



Ministry of Public Sector Development

Implementation Plan (2016-2019)

Mission, Vision and Values

National Objective: “Better Government , Better Results.”

Vision:

“A results-oriented, effective, transparent and accountable government that serves citizens.”

Mission:

To enable sectors, ministries and government departments to focus on their core missions and responsibilities, develop and implement policies and procedures that reflect national priorities, ensure the optimal utilization of financial resources and focus on results. This is done by reviewing and developing the organizational structure of the public sector, improving public services, and developing human and financial resources based on the standards of excellence and tools that enhance accountability, transparency, decentralization and partnerships with the private sector and civil society organizations.

Strategic Objectives:

- support policy and decisions making
- Develop an agile, transparent, efficient, effective and harmonized organizational structure for the government
- Provide more effective and transparent government services that achieve national goals
- Ingrain a culture of innovation and excellence in the public sector
- Build a skilled and competent workforce that meets the actual needs of government
- Reinforce MOPSD’s institutional capacities

Initiatives and Projects

First pillar: Developing government services and simplifying procedures

Initiatives/ projects:

- Ensuring commitment to the governmental services development by-law
- Institutional capacity-building in the field of the services development and service providers training
- Providing government institutions with technical support in the field of services development, procedures reengineering and revision of legislation that regulate service delivery in order to automate them in cooperation with e-government
- Undeclared field assessments of government service delivery operations and continuous evaluation of service delivery standards
- Managing the central government complaints system
- Developing an interactive observatory for assessing governmental services and measuring the customer satisfaction
- Analyzing the geographical distribution of government service providers

Second pillar: Human Resources Development

Initiatives/ projects:

- Align institutional roles and functions with HR and organizational frameworks
- Capacity building of HR units in ministries, institutions and governmental departments
- Empower women in the public sector
- Leadership capacity building the public sector

Third pillar: Government Streamlining

Initiatives/ projects:

- Review the structure of governmental sectors
- Review and develop organizational structures and administrative bylaws for the governmental institutions

- Building the institutional capacity in the field of developing institutional development

Fourth pillar: Support Policy and Decision-Making process

Initiatives/ projects:

- Institutional capacity-building in the field of risk management
- Providing technical support for governmental institution in the field of strategic planning and follow-up Institutional performance
- Government Leaders Forum

Fifth pillar: Reinforcing a Culture of Excellence

Initiatives/ projects:

- Institutional capacity Building in the areas of excellence and innovation
- Strengthening of governance practices in public sector
- Innovation Incubator
- Employing the outcomes of the King Abdullah II Award for Excellence in Government Performance and Transparency reports in the enhancement of government performance
- The “Forum of Jordanian Competencies Working Abroad”

Sixth pillar: Communication and Media

Initiatives/ projects:

- Enhance communication and outreach with stakeholders who are interested in public sector development Programs

supporting the IPA to enhance and build its capacity and reinforce its role in training and public sector employees' capacity building, especially in the implementation of the following initiatives and projects:

- Comprehensively review the legislative framework governing the institute's work in order to consolidate its independency, widen its scope of work and activities, utilize its resources, develop its governance and manage it in a way that keep up with developments faced by other counterpart institutes and colleges around the world
- Develop and update infrastructure and technological structure of the institute to enable it from achieving its goals effectively and efficiently
- Provide and link electronic structure necessary for the institute's work and archive information to develop an interactive website, establish an e-library and e-learning in addition to establish a video conference room.
- Hire distinguished and well known trainers from inside or outside Jordan and provide financial support to the hiring mechanism
- Develop training programs and contents, trainers' qualifications and build capacities of the institute's trainers and employees
- Provide the public and private sectors at national and regional levels in order for the institute to become a foundation that covers its own finances
- Sign agreements to implement joint programs with experienced institutions on international, regional and local levels and benefit from the global administration institutes' distinguished experiences through building cooperation and twinning relations
- Train and build the capacity of government employees at different organizational levels and categories focusing on middle management and service providers.

Detailed plan

First pillar: Developing government services and simplifying procedures

Objectives:

Continuous development of the government services level to be more effective, efficient and transparent.

