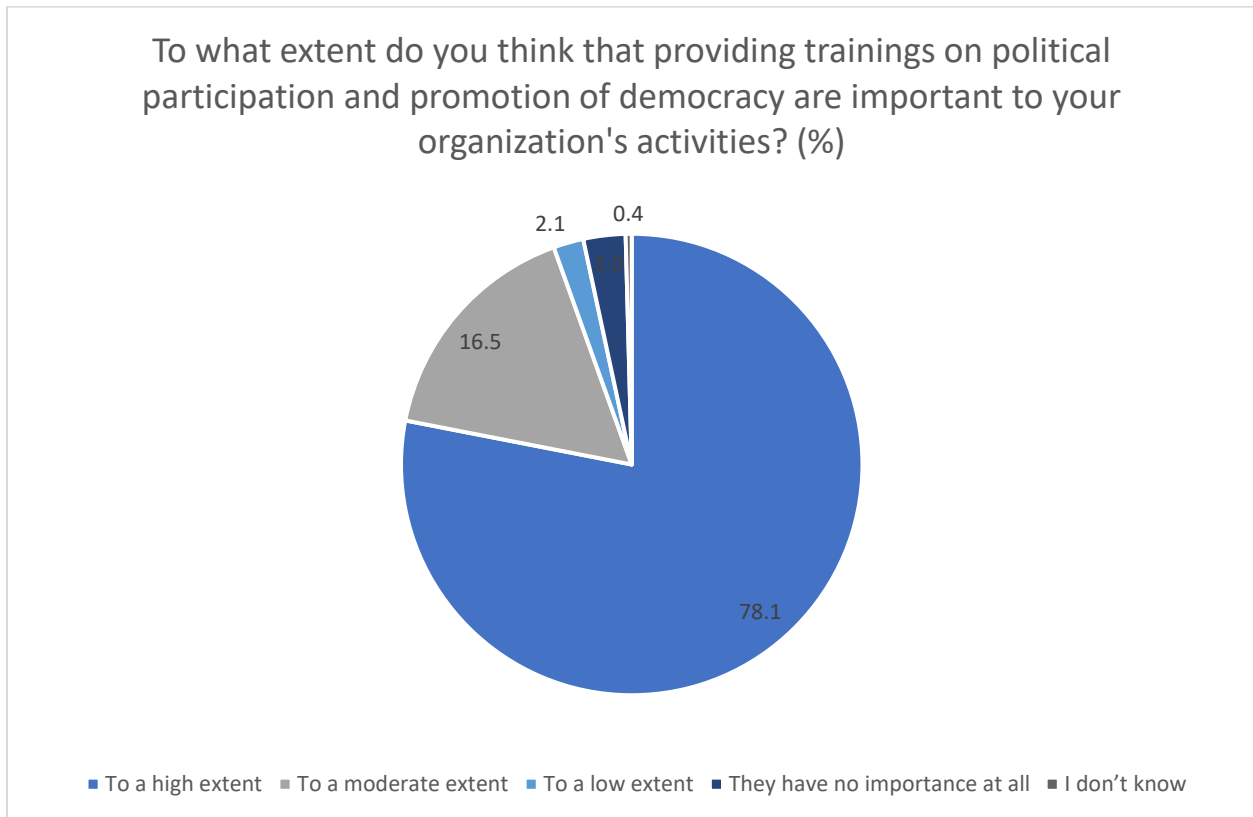
To what extent do you think that providing trainings on political participation and promotion of democracy are important to your organization's activities? (%)

2.1   0.4

16.5

78.1

- To a high extent   - To a moderate extent   - To a low extent   - They have no importance at all   - I don't know

To what extent do you think that providing trainings on political participation and promotion of democracy are important to your organization's activities? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Qararuna Trainee CSO	Non - Qararuna Trainee CSO	Total
To what extent do you think that providing trainings on political participation and promotion of democracy are important to your organization's activities?	To a high extent	Count	117	68	185
		%	63.2%	36.8%	100.0%
	To a moderate extent	Count	24	15	39
		%	61.5%	38.5%	100.0%
	To a low extent	Count	2	3	5
		%	40.0%	60.0%	100.0%
	They have no importance at all	Count	2	5	7
		%	28.6%	71.4%	100.0%
	I don't know	Count	0	1	1
		%	0.0%	100.0%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

