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Public Opinion Poll

**On the Government of Dr. Marouf Al Bakhet one and a half year after
its formation**

Public Opinion Polling Unit

Center for Strategic Studies- University of Jordan

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Introduction

The Center for Strategic Studies at the University of Jordan has conducted a public opinion poll on the government of Dr. Marouf Al Bakhet one and a half year after its formation, during the period between 30/5-3/6/2007. The completed national sample of the opinion poll amounted to **983** respondents.

The sample of opinion leaders was **601** respondents who completed the poll, distributed among seven categories, as illustrated in Table (1). This poll aims at identifying citizens' evaluation of the performance of Dr. Al Bakhet performance, one and a half year after its formation, in addressing the problems and issues assigned to it. The poll also aims at identifying their views towards the most important problems facing Jordan today, which “the government **must begin to address immediately**”.

Table (1) Distribution of Public Opinion Leaders Sample by Category

Category	Completed interviews	Refusals	Total
Businessmen	71	29	100
Political Party Leaderships	99	1	100
Professionals	82	18	100
Writers, Journalists and Artists	86	14	100
Labor Union leaders	92	8	100
High ranking Government Officials	88	12	100
University Professors	83	17	100
Total	601	99	700

This report includes four major sections. The first deals with the Jordanian public opinion's expectations and evaluation of the performance of the government as a whole, compared with that of all the successive governments since 1996. This section includes all the results of the previous polls conducted on each government (formation, 100 days after formation, 200 days after formation, one year after formation, one and a half year after formation and two years after formation). To follow the trend of public opinion towards governments, the percentage of respondents in the polls on the formation of the government who believed that the government “will be successful to a large extent” in shouldering the responsibilities of the coming stage, and the percentage of respondents in the all the polls which were conducted following the formation of the government who believed that the government “has been successful to a great extent in shouldering its responsibilities since its formation until now, were calculated.

The second section presents a general comparison between respondents' expectations and evaluation of the performance of the Prime Minister, the government as a whole (the prime minister and the ministerial team) and the

ministerial team (with the exception of the Prime Minister). In this section, the arithmetic means of the three questions concerning **the Prime Minister, the government and the ministerial team, was defined and converted into a percentage, in the aim of following the trends of the Jordanian public opinion since the center started, in 2002, to measure the government's performance one and a half year after formation.**

The third section presents the respondents' evaluation, **in this poll**, of the performance of Dr. Al Bakhet government in addressing the specific issues assigned to it, compared to the respondents' evaluation of its performance in the polls conducted one year, 200 days and 100 days after formation, in addition to the expectations of its success in achieving these tasks in the poll on the formation of the government.

The fourth section includes the most important problems facing Jordan today, which “the government **must begin to address immediately**”. It also includes the citizens' evaluation of their household economic situation in the last three years.

The First Section: The General Overall Evaluation of all Governments

In comparing the results of this poll to all previous polls, we find a gradual and fluctuating decrease in the percentage of national sample respondents who believe that governments have been successful “**to a large extent**” in shouldering the responsibilities of the period, since their formation until the time the poll was conducted, and a gradual and fluctuating increase in the percentage of respondents, from both the national sample and the opinion leaders sample, who believe that governments **have not been successful at all** in shouldering their responsibilities. (This applies to the polls conducted 100 days, 200 days, a year, a year and a half and two years following the formation of the governments) as figure (1) indicates.

20.0% of the **national sample** respondents stated that this government (Dr. Marouf Al Bakhet government one and a half year after its formation) has been able “to a large extent” to assume its responsibilities. This percentage is slightly higher than that recorded in the polls conducted 100 days, 200 days, and one year following the formation of the government. Yet, it is still substantially lower (statistically) than that of those who expected the government to succeed “to a large extent” in the public opinion poll on the government formation, as indicated in Table (2).

