Official Jordanian Governmental Websites’ Evaluation 2018 Report

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Issued by
Hayat - Rased

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Official Jordanian Governmental Websites’ Evaluation 2018 Report

Executive Summary

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Introduction

Since enabling the first electronic service on Internet in the mid of 1990s, it spread all over the world in different forms, where the governments around the world benefited of different advantages of the technological development through establishing websites to bridge the communication gaps with citizens, keep them informed on their activities, ensure active communication channel, and to provide direct services to citizens to shortens the estimated time to complete different governmental transactions.

This trend which has established by the governments to catch up with the electronic and technological development in the world is considered as a positive trend and a qualitative addition to the transparency approach.

This electronic revolution, was not aiming to improve the quality of governmental services or to promote transparency approach only, but also to ensure the continues contribution to the processes of transforming societies to Knowledge Societies; complying it with the rapid pace of evolution, and guaranteeing not to retreating these societies and keeping up with the march of civilization.

In the last few years, the Internet has shown a big development, not only in the numbers of the websites that shows everyday on the worldwide web, but also in the quality of these sites, how effective knowledge is and the provided services. This and development of modern information and communications technology enabled the governments around the world to offer their online services with high quality. The transition approach to the electronic payment considered as one of the best qualities provided by the modern technology which made the idea of the e-government; that made the idea of e-governments an attractive idea for both governments and citizens, saving the time of waiting in lines making the transition to pay your bills and fees is completed within few minutes.
The Introduction of the report

This report has been prepared as a continuation of Hayat center-RASED’s work in monitoring, evaluating and developing the government performance, it’s also aims to evaluate the governmental websites and its response to the users in terms of: the accessibility to the website through searching engines, the easiness of using, its design and the quality of the content. The report also examined the availability of the information, level of newness, the availability of the e-services, in addition to measuring the response of the websites for the submitted complaints. This report provides a comparative study on the situation of the websites since 2016 until the third quarter of the year 2018.

This report aims in the first place, to improve the governmental services provided to citizens, and to increase the governmental transparency through websites and information technology, it also aims to enhance the right of access to information and to encourage the government agencies to update their information and news on their websites to make it a trusted source for citizens and all the interested entries to have the information and the general public news from, as this report looking forward to increase the activation of public accountability through the governmental agencies’ websites where the interaction of the sites and its administrators with citizens’ complaints and their opinions submitted electronically are measured.

This report is the fourth of its type which RASED issued to evaluate the governmental agencies’ websites, following the launching of the first report which included the evaluation of the governmental agencies’ websites during the period of the year 2016, and circulated by the Prime Minister at that time, the second report was launched on 2017 and circulated by the minister of Communications and Information Technology to all concerned governmental agencies, Third report included the evaluation of the governmental agencies websites covering the first quarter of 2018, where it has been launched during a training Workshop for concerned governmental officials, as the report has been delivered officially to the Minister of Communications and Information Technology to be circulated to the concerned governmental agencies.

This report has been prepared to be a reference for all the governmental agencies weather the evaluated or non-evaluated governmental agencies as it shows current situation of the governmental websites in Jordan.

This report would also be a road map for all agencies who wishing to develop their websites.
Methodology

This report was prepared by a group of researchers at Hayat Center- RASED In collaboration with a group of experts and academics in the field of information technology and computer science.