Initiatives/ projects:

- Ensuring commitment to the governmental services development by-law
- Institutional capacity-building in the field of the services development and service providers training
- Providing government institutions with technical support in the field of services development, procedures reengineering and revision of legislation that regulate service delivery in order to automate them in cooperation with e-government
- Undeclared field assessments of government service delivery operations and continuous evaluation of service delivery standards
- Managing the central government complaints system
- Developing an interactive observatory for assessing governmental services and measuring the customer satisfaction
- Analyzing the geographical distribution of government service providers

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Ensuring commitment to the governmental services development by-law.	<p>Review and develop the government services development by-law No. (64) year 2012 to ensure government departments' commitment to certain performance indicators when delivering service, to determine the consequences of not abiding by them whether on the level of the department or the service provider, and to ensure compulsoriness of publishing service manuals.</p> <p>Conducting an annual survey on the adoption of government services development by-law No. (64) year 2012, and prepare and disseminate a report on the results in order to set development plans to address deviations, if any.</p>	<ol style="list-style-type: none"> 1. Prepare a survey questionnaire 2. Disseminate the questionnaires 3. Collection 4. Analyze the results 5. Issue an annual report 6. Submit the report to the prime minister 7. Publish and circulate the report. 	Review and develop the by-law	√				<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Directorate of Government Services Development & Procedures Simplification • Government institutions
				Prepare, distribute, and collect the questionnaires.	√	√	√	√	
				Analyze the results.	√	√	√	√	
				Issue annual assessment survey report.	√	√	√	√	

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
2	Institutional capacity-building in the field of the services development	Preparing comprehensive training courses specialized in service development, and conducting training programs for personnel in the related service providers. Setting standards and conditions of service delivery positions, disseminating them and following-up on their implementation.	<ol style="list-style-type: none"> 1. Identify the targeted institutions 2. Identify the workshop subject 3. Prepare the training material 4. Prepare the logistics needed to hold the workshop (halls, services,) 5. Prepare invitations 6. Hold the workshop 7. Archive the relevant information (recommendations, audience,) 	Issue standards and conditions to fill and announce service delivery positions.	√				<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Directorate of Government Services Development & Procedures Simplification
				Training kit .	√	√	√	√	
				Number of training programs.	4	4	4	4	
3	Providing government institutions with technical support in the field of services development	Providing government institutions with technical support in the field of services development according to their request, any new updates figured out by the directorate or as a response to electronic transformation 2016-2018.	<ol style="list-style-type: none"> 1. Review the services of the concerned institution 2. Select the services to be reengineered and prepare the technical report that includes reengineering and 	Reengineering and simplifying service delivery procedures as per the e-transformation plan.	√	√	√	√	<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Directorate of Government Services Development & Procedures Simplification

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		It includes the following: 1. Prepare service manuals 2. Reengineering and simplifying services for electronic connectivity 3. Identifying the priorities of electronic connectivity between governmental institutions' systems	identifying the priorities of electronic connectivity 3. Provide government institutions with technical support in the field of applying methodologies and service development guides.	Technical reports and manuals	√	√	√	√	
4	Undeclared field assessments of government service delivery operations.	1. Conduct undeclared field visits to service providers in the capital and the governorates. 2. Prepare assessment reports focusing on the performance and behavior of service providers and if they abide by service delivery charter. 3. Prepare reports on the results and submit them to the prime minister and the concerned ministers.	1. Form technical teams to conduct undeclared visits. 2. Prepare the visits reports. 3. Submit the reports to the prime minister. 4. Disseminate and publish reports via newspapers.	Number of undeclared site visits' reports that are prepared and submitted to the Prime Minister.	48	48	48	48	<ul style="list-style-type: none"> Ministry of Public Sector Development/ Directorate of Government Services Development & Procedures Simplification

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		4. Publish these reports on newspapers. 5. follow- up on the implementation of procedures in order to tackle gaps, if any.							
5	Managing the central government complaints system.	Receiving and handling citizens' complaints about governmental services, and preparing a follow-up report on pending complaints.	<ol style="list-style-type: none"> 1. Follow-up on handling complaints in cooperation with focal points in the concerned institutions. 2. Prepare quarterly reports on the complaints filed via the system and submit them to the prime minister. 3. Give the concerned institutions a copy of the report. 4. Issue a follow-up report on complaints pending from the previous year. 	<p>Number of reports issued.</p> <hr/> <p>follow-up report on the pending complaints.</p>	4	4	4	4	<ul style="list-style-type: none"> • Ministry of Public Sector Development/ directorate of Government Services Development & Procedures Simplification