A definitive 89.0% of CSO staff respondents think that the number of trainings on political participation and promotion of democracy conducted must be increased; (90.0% of respondents who have received Qararuna-CSS training, and 85.9% of those who have not). A lesser 9.7% think no change should be made to the number of trainings available in this regard
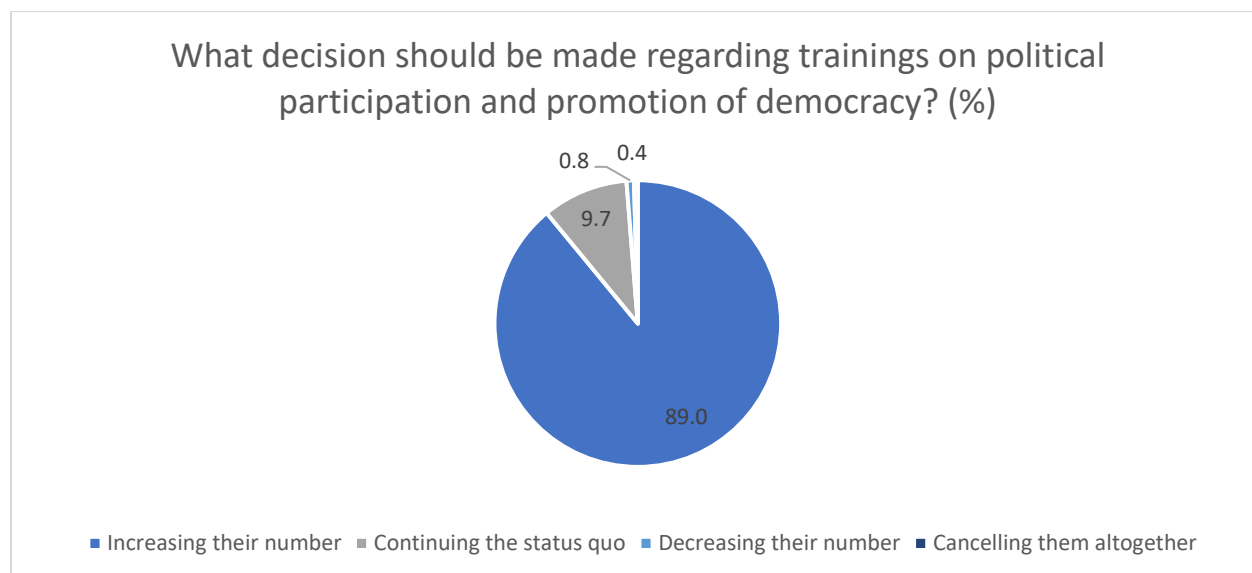
What decision should be made regarding trainings on political participation and promotion of democracy? (%)

0.8   0.4
9.7
89.0

■ Increasing their number ■ Continuing the status quo ■ Decreasing their number ■ Cancelling them altogether

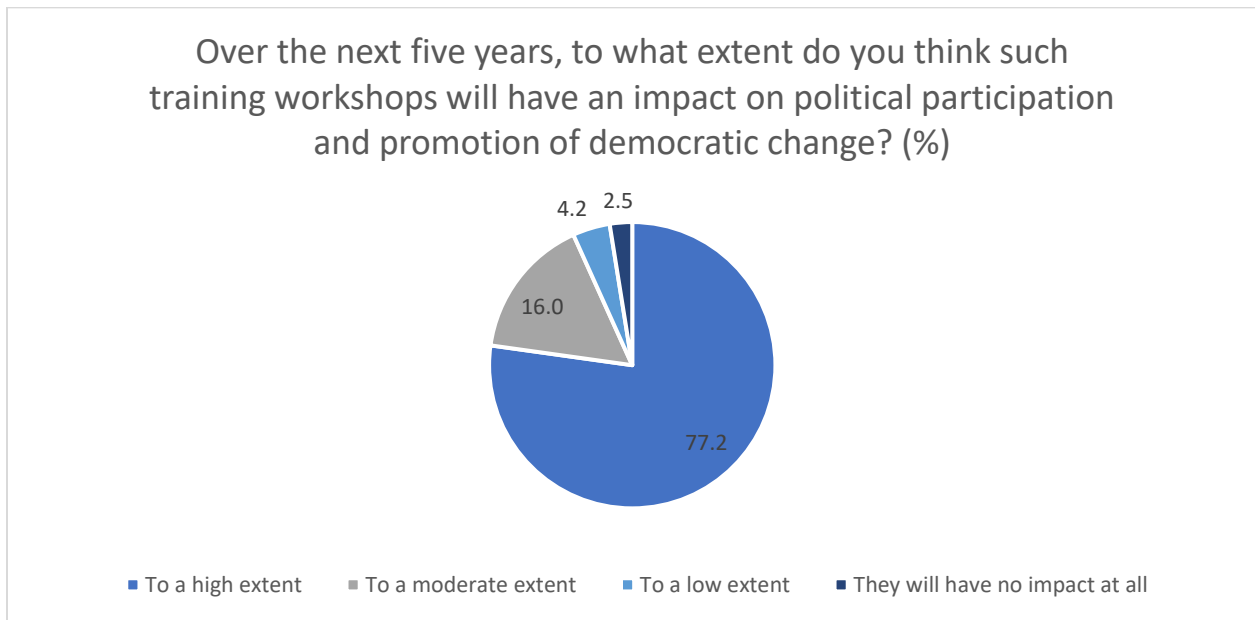**What decision should be made regarding trainings on political participation and promotion of democracy? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation**