After the research team was briefed on many arab and international experiences in the field of e-government and reviewed the best practices in the field of government websites, The research team, in cooperation with a group of Jordanian and Arab experts and academics, designed a survey to evaluate the selected governmental websites. A mechanism was established to evaluate each governmental website by two researchers at the same time, each working separately. The two forms were then collected and re-evaluated by all members of the research team, a professional evaluation took place, not leaving any room for personal interpretations, in addition to developing a clear criteria to measure each indicator of the evaluation form which was divided into four pillars:

First pillar:

This pillar is consisted of 15 indicators dealing with the following topics (some indicators were integrated together while explaining the methodology to ensure the reader’s sequence of ideas and clarity):

- Evaluate access to the website through an easy-to-remember link, including appropriate representation of the domain name under the main domain (.gov.jo), taking into consideration that some of the evaluated websites related to some independent entities.
- The possibility of quick access to the website through searching engines: website ranking in search pages when searching for it was measured, using the two most famous search engines (Google) and (Bing), where the rating ‘excellent’ was given to the websites that appeared as a first result in the first page, the rating ‘fair’ was given to the websites that did not show up as a first result but in the first page and ‘poor’ rating was given to the websites that did not show up in the first page’s results of the search pages.
- The speed of access to the evaluated website through searching engines: where the results of similar and consistent search results within the different browsers were measured, using three main searching engines: Chrome (Google Chrome), Firefox (Mozilla Firefox) and Internet Explorer (Explorer 9). A score of ‘excellent’ was given to the governmental websites that showed similar results in all browsers, ‘fair’ was given to those showing similar but not identical results and a score
'poor’ was given for the websites that showed different results.

- The availability of the evaluated website’s content in both Arabic and English, and extent to which the content in two languages (Arabic and English) are identical in the website, where a score ‘excellent’ was given for the identical websites in terms of format and content in both Arabic and English languages, a score ‘fair’ was given to the matching sites but not identical in terms of content and a score ‘poor’ was given to the websites that had different formatting and different meaning in terms of content between Arabic and English languages.
- Access to the files of the website by examining the availability of it on website and the click-ability with its compatibility with the titles and the icons of the content.
- Checking if the website provides a ‘User-Friendly’ design that is easy to navigate from mobile phones. This item was measured using smart phones operating on different operating systems, such as Apple’s operating system (IOS) and Android operating system (Android).
- Social media existence: having active page for the evaluated websites on Facebook, Twitter and YouTube.
- Evaluating the files available on the website in terms of file format, where the measurements are; easy to use, available in format word or that the files are available in a format PFD which is difficult to reuse and deal with.
- Evaluating the rank of websites among the sites in Jordan according to (ALEXA)
- Whether or not the website is sensitive to users with disabilities. This indicator measures whether the website supports text zoom, and the availability of website color change for people with visual impairments.

**Second pillar:**

Second pillar:
Second pillar: Content and Transparency:
This pillar focused on measuring the availability of basic information of the governmental agencies and information might be needed by the citizens, as following:
The available information of the concerned governmental agency (Vision, mission, organizational objectives, organizational hierarchy, rules and regulations, news, Publications and studies, budget, announcements, contact information, contact person information, FQA, access to information, submit suggestions, updated yearly reports).
The availability of updated information about (Annual reports, News, Strategic Plan, Minister, Manager, Current President, and the related rules and regulations).

Third pillar:
This pillar consisted of 15 indicators considering the following topics (some indicators were integrated together while explaining the methodology to ensure the reader’s sequence of ideas and clarity):

- Provides a search box/tool box that is usable and efficient.
- Availability of the Site map showing the contents of the website.
- Provide the location of the home page icon on all pages of the website.
- Providing of an effective and easy access to printing on the website pages.
- Easiness of browsing and how organized it is, in addition to the evaluation of the overall shape of the website through the size of the images on the website, the general shape of the website and its easiness of using.
- Availability of ‘Terms and Conditions of Use’ and ‘Privacy Policy’.
- Availability of sufficient information in website’s footer, where the name of the entity and the contact information of the company that developed/designered the website is added.
- The need to scroll horizontally and vertically to see the whole page.
- Provides a link to the e-Government portal on the website.
- Website’s focus on the user through evaluating the quality of their design by assessing the number of clicks a user needs to reach the needed information.
- Change of icons’ color when a page have been visited and knowing if the website’s icons are clear (short links and describes what it contains).