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
6	Developing an interactive observatory for assessing governmental services and measuring the customer satisfaction.	Providing platform for customers to evaluate, provide suggestions, and comment on governmental services.	<ol style="list-style-type: none"> 1. Coordinate with the EU regarding the procedures of awarding the tender to the company that will execute the observatory. 2. Implement the observatory by the company 3. Launch the observatory and make it available online 4. Follow-up on the observatory 5. Issue periodic reports on the observatory 	Launching the observatory	√				<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Directorate of Government Services Development & Procedures Simplification. • European Union (Support to Public Finance and Public Administration Reforms)
				Follow-up reports		√	√	√	
7	Analyzing the geographical distribution of government service	Prepare a project charter to study the efficiency , fairness and reachability of the geographical distribution of government	<ol style="list-style-type: none"> 1. Select the region and the sector and prepare a preliminary study including 	Proposed project charter	√				<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Directorate of Government

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
	providers.	service providers. This is implemented in cooperation with the concerned service providers.	benchmarking with international practices if possible. 2. Prepare the final project charter of the project to pave the way to come up with the recommendations that can be implemented in the upcoming years.	Prepare final project charter		√			Services Development & Procedures Simplification
				Provide recommendations and follow-up on their implementation			√	√	

Second pillar: Human Resources Development

Objectives:

To have efficient human resources in the public sector that are compatible with the actual requirements of the sector in terms of number, qualifications, and expertise. This aims to enable the public sector to implement its assigned functions and achieve its purposes.

Initiatives/ projects:

- Align institutional roles and functions with HR and organizational frameworks
- Capacity building of HR units in ministries, institutions and governmental departments
- Empower women in the public sector
- Leadership capacity building the public sector

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Align institutional roles and functions with HR and organizational frameworks.	Analyzing the roles, functions and services of ministries and governmental institutions as well as the alignment of their HR and organizational structures with these roles and functions. Also, determine the actual HR needs, comparing them with the current situation; identify and address the surplus and shortage of human resources using manning tables for the upcoming years; and submit comprehensive reports including developmental recommendations within the following pillars: 1. Organizational structure. 2. Human resources. 3. Services .	<ol style="list-style-type: none"> 1. Create a team from the ministry and the concerned institution. 2. Analyze the 'as is' situation in terms of legislations, organizational structure, services, and human resources. 3. Determine the optimal number of required HR for each organizational unit in the targeted institution. 4. Prepare a report on recommendations. 5. Submit the report to the prime minister . 	Number of ministries and government institutions and departments for which alignment reports are prepared.	8	6	6	6	<ul style="list-style-type: none"> • Ministry of Public Sector Development / Policies & Human Resources Development Directorate in coordination with Streamlining Directorate and Directorate of Government Services Development & Procedures Simplification • Civil Service Bureau • General Budget Department • Government institutions
2	Capacity building of HR units in ministries,	Capacity-building and technical support in the usage and application of HR manuals (evaluation and	<ol style="list-style-type: none"> 1. Conduct field visits (to be updated on the 'as is' situation of HR unit 	Number of institutions receiving capacity building, and	16	16	16	16	<ul style="list-style-type: none"> • Ministry of Public Sector Development • Ministries/ Policies & Human Resources

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
	institutions and governmental departments.	organizational), and train the concerned personnel on them in terms of different fields related to HR management. conduct site visits to provide technical support in manuals application whenever requested by governmental institutions.	evaluation). 2. Conduct a workshop to discuss areas of improvement of HR units in each institution.	technical support in the field of manuals application.					Development Directorate • Government institutions and departments
3	Empower women in the civil service sector .	Build women leadership capacity to increase their opportunities in reaching leadership positions by conducting specialized training programs to enrich their knowledge, skills and capacities in advanced administration, that enables them to assume senior leadership positions in the future. Moreover, review organizational and legislative frameworks that regulate women's work in the civil service and present recommendations to bridge	1. Analyze obstacles to women's progress, report recommendations in this regard and follow- up on solving them. 2. Conduct training leadership capacity programs for women 3. Conduct a meeting to present participants' experiences and success stories	Study women's real situation and their representation in the public sector on different functional levels and categories. Number of leadership capacity- building programs meeting to present Success stories and experiences.			√		• Ministry of Public Sector Development / Policies & Human Resources Development Directorate • USAID
					6 (180)	6 (180)	6 (180)	6 (180)	
					√		√		