			Qararuna Trainee CSO	Non - Qararuna Trainee CSO	Total
What decision should be made regarding trainings on political participation and promotion of democracy?	Increasing their number	Count	132	79	211
		%	62.6%	37.4%	100.0%
	Continuing the status quo	Count	10	13	23
		%	43.5%	56.5%	100.0%
	Decreasing their number	Count	2	0	2
		%	100.0%	0.0%	100.0%
	Cancelling them altogether	Count	1	0	1
		%	100.0%	0.0%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

Over the next five years, a total of 96.2% of CSO staff respondents think that such training workshops will play a moderate-high role in spreading community awareness and understanding the process of democratization. Only 3.8% think that this may have a negligible or no role at all.

Over the next five years, to what extent do you think such training workshops will play a role in spreading community awareness and understanding the process of democratization? (%)

- To a high extent: 82.7
- To a moderate extent: 13.5
- To a low extent: 2.1
- They will have no role at all: 1.7
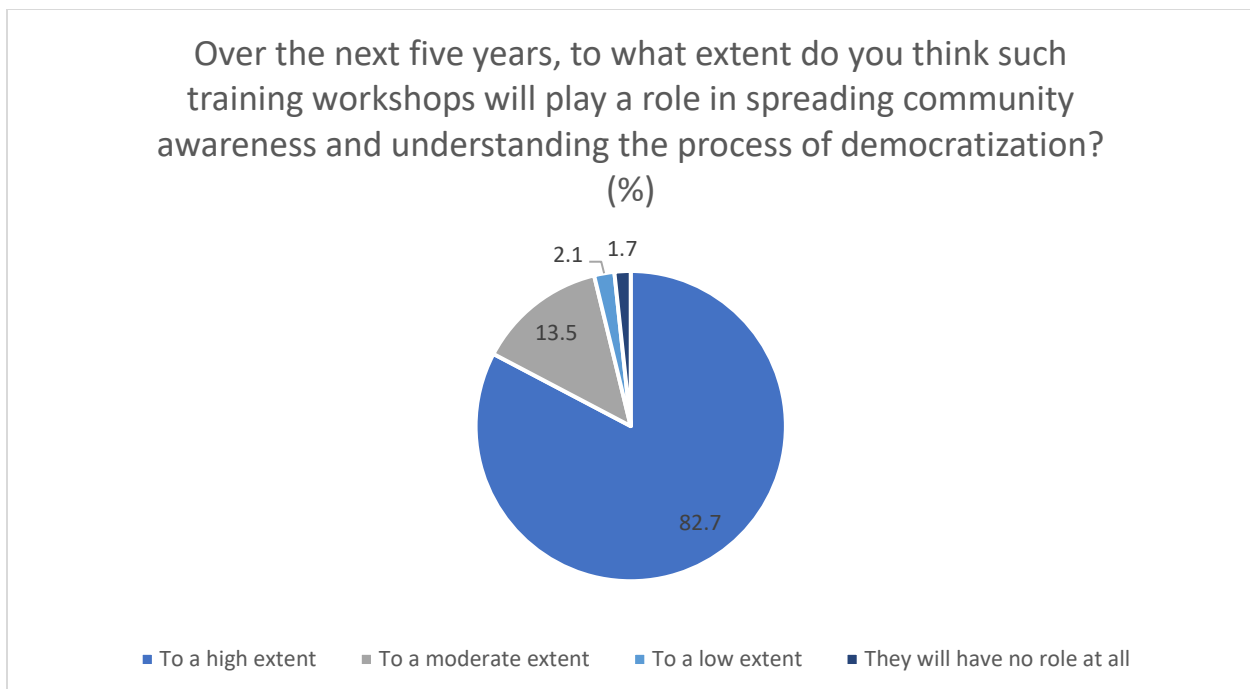
Over the next five years, a total of 93.2% of CSO staff respondents think that such training workshops will have a moderate-high impact on political participation and promotion of democratic change; (95.7% of respondents who have received Qararuna-CSS training, and 89.1% of those who have not). Only 6.7% think that this impact may be negligible or non-existent.