Fourth pillar: Electronic Services and Complaints
This pillar evaluated number of the active services on the evaluated websites and the interaction with the submitted complaints through the following indicators:

- Clear using guideline includes (service name, service description, service requirements, service procedures, estimated delivery time, service fees, and service center/location).
- Availability of services provided electronically, In terms of providing the website for e-services, where a clear criterion was set for this item. Despite the significant differences in the level of services between the evaluated websites, the research team responded to the existence of e-services through
measuring if the website provides any service of any nature, in this regard, the website was evaluated for the electronic payment service, providing a link to submit the complaint, indicating the extent to which the website provides a simple and easy form for filing the complaint and the extent of the site’s response to the complaints submitted. To measure the response, the team sent a complaint to all the evaluated sites.

The report included the evaluation of 51 official and governmental websites, adding three websites to the previous evaluation:

- General Supplies Department
- Water Authority
- Jordan Valley Authority

As the research team assessed the e-Government website website in this report following different indicators due to its different nature, same was applied to the PSD website as it contains 29 links for its different departments which presents different information for each.

Accordingly, percentages calculated in this report are measured by dividing the overall result over 51 websites.
Hayat - RASED

Hayat-RASED is a non-governmental Jordanian civil society organization founded in 2006 to promote accountability, governance, public participation, and tolerance, within the framework of democracy, human rights, and rule of law, taking into consideration gender mainstreaming in public policy and action. The organization operates through RASED — Accountability and Local Governance and Preventing Violent Extremism. Based on nearly 12 years of experience in training, legal research, and analysis, the organization houses a special division that provides local and international research and training services.

The RASED for Governmental Monitoring

Is a program that focuses on strengthening accountability, transparency, and public participation through monitoring, evaluating, and reporting on the implementation of Government reform plans. The program informs the government, citizens, and civil society on the achievements and obstacles of Government reform plans, providing recommendations to enhance implementation. Based on international standards and best practices, RASED Government builds the capacities of Government officials to better enact plans and strategies to serve the citizens of Jordan. RASED Government also evaluates the strengths and weaknesses of governmental and official websites, facilitating citizens’ access to information, accountability, and public participation. The program offers performance appraisal cards for each individual website to assist the associated entity in monitoring its development.
Websites evaluation form

1. **Accessibility**
   1.1 Can the user access the website via link that is easy to remember including clear demonstration of the name of the entity and ending with (gov.jo)?
   1.2 How fast is the access to the website using Google search engine?
   1.3 How fast is the access to the website using Bing search engine?
   1.4 How effective is the usage of the website on similar search results through different browsers (Internet Explorer - Firefox - Google)?
   1.5 Is the website available in Arabic and in English?
   1.6 Is the website identical in Arabic and in English?
   1.7 Does the website provide conversion between English and Arabic on the same page?
   1.8 Is the title of the icons on the website similar to its content?
   1.9 Is the website considered Mobile friendly?
   1.10 Does the entity has Mobile Application?
   1.11 Does the entity has social media pages?
   1.12 On the accessibility to the website’s files: is the file name identical to its content?
   1.13 On the accessibility to the website’s files: what is the format of the available files?
   1.14 What is the ranking of the website at the country level?
   1.15 Does the website support access and use for people with disabilities?

2. **Content and Transparency**
   2.1 Are the following information available about the governmental entity?
      • The vision of the entity
      • The mission of the entity
      • Goals and values of the entity
      • Organizational/Administrative structure of the entity
      • The strategic plan of the entity
      • Related legislations and laws
      • Statements/Publications/Studies
      • News corner
   2.1.1 What is the date of the latest annual report on the website?
   2.2 Is the information available on the website updated?
      • The Budget
      • Advertisements
      • Contact information
      • Contact information of the Minister/Chair/Directors
      • FAQ
      • Request for information
      • Link to submit proposals for the entity
      • Annual reports
Ease of use and design