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		gaps exist (if any). Also, present and promote women's experience and success stories in the civil service sector during a specialized meeting.							
4	Leadership capacity building.	Prepare and empower middle executive leaderships in ministries, institutions and government departments to assume senior positions, develop their leadership skills, and enhance their technical and managerial capacities through specialized training programs. In addition to build and enhance the capacities of the employees, who are nominated to be promoted to assume supervisory positions in ministries, institutions and government departments. These programs shall cover different knowledge fields including institutional performance development,	<ol style="list-style-type: none"> 1. Determine the category/ targeted institutions 2. Prepare the logistics needed to conduct the training program (classes, services, ...) 3. Prepare invitations 4. Implement the program 	Number of conducted programs.	4	4	4	4	<ul style="list-style-type: none"> • Ministry of Public Sector Development / Policies & Human Resources Development Directorate • targeted government institutions.

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		strategic planning, risk management, transparency and integrity consolidation and rule of law.							

Third pillar: Government Streamlining

Initiatives/ projects:

- Review the structure of governmental sectors
- Review and develop organizational structures and administrative bylaws for the governmental institutions
- Building the institutional capacity in the field of developing institutional development

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Review the structure of governmental sectors.	Sorting and analyzing the current role and functions implemented by the targeted sector and prepare proposals and recommendations to restructure its institutions (merging, dissolving, change affiliation, transfer duties,.....). Review, develop, and adopt organizational structures and administrative bylaws of the ministries and government institutions within the targeted sector, submit all the outcomes within a comprehensive study, and follow-up on the implementation of any recommendations approved by the Cabinet to restructure any government institution (merging, dissolving, change affiliation, transfer duties,.....).	<ol style="list-style-type: none"> 1. Identify the targeted sector. 2. List and analyze roles and functions. 3. Review organizational structures and administrative by-laws for the sector's institutions. 4. Prepare proposals and recommendations. 5. Prepare a comprehensive study including analysis and recommendations. 6. Submit the study. 7. Follow-up on the implementation of recommendations approved by the Cabinet . 	Identify the targeted sector annually	√	√	√	√	<ul style="list-style-type: none"> • Minister of Public Sector Development / Streamlining Directorate • government institutions
				Conduct the study and the analysis.	√	√	√	√	
				Submit the study	√	√	√	√	
				Follow-up on the implementation of recommendations	√	√	√	√	
2	Review / develop organizational structures and administrative bylaws for the governmental	Review / develop organizational structures and administrative bylaws for numbers of ministries, institutions and governmental departments, and provide technical support and opinion in this field upon request and as per the provisions of "Establishing New	<ol style="list-style-type: none"> 1. Receive a request to study, review, or support this field (from government institutions or the Legislation and Opinion Bureau). 	Continuous upon institution's request.	√	√	√	√	<ul style="list-style-type: none"> • Minister of Public Sector Development / Streamlining Directorate
				Number of organizational structures and	8	8	8	8	

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
	institutions.	Government Departments and Organizational Structure Development” bylaw. In addition to review and develop certain organizational structures and bylaws for the implementation of the alignment project.	<ol style="list-style-type: none"> 2. Study and analysis 3. Provide the concerned body with opinion and recommendations. 	administrative bylaws related to the alignment project.					
3	Building the institutional capacity in the field of developing organizational structures and institutional performance.	Conducting awareness workshops to transfer knowledge and strengthen the capacity of employees in the institutional development units. In addition to conduct awareness workshops in the application of the guidebook to restructure government institutions (as needed).	<ol style="list-style-type: none"> 1. Identify the targeted institutions. 2. Identify the workshop subject. 3. Prepare the training material. 4. Prepare the logistics needed to hold the workshop (halls, services,). 5. Prepare invitations. 6. Hold the workshop. 7. Archive the relevant information (recommendations, audience,). 	Number of conducted workshops	2	3	3	4	<ul style="list-style-type: none"> • Minister of Public Sector Development / Streamlining Directorate