In the opinion poll conducted one and a half year following the formation of the government, 28.0% of **opinion leaders** stated that the government has been able “to a large extent” to assume its responsibilities, compared to 20% in the poll conducted one year following its formation, 24% in the poll conducted 200 days following its formation and 27% in the poll conducted 100 days following its formation. 26% expected the government to be successful “to a large extent” when it was first formed. It is noticeable that the percentage of opinion leaders’ respondents who stated that the government is able “to a large extent” to shoulder its responsibilities is slightly higher than that of those who expected the government to be successful “to a large extent” in the government formation poll, as shown in figure (1) and table (2).

Table (2) The percentage of respondents in the **national sample and opinion leaders sample** who stated that the government has been successful, to a large extent, in shouldering its responsibilities by opinion poll

National Sample					Opinion Leaders Sample				
Poll after one and a half year in office %	formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %	Poll after one and a half year in office %	formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %
20	30	18	18	16	28	26	27	24	20

There is a remarkable increase in the percentage of respondents who believe that governments “have not been successful at all” in shouldering their responsibilities (according to the polls conducted 100 days, 200 days, one year and one and a half year after formation), compared to that of those who believed that governments “will not be successful in shouldering their responsibilities” when they were first formed, as illustrated in figure (2).

In this poll, the percentage of **national sample** respondents who believe that Dr. Al Bakhet government “has not been successful at all” was 11%, compared to 14% in the poll conducted one year after formation, 13% in the poll conducted 200 days after formation and 16% in the poll conducted 100 days after formation. This percentage is still higher than the 7% of those who anticipated that the government will not be successful at all in the government formation poll. The percentage of **opinion leaders’** respondents who believe that the government “has not been successful in shouldering its responsibilities” was 10%, which is slightly higher than that recorded in the polls conducted one year and those conducted 200 days after formation (9%), and the poll conducted one year following the formation (7%). Still, it is twice the percentage of those who anticipated that the government will not succeed at all (5%) in the government formation poll, as shown in table (3).

Table (3) The percentage of respondents in the **national sample** and **opinion leaders sample**, who stated that the government has not been successful at all in shouldering its responsibilities by opinion poll

National Sample					Opinion Leaders Sample				
Poll after one and a half year in office %	formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %	Poll after one and a half year in office %	formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %
11	7	16	13	14	10	5	7	9	9

As for the trust between **citizens and successive governments**, the Jordanian public opinion trend remains unchanged, as shown in figure (1). In general, there is a **growing gap of confidence** between citizens and governments. This gap **could widen**, under this government or any subsequent government, if governments fail to adopt policies that would substantially reduce poverty and unemployment, reduce high prices and improve low incomes. These are the most important problems facing Jordan, which, according to citizens, governments should immediately address. This means that respondents' expectations of success for every government are usually high when the government is first formed, before they start to fall substantially in a later stage.

This gap becomes evident through tracking two measures:

The first is that the percentages of those who expected this government and the previous governments to be successful (since the center started to conduct opinion polls) **were higher in formation polls compared to those in the polls conducted following the formation of governments** (after 100 days, 200 days, one year and one and a half year).

The second measure is that although the evaluation of the ability of this government, and other governments, has been stable (after the substantial decline compared to the formation), respondents' evaluation of the performance of this government in addressing the specific issues identified as priorities by citizens, was negative. Therefore, the measure for bridging the confidence gap is a remarkable increase in the evaluation of the government, the Prime Minister and the ministerial team, in any poll, to come close to, or higher than, the expectations of success upon formation. On the other hand, there should be a substantial increase in the evaluation of the government performance in addressing the specific issues (third section) assigned to it, and those which respondents identified as the government's priorities.

The Second Section: The General Evaluation of the Prime Minister, the Government and the Ministerial Team

As for the expectations of the national sample respondents concerning the ability of the Prime Minister and his government, and that of the ministerial team (with the exception of the Prime Minister), to shoulder their responsibilities year and a half after the formation of the government, the evaluation of the Prime Minister, the government and the ministerial team has **slightly improved**, compared to the results of the two polls conducted after a year, and after 100 days, of formation. The results were closer to those of the poll conducted 200 days following formation. However, this **evaluation is still low** compared to the expectations for success in the government formation poll.