3.1 Is there a search box/caption or tool on the website?
3.2 How effective the search tool is?
3.3 Is there a location map available on the website?
3.4 Does the website provide a home page icon in each page?
3.5 Does the website provide an effective and easy printing option on its pages?
3.6 Does the website provide Terms and Conditions of Use and Privacy policy?
3.7 Is there a footer on the website?
3.8 What is the information provided in the footer of the website?
3.9 What is the nature of the developer company who designed / developed the website?
3.10 The need to use vertical scroll to see the full home page
3.10.1 Number of pages passed vertically
3.10.2 Number of pages passed horizontally
3.11 Is there an effective link to the e-Government Portal?
3.12 Is the homepage of the website considered enduser oriented in terms of design and quality?
3.13 Are the website icons clear and meaningful (short links and description of what they contain)?
3.14 Does the link color change if it has been viewed before?

Services and Complaints

4.1 Does the website provide electronic services?
4.2 Does the website provide electronic payment service?
4.3 Does the website provide service forms to citizens to use or fill?
4.4 Is there a special directory/guide for the services of the entity on the website?
4.5 Does the directory/guide of services contains the following?
   * Name of the service
   * Description of the service
   * Requirements of the service
   * Procedures to obtain the service
   * Expected time of completion of the service
   * Fees/Charges of the service
   * Center / place of service
4.6 Is there an effective complaint link?
If the answer is yes:
   * Have you received an immediate response after filing your complaint?
   * Did you get a complaint reference number?
   * What kind of response did you receive?
   * What is the complaint case?
## Evaluated entities

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<tr>
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<tr>
<td>1</td>
<td>Ministry of Information and Communications Technology (MoICT)</td>
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<td>House of Senate</td>
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<td>Integrity and Anti-Corruption Commission</td>
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</table>
Executive Summary
Entities evaluated in this report

- Prime Ministry website
- House of Representatives and Senate House websites
- 25 Ministries websites
- 4 Independent Commissions websites
- 2 Directorates websites
- 2 Authorities websites
- 3 Foundations websites
- 2 Courts websites
- 10 Governmental Departments websites
- E-Government website
- Greater Amman Municipality Website
Pillar 1: Accessibility

- **Ranking in search engines**
  - 50 websites (98%) appears first on Google search engine
  - 39 websites (76%) appears first on Bing search engine

- **Availability in Arabic and in English**
  - 16 websites (31%) available only in Arabic
  - 35 websites (69%) available in Arabic and in English

- **Mobile friendliness**
  - 35 websites (69%) available on iOS (Apple) mobile operating system
  - 35 websites (69%) available on Android mobile operating system

- **Availability of mobile application**
  - 12 entities have mobile applications on iOS and Android
  - 4 entities have mobile applications on Android only

- **Availability on Social Media platforms**
  - 48 entities (94%) have a page on Facebook only
  - 25 entities (49%) have a page and accounts on Facebook, Twitter, and Youtube

- **Accessibility to files and documents on the website**
  - 32 websites (63%) offers documents in PDF format
  - 19 websites (37%) offers documents in PDF and Word format

- **Support access for people with disabilities**
  - 22 websites (43%) support access for people with disabilities
  - 29 websites (57%) does not support access for people with disabilities
Executive Summary

Availability of websites in Arabic and in English
(2016 - 2018)

- **2016**
  - Arabic: %31.0
  - Arabic + English: %69.0

- **Q1 2018**
  - Arabic: %29.0
  - Arabic + English: %71.0

- **2017**
  - Arabic: %34.0
  - Arabic + English: %66.0

- **Q3 2018**
  - Arabic: %31.4
  - Arabic + English: %68.6

Availability on Social Media Platforms (Facebook and Twitter)
(2016 - 2018)