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
4	Provide technical support to implement the decentralization law	Provide technical support to ministries, institutions and government departments concerned with implementing the decentralization law. This is in terms of reviewing and preparing organizational structures and field affiliation of organizational units and departments with abiding by the law requirements, contributing to the preparation of bylaws, instructions and procedures required to enforce the law and building employees' institutional capacities to be enabled to apply the law and legislative and organizational frameworks stemmed from.	Based on concerned ministries' work plans	Support reports and technical opinion	√	√	√	√	<ul style="list-style-type: none"> • Minister of Public Sector Development / Streamlining Directorate • Policies & Human Resources Development Directorate • Directorate of Government Services Development & Procedures Simplification • Institute of Public Administration

Fourth pillar: Support Policy and Decision-Making process

Objectives:

Rationalize the size of government apparatus, including ministries, institutions and government departments, in a way that ensures focusing on the core responsibilities of each sector, while eliminating overlaps and duplications of roles and functions, as well as build organizational structures to enable government bodies to perform their roles and functions effectively and best utilize available resources.

Initiatives/ projects:

- Institutional capacity-building in the field of risk management
- Providing technical support for governmental institution in the field of strategic planning and follow-up Institutional performance
- Government Leaders Forum

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Institutional capacity-building in the field of risk management.	Conduct awareness and training workshops in the field of risk management and the contents of risk management guidebook.	<ol style="list-style-type: none"> 1. Identify the targeted institutions. 2. Identify the workshop subject. 3. Prepare the training material. 4. Prepare the logistics needed to hold the workshop (halls, services, ...). 5. Prepare invitations. 6. Hold the workshop. 7. Archive the relevant information (recommendations, audience, ...). 	Number of conducted workshops.	2	4			<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Policy Support and Decision making Directorate
				Issue an annual report on the level of the application of risk management concept at government institutions			√	√	
2	Providing technical support for governmental institutions in the field of strategic planning and follow-up Institutional performance.	Support decision-making and policy-making in the governmental institutions, through capacity-building in the field of strategic planning and follow-up institutional performance. conduct awareness and training workshops in this field.	<ol style="list-style-type: none"> 1. Identify the targeted institutions 2. Identify the workshop subject 3. Prepare the training material 4. Prepare the logistics needed to hold the workshop (halls, services, ...) 5. Prepare invitations 6. Hold the workshop 	Annual report on the current situation of strategic planning in the public sector			1	1	<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Policy Support and Decision making Directorate • Government institutions
				Number of conducted workshops.	2	4			

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
			7. Archive the relevant information (recommendations, audience,)						
3	Government Leaders Forum.	Holding regular meetings for the upper level management (secretary generals and director generals and the like) to share experiences, knowledge and best practices in the public sector.	<ol style="list-style-type: none"> 1. Identify the forum's subject . 2. Prepare the logistics needed to hold the workshop (halls, services,). 3. Prepare and send invitations. 4. Hold the forum. 	Number of meetings.	4	2	2	2	<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Policy Support and Decision making Directorate • government institutions

Fifth pillar: Reinforcing a Culture of Excellence

Objectives:

Establish and support the culture of excellence and innovation in the public sector .

Initiatives/ projects:

- Institutional capacity Building in the areas of excellence and innovation
- Strengthening of governance practices in public sector
- Innovation Incubator
- Employing the outcomes of the King Abdullah II Award for Excellence in Government Performance and Transparency reports in the enhancement of government performance
- The “Forum of Jordanian Competencies Working Abroad”

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Institutional capacity Building in the areas of excellence and innovation.	Conducting awareness workshops and training programs in the fields of excellence and innovation in general or specialized topics.	<ol style="list-style-type: none"> 1. Identify the targeted institutions. 2. Identify the workshop subject. 3. Prepare the training material. 4. Prepare the logistics needed to hold the workshop (halls, services, ...). 5. Prepare invitations. 6. Hold the workshop. 7. Archive the relevant information (recommendations, audience, ...). 	Number of conducted workshops and programs.	2	2	2	2	<ul style="list-style-type: none"> • Ministry of Public Sector Development / Government Innovation and Excellence Support Directorate • Institute of Public Administration
2	Strengthening of governance practices in public sector.	Evaluate governance practices in the public sector and prepare and submit assessment reports to the targeted institutions in order to benefit from the areas of improvement included and to build on the strengths.	<ol style="list-style-type: none"> 1. Identify the targeted institutions. 2. Form corresponding team in the targeted institution. 3. Implement the evaluation process as per adopted criteria. 4. Prepare the 	Numbers of conducted workshops.	2	2			<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Government Innovation and Excellence Support Directorate • government institutions