The evaluation of the performance of the Prime Minister in the year and a half since forming the government has slightly **declined** in the opinion leaders' sample, compared to the results of the polls conducted after a year, 100 days and 200 days, of formation. The evaluation of the performance of the government and the ministerial team (with the exception of the Prime Minister) has slightly **improved** in the opinion leaders' sample, compared to the results of the poll conducted one year after formation. The evaluation of the performance of the Prime Minister, the government and the ministerial team in this poll is still **below expectations of success in the government formation poll**.

The following is a detailed explanation of this point in both samples:

National Sample

63% of the national sample respondents stated, in this poll (a year and a half following the formation of the government), that **the Prime Minister has been successful in fulfilling the duties of his office**, compared to 27% in the formation poll, 59% in the 100 days poll, 62% in the 200 days poll and 60% in the poll conducted one year after formation.

One year following formation, 61% of the national sample respondents reported that **the government has been successful in shouldering its responsibilities**, compared to 69% in the formation poll, 56% in the 100

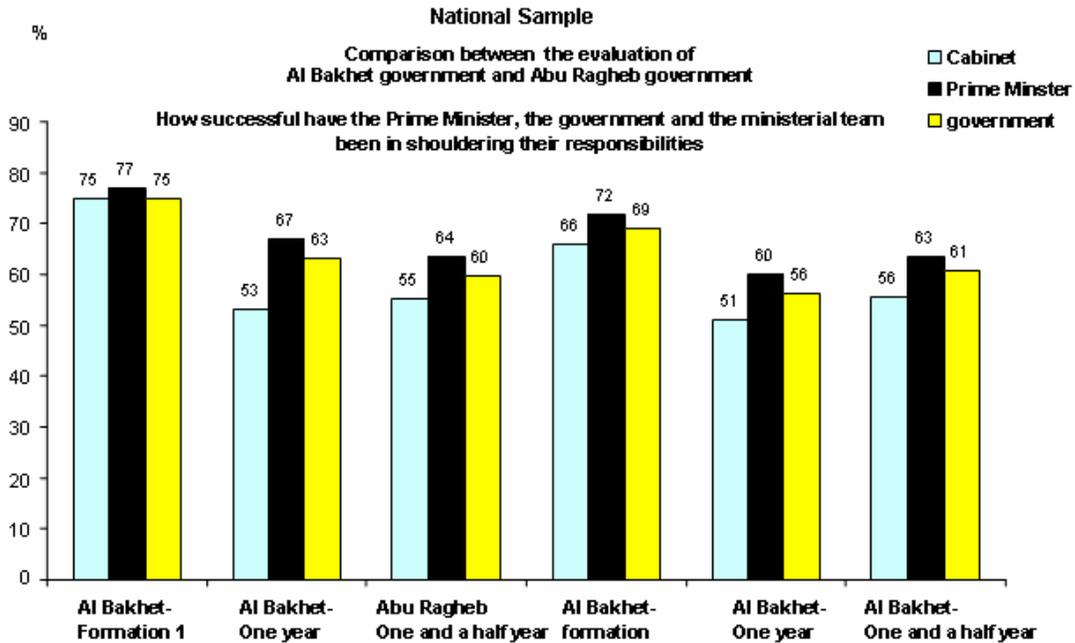
days poll, 59% in the 200 days poll and 56% in the poll conducted one year after formation.

As for the ministerial team, 56% said that the team **has been successful in shouldering its responsibilities** over the year and a half following formation, compared to 66% in the formation poll, 51% in the 100 days poll, 53% in the 200 days poll and 51% in the poll conducted one year after formation.