- **Facebook**
  - Q1 2018: %79.0
  - Q3 2018: %94.1

- **Twitter**
  - Q1 2018: %19.0
  - Q3 2018: %74.5
Websites accessibility in mobile phones (Mobile Friendliness) (2016 - 2018)

<table>
<thead>
<tr>
<th>Year</th>
<th>Android</th>
<th>iOS</th>
<th>Mobile Friendly</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>56.0%</td>
<td>50.0%</td>
<td>44.0% Not Mobile Friendly</td>
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<td>Q1 2018</td>
<td>58.3%</td>
<td>58.3%</td>
<td>41.7% Not Mobile Friendly</td>
</tr>
<tr>
<td>Q3 2018</td>
<td>68.6%</td>
<td>68.6%</td>
<td>31.4% Not Mobile Friendly</td>
</tr>
</tbody>
</table>

Availability of Mobile Application (2016 - 2018)

<table>
<thead>
<tr>
<th>Year</th>
<th>Android</th>
<th>iOS</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>12.0%</td>
<td>6.0%</td>
<td>88.0% Not Available</td>
</tr>
<tr>
<td>Q1 2018</td>
<td>33.0%</td>
<td>25.0%</td>
<td>67.0% Not Available</td>
</tr>
<tr>
<td>Q3 2018</td>
<td>29.5%</td>
<td>21.5%</td>
<td>70.6% Not Available</td>
</tr>
</tbody>
</table>
Pillar 2: Content and Transparency

- **50 websites (98%)**: Shows vision of the entity
- **50 websites (98%)**: Shows mission of the entity
- **48 websites (94%)**: Shows Goals/Values of the entity

- **49 websites (96%)**: Shows the administrative structure of the entity
- **40 websites (79%)**: Shows the strategic plan of the entity
- **49 websites (96%)**: Shows related ligisaltions of the entity

- **50 websites (98%)**: Publishes brochures and publications of the entity
- **18 websites (36%)**: Publishes budget of the entity
- **45 websites (88%)**: Publishes announcements of the entity

- **50 websites (98%)**: Offers contact information of the entity
- **23 websites (46%)**: Offers contact information of Minister-Chair of the entity
- **31 websites (61%)**: Offers FAQ

- **42 websites (82%)**: Offers request of information forms
- **43 websites (84%)**: Offers link for suggestions to the entity
- **40 websites (78%)**: Offers annual reports of the entity

*Updated annual report on the website*

- **20 websites (56%)**: Published 2017 annual report
- **15 websites (42%)**: Published 2016 annual report
- **1 website (2%)**: Published 2014 annual report
Availabilty of basic information about the entity on its website  
(2016 - 2018)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>Q 1 2018</th>
<th>Q 3 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legislations</td>
<td>%88.0</td>
<td>%88.0</td>
<td>%93.7</td>
<td>%96.1</td>
</tr>
<tr>
<td>Budget</td>
<td>%11.5</td>
<td>%8.0</td>
<td>%20.8</td>
<td>%36.0</td>
</tr>
<tr>
<td>Request for Information</td>
<td>Does not apply</td>
<td>%28.0</td>
<td>%69.0</td>
<td>%82.4</td>
</tr>
<tr>
<td>Annual Reports</td>
<td>%51.0</td>
<td>%66.0</td>
<td>%68.7</td>
<td>%76.5</td>
</tr>
<tr>
<td>Pillar 3: Ease of Use and Design</td>
<td>49 websites (96%) have search tool</td>
<td>2 websites (4%) does not have search tool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------------------</td>
<td>----------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Effectiveness of the search tool</strong></td>
<td>37 websites (79%) have efficient search tool</td>
<td>5 websites (10%) have fair search tool</td>
<td>7 websites (17%) have poor search tool</td>
<td></td>
</tr>
<tr>
<td><strong>Availability of entity's location map on the website</strong></td>
<td>40 websites (78%) provides entity's location map</td>
<td>10 websites (22%) does not provide entity's location map</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Availability of easy printing option on the website pages</strong></td>
<td>26 websites (51%) only offers printing option</td>
<td>25 websites (49%) does not offer printing option</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Availability of Terms and Conditions of Use and Privacy Policy on the website</strong></td>
<td>19 websites (37%) have Terms and Conditions of Use and Privacy Policy</td>
<td>32 websites (63%) does not have Terms and Conditions of Use and Privacy Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Nature of the developer company who designed / developed the website</strong></td>
<td>32 websites (66%) developed by private developing companies</td>
<td>8 websites (17%) developed by governmental entity</td>
<td>8 websites (17%) developed by unknown developer</td>
<td></td>
</tr>
<tr>
<td><strong>Ease of use and quality of design</strong></td>
<td>37 websites (72%) have excellent user-oriented design and excellent quality</td>
<td>13 websites (26%) have fair user-oriented design and fair quality</td>
<td>1 website (2%) have poor user-oriented design and poor quality</td>
<td></td>
</tr>
</tbody>
</table>
Availability of search tool on the website
(2016 - 2018)