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		Conduct awareness workshops on the contents of governance practices guidebook and evaluation mechanisms.	assessment report. 5. Send the report to the targeted institution to benefit from its contents.	Number of government institutions in which governance practices are evaluated.	1	1	1	1	
3	Innovation Incubator.	Providing a platform for citizens and employees of government, civil society institutions and the private sector to submit their creative ideas and evaluate them. Then, submit the feasible ideas to the prime minister, to be forwarded to the concerned institutions for implementation with the aim of enhancing institutional and governmental performance in	1. Update the existing incubator. 2. Promotion. 3. Receive ideas. 4. Sort, evaluate and rearticulate the creative ideas and prepare reports.	Launch the updated incubator.	√				<ul style="list-style-type: none"> Ministry of Public Sector Development / Government Innovation and Excellence Support Directorate National Information Technology Center
				Promotion and awareness.	√	√	√	√	
				Quarterly report on the results.	√	√	√	√	

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
		general.							
4	Utilization of the outcomes of the “King Abdullah II Award for Excellence in Government Performance and Transparency” reports in the enhancement of government performance.	Study the award’s reports for 2015 (excellence in government performance and transparency, distinguished government service) and employ them in designing and implementing development initiatives on the level of the government as a whole or recommending to develop the award’s standards.	<ol style="list-style-type: none"> 1. Establish a team consisting of (King Abdullah II Center for Excellence, Ministry of Public Sector Development, Ministry of Communication and Information Technology, Civil Service Bureau, General Budget Department). 2. Review assessment reports. 3. Come up with recommendations and initiatives. 4. Prepare and submit a comprehensive report on development initiatives. 5. Adopt development initiatives by the 	Study about the reports of distinguished government service award.	√		√		<ul style="list-style-type: none"> • King Abdullah II Center for Excellence • Ministry of Public Sector Development / Government Innovation and Excellence Support Directorate • Ministry of Communication and Information Technology • General Budget Department
				Study about the reports of distinguished government performance award.	√		√		
				Report on development initiatives and public recommendations.	√		√		
				Spread awareness on how to change enhancement opportunities into plans to tackle performance gaps.	√	√	√	√	

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
			Cabinet.						
6	The "Forum of Jordanian Competencies Working Abroad"	Develop an interactive national database for Jordanian competencies working abroad and manage it in order to benefit from their experiences in government work. This is accomplished through share experiences and successful studies as well as participating in sessions, seminars and specialized courses that contributes to enhance government institutions.	<ol style="list-style-type: none"> 1. Identify pillars and mechanisms of the database and the needed reports. 2. Identify the meeting's topic. 3. Invite a number of competencies. 4. Hold the meeting. 	<p>Develop a database and make it available for registration and interaction.</p> <p>Hold the forum and submit a report on recommendations and mechanisms.</p>	√	√	√	√	<ul style="list-style-type: none"> • Ministry of Public Sector Development / Government Innovation and Excellence Support Directorate

Sixth pillar: Communication and Media

Objectives:

Conducting meetings and workshops with stakeholders who are interested in public sector development programs (political parties, unions, civil society organizations, private sector, media, relevant committees in the Senate and the Lower House, universities, ...), to discuss different topics related to the reform and development of the public sector, and take comments and suggestions to be considered when developing the ministry programs and plans. In addition to present the up to date achievements.

Initiatives/ projects:

Enhance communication and outreach with stakeholders who are interested in public sector development Programs

#	Project	Project Description	Project main activities	Performance Indicators/ outcomes	Timeframe				Responsibility / partners
					2016	2017	2018	2019	
1	Enhance communication and outreach with stakeholders who are interested in public sector development Programs.	Conducting meetings and workshops with stakeholders who are interested in public sector development programs (political parties, unions, civil society organizations, private sector, media, relevant committees in the Senate and the Lower House, universities, ...), to discuss different topics related to the reform and development of the public sector, and take comments and suggestions to be considered when developing the ministry programs and plans. In addition to present the up to date achievements.	<ol style="list-style-type: none"> 1. Identify the targeted bodies. 2. Identify the meeting's topic 3. Invite targeted and concerned bodies 4. Prepare logistics 5. Hold the meeting/ workshop 6. Prepare and publish the press release 	Continuous as needed .	√				<ul style="list-style-type: none"> • Ministry of Public Sector Development/ Communication and Media Unit