Results show a fluctuation (which is statistically insignificant), from one poll to another, in the polls conducted after 100 days, 200 days, one year and one year and a half, in the ability of the Prime Minister, the government and the ministerial team to shoulder their responsibilities. However, it is important to note that the evaluation of the performance of the government, the Prime Minister and the ministerial team, in all these polls, **is still below respondents' expectations of success in the government formation poll (which is statistically significant).**

Comparing the results of Dr. Al Bakhet government polls with those of Eng. Abu Ragheb government polls (the only government which lasted more than one and a half year since the center started to conduct opinion polls) clearly indicates that the national sample's evaluation of the performance of the two governments (government, Prime Minister and ministerial team) was almost identical one and a half year after formation, and that the performance of the two governments fell short of citizens expectations of success when they were first formed. This means that the evaluation of government performance has been stable after the decline, compared to that in the formation poll.

Figure 1



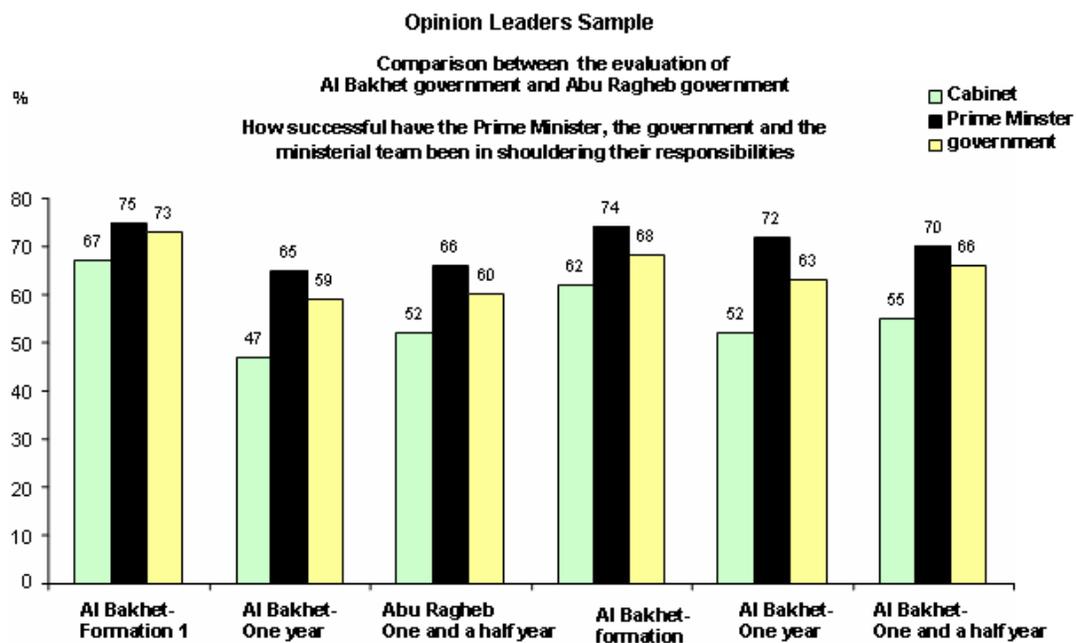
Opinion Leaders Sample

Of the opinion leaders’ sample, 70% stated that the Prime Minister has been able to shoulder his responsibilities in the year and a half since forming the government, compared to 74% in the government formation poll and the 100 days poll, 71% in the 200 days poll and 72% in the poll conducted one year following the formation of the government. 66% of respondents reported that the government has been successful in shouldering its responsibilities after one and a half year of its formation, compared to 68% in the government formation poll and the 100 days poll, 64% in the 200 days poll and 63% in the poll conducted one year following formation. As for the ministerial team, 55% stated that the team has been able to shoulder its responsibilities in the year and a half since forming the government, compared to 62% in the government formation poll, 58% in the 100 days poll, 55% in the 200 days poll and 52% in the poll conducted one year following formation.