Over the next five years, to what extent do you think such training workshops will have an impact on political participation and promotion of democratic change? (%)

- To a high extent
- To a moderate extent
- To a low extent
- They will have no impact at all

77.2
16.0
4.2
2.5

Over the next five years, to what extent do you think such training workshops will have an impact on political participation and promotion of democratic change? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Qararuna Trainee CSO	Non - Qararuna Trainee CSO	Total
Over the next five years, to what extent do you think such training workshops will have an impact on political participation and promotion of democratic change?	To a high extent	Count	119	64	183
		%	65.0%	35.0%	100.0%
	To a moderate extent	Count	20	18	38
		%	52.6%	47.4%	100.0%
	To a low extent	Count	4	6	10
		%	40.0%	60.0%	100.0%
	They will have no impact at all	Count	2	4	6
		%	33.3%	66.7%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

6 Qararuna-CSS Training Impact

A total of 145 respondents (out of 237) have received Qararuna-CSS training. Of those, 88.3% think that CSOs in Jordan have a moderate-high role in influencing political participation and promotion of democracy, compared to 83.7% of respondents who have not received the training.
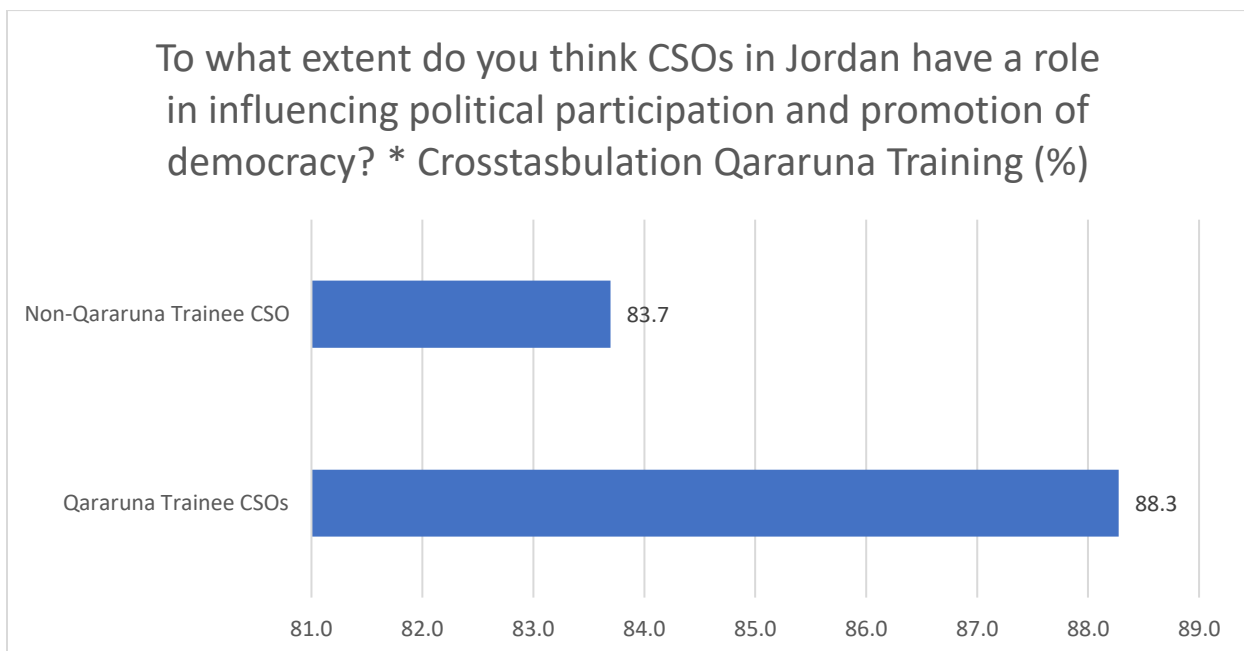
Regarding activities that CSO staff respondents reported to conduct to influence political participation and promotion of democracy, 11 out of the 17 CSOs that conduct coalition-building with other CSOs were Qararuna-CSS trainees, 4 out of 6 who do advocacy campaigns were Qararuna-CSS trainees, and 6 out of 7 who monitor elections were Qararuna-CSS trainees.