Although the percentage of respondents in the opinion leaders sample who stated, in this poll conducted one and a half year following the formation of the government, that the government, the Prime Minister and the ministerial team, have been able to shoulder their responsibilities, was lower than the percentages recorded in the formation poll (December 2005), these percentages are still close to respondents' expectations in the formation poll, and to respondents' evaluation in the 100 days and 200 days polls.

Comparing the opinion leaders' evaluation of this government (Dr. Al Bakhet) to that of Eng. Abu Ragheb government, the same pattern observed in the evaluation of the national sample can also be noticed here. This means that the performance of the two governments (government, Prime Minister and ministerial team) is almost identical, and that the evaluation of government performance has been stable after the decline, compared to that in the formation poll. It should be also noted that the decline in the opinion leaders' evaluation is lower than that of the national sample.

Figure 2



The Third Section: Evaluation of the Government Performance in Addressing Detailed Issues

The opinion poll sought to gauge respondents' views on the performance of the government in addressing the specific issues outlined in the Royal designation letter to the government upon formation, in addition to comparing the evaluation of the government performance one and a half year after its formation to that of its performance after one year and after 200 days of formation, and comparing the evaluation of its performance after 100 days with the expectations of its success when it was first formed. Tables (4 and 5) illustrate such comparisons, and show the percentages of those who expected the government to succeed after 100 days of its formation, compared to the results of the formation poll, the 100 days poll, the 200 days poll and the poll conducted one year after formation.

A. National Sample

Results of the poll conducted one and a half year after the formation of the government show a slight improvement (which is statistically insignificant) in respondents' evaluation of its performance, compared to the evaluation of its performance in the polls conducted one year, 200 days and 100 days after formation. The evaluation of the national sample respondents, in this poll, is still below expectations of success when the government was first formed. When the government was first formed, national sample respondents expected the government to succeed, to varying degrees, in addressing 17 of the 19 mandated issues. The criterion for success here is obtaining more than 50%. After 100 days in office, the evaluation of the government performance was less than 50% in 7 issues out of the 19, compared to 5 issues out of the 19 in the 200 days poll, and 6 issues out of the 19 in the poll conducted after one year of formation. **The evaluation of the government performance was less than 50% in 5 issues out of the 19 in this poll (one year and a half following formation).**

Despite the relative improvement in the performance of the government in addressing democracy-related issues, like achieving a democratic party law, achieving a democratic municipality law, working on achieving a democratic electoral law and promoting democracy, compared to the poll conducted one year following formation, the results of this poll indicate that

the Jordanian street is divided over the degree of the government's success in addressing these issues. Results also show that the majority of respondents positively evaluated the performance of the government in such issues like taking the necessary steps to confront terrorist operations, supporting the Iraqi people, supporting the Palestinian people, accelerating the implementation of privatization programs, directing foreign policy.. etc. (as shown in table {4}). However, the majority of public opinion believes that the government has not been successful in dealing with such issues like reducing unemployment, alleviating poverty, improving living standards and fighting corruption. These results indicate that the government has been successful in dealing with issues that are not identified as priorities by citizens, but has not been successful in dealing with the issues that public opinion sees as major challenges that need to be immediately addressed (as the question states).

Although the evaluation of the government performance varies from one poll to another in all the polls conducted after 100 days, 200 days, one year and one and a half year, of formation, the evaluation of its performance in each of the 19 mandated issues **is below respondents' expectations when the government was first formed** (formation poll in December 2005), **except for the issue of supporting Iraqi people (as indicated in table {4})**.

Table (4) Percentages of the national sample respondents who evaluated the government performance as successful after one and a half year, one year, 200 days and 100 days, of formation, compared with expectations of success when the government was first formed

National Sample					
	expectations of success when the government was first formed	performance evaluation after 100 days	performance evaluation after 200 days	performance evaluation after one year	performance evaluation after one and a half year
Alleviating Poverty	44	26	29	28	30
Reducing Unemployment	49	28	33	31	35
Improving Living Standards	51	32	36	35	39
Implementing the Principle of Equal Opportunities	51	40	42	38	40
Fighting Corruption	55	41	45	41	43
Achieving A Democratic Party Law *	62	48	52	46	53
Providing Housing for Low-Income People	60	47	54	50	53
Achieving A Democratic Municipality Law*	64	51	56	50	60
Working on Achieving A Democratic Electoral Law*	66	52	57	55	60
Promoting Democracy (Freedom of Expression by Allowing Everyone to be Heard)	66	58	60	54	59
Developing the Public Sector	72	60	65	62	65
Increasing the Number of Citizens Covered by Health Insurance	72	61	72	64	68
Accelerating the Implementation of Privatization Programs	72	64	71	65	73
Supporting the Iraqi People	71	68	72	68	73
Directing Foreign Policy	79	69	74	69	73
Attracting/ Increasing Domestic and Foreign Investment	78	70	73	71	75
Supporting the Palestinian People	78	73	77	73	76
Improving the Education Sector	82	73	80	74	74
Taking the Necessary Steps to Confront Terrorist Operations	86	78	85	80	83

*in the polls conducted after 100 days, 200 days and one year, the phrase “working on” has been added to these questions

B. Opinion Leaders Sample

The results of the poll conducted one year and a half following the formation of the government indicate that opinion leaders respondents evaluate the performance of the government as successful, to varying degrees, in addressing 10 issues out of the 19 mandated issues. The criterion for success here is obtaining more than 50%. The majority of respondents reported that the government has not been successful in addressing 9 issues out of the 19 mandated issues.

Comparing respondents' evaluation of the government performance in addressing these issues with the previous polls reveals that the evaluation of the performance of the government was less than 50% in 10 issues out of the 19 in the poll conducted a year after formation, 11 issues out of the 19 in the 200 days poll and 10 issues out of the 19 in the 100 days poll. Opinion leaders respondents expected the government to succeed in addressing 14 issues out of the 19, in the poll conducted immediately after forming the government.

Results indicate that the majority of opinion leaders respondents stated that the government has not been successful in dealing with the issues which they consider priorities and should be immediately addressed, like reducing unemployment, alleviating poverty, improving living standards and fighting corruption. In addition, the opinion leaders' overall evaluation of the government performance in democracy-related issues was negative, whereas it was positive in the issues related to security and foreign policy.

In general, the evaluation of the performance of the government in addressing all these issues is **still below respondents' expectations of success when the government was first formed**, as illustrated in table (5).

Table (5) Percentages of the opinion leaders respondents who evaluated the government performance as successful after one and a half year and after 200 days of formation compared with the results of the 100 days poll and the formation poll

Opinion Leaders Sample					
	expectations of success when the government was first formed	performance evaluation after 100 days	performance evaluation after 200 days	performance evaluation after one year	performance evaluation after one and a half year
Alleviating Poverty	32	20	24	24	31
Reducing Unemployment	34	22	26	27	28
Improving Living Standards	42	27	27	26	33
Fighting Corruption	42	28	29	36	37
Working on Achieving A Democratic Electoral Law	58	38	31	31	33
Implementing the Principle of Equal Opportunities	48	39	38	35	40
Achieving A Democratic Party Law	56	39	32	30	37
Achieving A Democratic Municipality Law	63	43	36	34	57
Developing the Public Sector	57	49	46	49	49
Promoting Democracy (Freedom of Expression by Allowing Everyone to be Heard)	60	52	48	45	48
Providing Housing for Low-Income People	62	47	49	51	55
Increasing the Number of Citizens Covered by Health Insurance	64	54	65	63	68
Attracting Domestic and Foreign Investment	72	60	65	66	71
Improving the Education Sector	70	61	62	62	61
Supporting the Iraqi People	70	62	67	69	69
Accelerating the Implementation of Privatization Programs	73	65	67	66	69
Directing Foreign Policy	78	65	67	67	70
Supporting the Palestinian People	77	68	73	73	74
Taking the Necessary Steps to Counter Terrorist Operations	88	78	87	86	86