No difference was found regarding respondents' opinion of the extent that CSOs have generally become integral to the social component within Qararuna-CSS trainee CSOs versus non-Qararuna-CSS. However, over the past five years, 9.6% more CSOs that have received Qararuna-CSS training think that this role progressed (68.3% received training, versus 58.7% did not)

Over the past five years, do you think this role has progressed, declined, or remained unchanged? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Qararuna Trainee CSOs	Non-Qararuna Trainee CSOs	Total
Over the past five years, do you think this role has progressed, declined, or remained unchanged?	Progressed	Count	99	54	153
		%	64.7%	35.3%	100.0%
	Declined	Count	23	13	36
		%	63.9%	36.1%	100.0%
	Remained unchanged	Count	23	25	48
		%	47.9%	52.1%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

CSO staff respondents who have received Qararuna-CSS training think that more is being done by CSOs regarding promotion of political participation, compared to respondents who have not had the training, as 56.6% and 72.8%, respectively, reported that not enough is done in this regard.
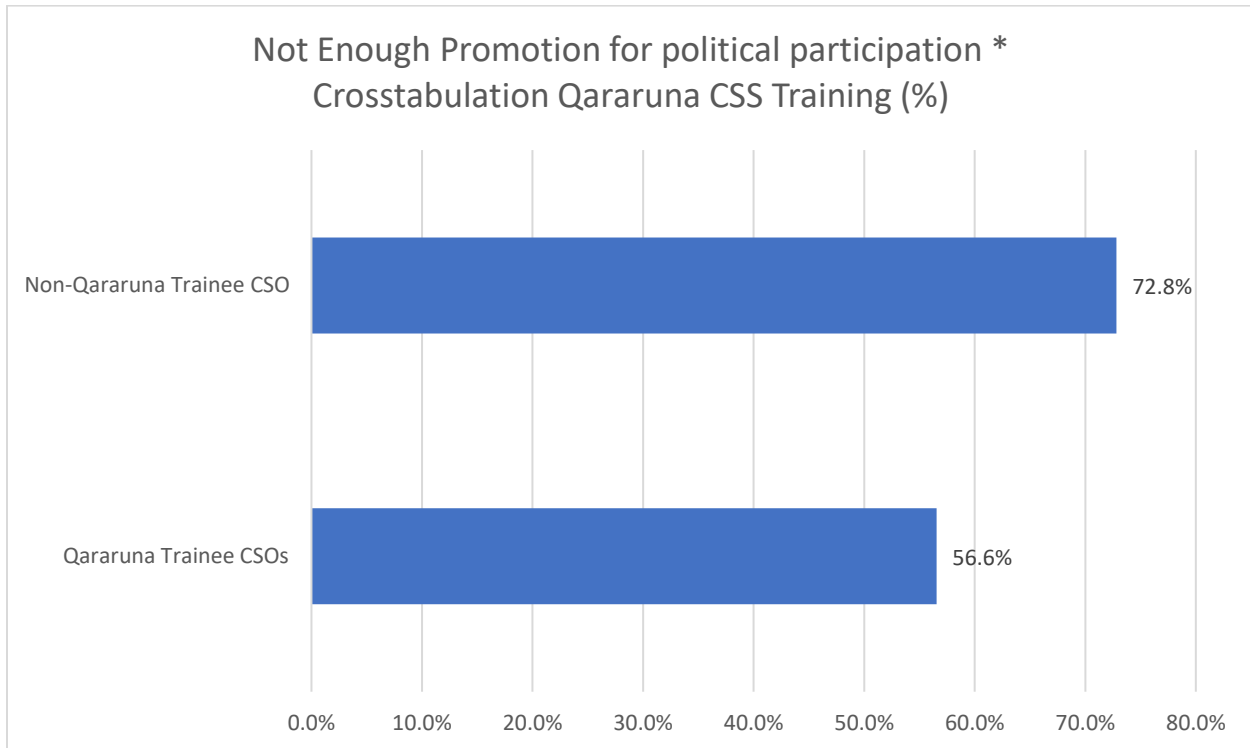
Not Enough Promotion for political participation * Crosstabulation Qararuna CSS Training (%)