*in the polls conducted after 100 days, 200 days and one year, the phrase “working on” has been added to these questions

The disparity in the evaluation of the government performance concerning its success in addressing certain issues and failure in addressing other issues, and the repeated pattern in the evaluation of the previous governments, may be attributed to the fact that respondents' evaluation of this government, and the previous governments, as successful in addressing such issues like directing foreign policy and supporting the Iraqi and Palestinian peoples, reflects the supportive role of His Majesty the King in these areas. It also reflects the fact that these issues are part of the strategy of the Jordanian state with all its institutions. This also applies to the evaluation of the government performance concerning its success in addressing such issues like accelerating the implementation of privatization programs, increasing the number of citizens covered by health insurance, attracting foreign investment and increasing domestic investment, in addition to taking the necessary steps to counter terrorist operations.

Fourth Section: Evaluation of the Most Important Problems Facing Jordan

As for the most important problems facing Jordan, which **the government must begin to address immediately**, according to the national sample respondents, unemployment was ranked as the first priority by 33.7% of national sample respondents, poverty as the second priority by 26.8%, living standards and high prices as the third priority by 20.1%, financial and administrative corruption as the fourth priority by 5.4%, followed by low incomes by 3.4%, the economic situation in general by 3.1%, insecurity by 1.2% and the newcomers by 1.2%.

The most important problems facing Jordan, which **the government must begin to address immediately**, according to opinion leaders respondents, were ranked as follows: unemployment was ranked as the first priority by 22.6% of respondents, poverty as the second priority by 21.5%, living standards and high prices as the third priority by 11.8%, financial and administrative corruption as the fourth priority by 11.6%, followed by the economic situation by 11.3%, promoting democracy and economic reform by 7.3%, low incomes by 2.7%, water by 2.3%, regional circumstances and foreign relations by 1.5%, insecurity by 1.3% and the newcomers by 1.0%.

National Sample		
Problem	Number	Percentage
Unemployment	337	33.7
Poverty	268	26.8
Living Standards and High Prices	201	20.1
Financial and Administrative Corruption	54	5.4
Low Incomes	34	3.4
The Economic Situation in General	31	3.1
Insecurity	12	1.2
Newcomers	12	1.2
Other	33	3.3
Don't Know	12	1.2
Refused	9	0.9
Total	983	100.0

Opinion Leaders Sample		
Problem	Number	Percentage
Unemployment	136	22.6
Poverty	129	21.5
Living Standards and High Prices	71	11.8
Financial and Administrative Corruption	70	11.6
The Economic Situation	68	11.3
Promoting Democracy and Economic Reform	44	7.3
Low Incomes	16	2.7
Water	14	2.3
Regional Circumstances and Foreign Relations	9	1.5
Insecurity	8	1.3
Newcomers	6	1.0
Other	17	2.8
Refused	7	1.2
Don't Know	6	1.0
Total	601	100.0

As indicated in the previous section, national sample respondents and opinion leaders respondents evaluated the current government as incapable of addressing the issues that they see as the main problems facing Jordan, which the government must begin to address immediately. While 86.0% of national sample respondents agreed that unemployment, poverty, living standards and high prices and financial and administrative corruption, are the main problems faced by Jordan that the government must begin to address immediately, 30%-40% of respondents stated that the government has been successful in addressing these problems.

The same analysis applies –to a great extent- to opinion leaders sample. 67.4% of respondents stated that the main problems faced by Jordan is unemployment, poverty, living standards and financial and administrative corruption. Yet, about one third of respondents believed that the government has been successful in addressing these issues.

This evident disparity in the percentages of respondents who identified unemployment, poverty, corruption and living standards as the most important problems, and the percentages of respondents who stated that the government has been successful in addressing these problems, may increase the confidence gap between the citizens and the government, or leave it unbridged, if the government does not address these issues.