In your opinion, do civil society organizations play a sufficient role in each of the following: Promoting political participation * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

		Qararuna Trainee CSOs	Non-Qararuna Trainee CSO
Promoting political participation	Enough	71.6%	28.4%
	Not Enough	45.0%	45.0%
Promoting democracy	Enough	61.3%	38.7%
	Not Enough	61.1%	38.9%
Supporting Refugees	Enough	58.8%	41.2%
	Not Enough	65.5%	34.5%
Supporting the community	Enough	58.5%	41.5%
	Not Enough	64.7%	35.3%
Supporting Human Rights	Enough	63.8%	36.2%
	Not Enough	57.6%	42.4%

A significantly higher percentage of CSO staff respondents who have received Qararuna-CSS training knew of CSOs that monitor the parliament, versus those who have not had the training (71.7%; and 57.6% respectively).

Do you know of any civil society organization(s) that monitors the parliament? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Yes	No	Total
Do you know of any civil society organization(s) that monitors the parliament?	Yes	Count	104	53	157
		%	66.2%	33.8%	100.0%
	No	Count	39	36	75
		%	52.0%	48.0%	100.0%
	I don't know	Count	2	3	5
		%	40.0%	60.0%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

A significantly higher percentage of CSO staff respondents who have received Qararuna-CSS training think that CSOs in Jordan have the ability to form a civil alliance to activate popular monitoring of parliament, compared to those who have not had the training (72.4%; and 58.7% respectively).

To what extent do you think civil society organizations have the ability to form a civil alliance to activate popular monitoring of parliament? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies?		
			Yes	No	Total
To what extent do you think civil society organizations have the ability to form a civil alliance to activate popular monitoring of parliament?	To a high extent	Count	46	26	72
		%	63.9%	36.1%	100.0%
	To a moderate extent	Count	59	28	87
		%	67.8%	32.2%	100.0%
	To a low extent	Count	28	21	49
		%	57.1%	42.9%	100.0%
	None at all	Count	11	17	28
		%	39.3%	60.7%	100.0%
	I don't know	Count	1	0	1
		%	100.0%	0.0%	100.0%

A slightly higher percentage of CSO staff respondents who have received Qararuna-CSS training reported that their organization played a role in influencing participation in the previous parliamentary elections in 2020, compared to those who have not had the training (61.3%; and 53.3% respectively).

Has your organization played a role in influencing participation in the previous parliamentary elections (2020)? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Yes	No	Total
Has your organization played a role in influencing participation in the previous parliamentary elections (2020)?	Yes	Count	89	49	138
		%	64.5%	35.5%	100.0%
	No	Count	56	43	99
		%	56.6%	43.4%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

A slightly higher percentage of CSO staff respondents who have received Qararuna-CSS training reported that they maintain communications between their organizations and electoral district's parliamentary representative, compared to those who have not had the training (60.0%; and 53.3% respectively).

Do you maintain communications between your organization and electoral district's parliament representatives? * Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies? Crosstabulation

			Were you one of the participants in "Qararuna" project implemented by the Center for Strategic Studies?		Total
			Yes	No	
Do you maintain communications between your organization and electoral district's parliament representatives?	Yes	Count	87	49	136
		%	64.0%	36.0%	100.0%
	No	Count	58	43	101
		%	57.4%	42.6%	100.0%
Total		Count	145	92	237
		%	61.2%	38.8%	100.0%

Annex – List of CSOs Interviewed

AL Dualieh For Anti Violence	Ajloun AL Khadraa' For Enviromental Development
Ebdaa' For Development	Fursan Al Aman For Human Protection
Ebdaa' For Development And Training	Qudurat For Community Development
Athar For Youth Development	Qosour Al Khair
Irbid Ajmal For Training	Leewan
Esnad For Democracy And Human Rights	AL Shanbar For Sustainble Rural Development And Training
Afaq Al Ordon For Development And Training	Nama' For Development And Capacity Building
Afaq Al Ryadeh For Development And Training	Ebdaa' For Development And Training
Afaq For Human Development	Mo'sieh
Al Ibdaa' Wa Al Tahaddi	Al Tadreeb Center For Consultations And Training
Al Aman For Human Rights Consultations	Al Rowwad Center For Training And Human Resources Development
Al Tanmieh Al Dimoqratieh-Democratic Development Association	Al Karak Center For Consultations
Jordanian Asssociation For Development Laws	Mosawah Center For Civil Society Development
Jordanian Association For Human Development	Wosataa' Al Tagheer For Sustainble Development
Arab Association For Culture	Mostaqbal Abna'una
Jordanian Association For Development And Political Awerness	Al Mawhiba Cultural Forum
Al Hayat W Al Amal	Al Ryadah Forum For Youth And Culture
Al Khair W Al Wafaa'	Erhaba Cultural Forum
Al Rahma For Social Development	Al Tanweer Al Hadari Forum
Al Sanabel Al Khayrieh	Al Sarhan Forum For Cultural Development
Al Sindian	Al Aqabah Forum For Youth Cultural Innovation
Al Saydat Al Amilat -Working Ladies	Al Karamah Cultural Forum
Al Tomouh Al Ordoni-Jordanian Ambition	Al Wasfieh Forum For Legal Culture And Human Rights
Al Fajer For Rights And Freedoms	Ba'oun Cultural Forum
Al Qyadah Al Shababieh-Youth Leadership	Manassah For Youth Development
AL Karamah For International Human Rights And Peace	Mawared For Community Empowerment
Al Mostaqbal For Environment Protection	Al Wahadnah Cultural Social Club
Al Moltaqa Al Ordoni For Youth Innovation-Jordanian Forum For Youth Innovation	Nahnu
Al Malloul For Environment	Nahnu Al Shabab Al Democrati
Al Mahara W Al Itqan Charity	Nahnu Nanhad For Sustainble Development
Al Nahda For Disabilities Challenges	Nesaa' Al Awn For Women, People With Disabilities Empowerment
Al Yarmouk For Development	Naseej For Sustainble Development
Ana Insan	Nashmiat Sahab
Bayt Al Hekma For Youth Development	Namaa' For Cultural Development
Ta'theer For Human Rights	Nawafeth For Training And Sustainble Development
Ta'adod	Himetna Ghayer For Tourism
Takamol For Developmet And Human Rights	Hamsa Ordonieh

Tameem Bin Aws Al Dary Charity	Madeen Women Association
Jothoor Watan For Rights	Nagham Al Haya Association
Mostaqbal Abnau'na	Sanabel Al Mahabba
Friends Of Jordanian Parliament	Sparkling Stars Association
Sustainble Agriculture	Sparkling Stars Association
Al Torra For Development	Zohoom Association
Al Maseera Al Siasieh	Ro'a Nisa'ieh-Women Vision
Al Malak For Development	Ayy Organization
Basha'er Al Noor Charity	Darb Al Noor For Sustainble Development
Taghreedat Al Khair Charity	Darb Jerash For Commuinity Development
Tawasol For Democratic Empowerment	Dyar Al EZZ For Rights And Freedoms
Tawasol For Sustainble Development	That Rass For Culture
Doa'a Al Khair Charity	Rabitat Abna' Al Khalil
Sayedat Al Tafilah Charity	Zahr Al Rumman Charity
Sayedat Ajloun Charity	Zahret Iris For Local Community Development
Sayedat Anjara	Sanaa' Suleiman
Sayedat Kafranjah Charity	Sanad For Youth
Shabbat Bateer	Sayedat Badr
Salon Madaba For Culture	Sayedat Jerash Charity
Elaigoon Charity	Sayedat Rabieh Al Koura Charity
Fatayat Bani Hamideh-Girls Of Bani Hamideh	Sayedat Rehab Bani Hasan For Community Development
Mateen	Shabbat Al Karak-Ladies Of Karak
Ahbab Madaba Forum	Shabbat Al Naseem Charity
AL Islah W AL Taghyeer Forum	Shabbat Theeban Charity
Nabd Forum For Culture	Shabbat For Women Political Empowerment
Mawared For Social Empowerment	Abaq Al Noor For Social Development
Shbab W Shabat Al Resaifeh For Culture	Namaa' For Cultural Development