It is worth noting that the three most important problems facing Jordan, as mentioned by the respondents in the two samples, are economic problems. This is partly due to the respondents' household economic situation; 33.5% of national sample respondents, and 35.6% of opinion leaders respondents, reported that their household economic situation has worsened over the past three years, while 44.0% of national sample respondents and 36.4% of opinion leaders respondents reported that their household economic situation has not changed in the last three years. The percentages of respondents who reported that their household economic situation has improved in the last three years were 22.1% of the national sample and 27.5% of opinion leaders sample.

73.3% of national sample respondents said that living standards have not improved over the last three years, compared to 21.9% who reported that they have improved, while 81.0% of opinion leaders respondents stated that living standards have not improved, compared to 17.3% who said that they have improved.

Conclusion

The results of the opinion poll on the government of Dr. Marouf Al Bakhet, one and a half year after its formation, show a slight increase in the overall evaluation of its performance, compared to the 100 days poll and the one conducted one year after formation. These results were close to those of the 200 days poll. The evaluation of the government performance is still – significantly- low compared to the formation poll, especially from the public opinion point of view (national sample respondents).

In comparing the results of this poll to other polls taken to evaluate the performance of this government and other governments, we notice that respondents' expectations are usually high when the government is first formed, which reflects their optimism that the government will be successful. However, they start to fall in subsequent polls (polls conducted after 100 days, 200 days, one year and one year and a half following formation).

Despite the fluctuation (slight increase or decrease) shown in these polls, results are still, fundamentally, below respondents' expectations when the government was first formed, and stable at similar percentages.

Given the fact that the results of the evaluation of the performance of the government, Prime Minister and the ministerial team, remained close from one poll to another (except the formation poll), and because respondents evaluate the performance of the government through their own definition of the notion of “the ability of the government, the Prime Minister and the ministerial team to fulfill the duties of their office, the evaluation of the government performance in addressing the specific issues assigned to it is a more accurate standard, since these issues are specific and are viewed objectively, not subjectively.

The results of the poll indicate that the government has not been successful in addressing five issues according to the national sample, and nine issues according to opinion leaders. National sample respondents believe that the government has been successful in addressing fourteen issues, while opinion leaders stated that it was successful in dealing with ten issues.

It should be noted that some issues which, according to respondents' evaluation, were successfully addressed by the government, are fully supported by His Majesty the King, such as directing foreign policy, supporting the Iraqi and Palestinian peoples, increasing the number of citizens covered by health insurance and providing housing for low-income people.

In addition, some issues which were successfully addressed by the government, according to respondents, are, in fact, among Jordan's strategies which are supported by state institutions, like taking the necessary steps to counter terrorist operations, implementing privatization programs and attracting/ increasing domestic and foreign investment.

As for the trust between the society and the governments (including this government), no substantial change has occurred. The gap confidence still exists. **In order for this government, or other governments, to bridge or overcome this confidence gap, three basic criteria must be met.**

First, there should be a decline in the percentage of respondents who believe that this government has not been successful at all in shouldering its responsibilities. **Yet, results indicate that this percentage is rising.**

Second, the evaluation of respondents of the performance of the government, the Prime Minister and the ministerial team, should be close of higher than their expectations of success when the government is first formed. However, the results of this poll show that **this evaluation still falls short of expectations of success upon formation.**

Third, respondents should evaluate the government performance as successful in the issues that they identify as the most important problems facing Jordan, which the government must begin to address immediately. Nevertheless, the results of this poll -and previous polls- show that the most important problems faced by Jordan are: unemployment, poverty, living standards and high prices and financial and administrative corruption. Although these problems were identified by respondents as the most important problems facing Jordan, **their evaluation of the success of the government in addressing them was less than 50%**, which means that the government has not been successful in addressing these issues.

It is worth noting that the confidence gap between the society and the governments -based on the results of the polls conducted by the Center for strategic studies- **will still exist, and may even widen, if the governments fail to address these issues, which are identified by respondents as major problems.**