<table>
<thead>
<tr>
<th>Year</th>
<th>Available</th>
<th>Not Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>88.4%</td>
<td>11.6%</td>
</tr>
<tr>
<td>2017</td>
<td>86.0%</td>
<td>14.0%</td>
</tr>
<tr>
<td>Q 1 2018</td>
<td>96.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Q 3 2018</td>
<td>96.1%</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

Efficiency of search tool on the websites
(2016 - 2018)

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Fair</th>
<th>Excellent</th>
<th>Fair</th>
<th>Excellent</th>
<th>Fair</th>
<th>Excellent</th>
<th>Fair</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>63.5%</td>
<td>0.0%</td>
<td>72.3%</td>
<td>19.2%</td>
<td>76.0%</td>
<td>20.0%</td>
<td>75.5%</td>
<td>10.2%</td>
</tr>
<tr>
<td>2017</td>
<td>76.0%</td>
<td>0.0%</td>
<td>72.3%</td>
<td>19.2%</td>
<td>76.0%</td>
<td>20.0%</td>
<td>75.5%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Q 1 2018</td>
<td>96.0%</td>
<td>4.0%</td>
<td>96.0%</td>
<td>4.0%</td>
<td>96.0%</td>
<td>4.0%</td>
<td>96.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Q 3 2018</td>
<td>96.1%</td>
<td>3.9%</td>
<td>96.1%</td>
<td>3.9%</td>
<td>96.1%</td>
<td>3.9%</td>
<td>96.1%</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

Not efficient

<table>
<thead>
<tr>
<th>Year</th>
<th>Not efficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>36.5%</td>
</tr>
<tr>
<td>2017</td>
<td>8.5%</td>
</tr>
<tr>
<td>Q 1 2018</td>
<td>4.0%</td>
</tr>
<tr>
<td>Q 3 2018</td>
<td>14.3%</td>
</tr>
</tbody>
</table>
Official Jordanian Governmental Websites’ Evaluation 2018 Report

Executive Summary

Availability of printing option on the website pages
(2016 - 2018)

Available

2016: %56.0
2017: %48.0
Q 1 2018: %44.0
Q 3 2018: %51.0

Not Available

2016: %44.0
2017: %52.0
Q 1 2018: %56.0
Q 3 2018: %49.0

Need to scroll to view the homepage of the website

All websites do not need to scroll vertically

Companies Control Department website does not need to scroll horizontally

Have to scroll vertically twice

Have to scroll vertically 3 times

Have to scroll vertically 4 times

Have to scroll vertically 5 times

How user-oriented is the homepages of the
(2016 - 2018)

2017

Excellent: %18.0
Fair: %46.0
Poor: %36.0

Q 1 2018

Excellent: %64.0
Fair: %33.0
Poor: %3.0

Q 3 2018

Excellent: %72.5
Fair: %27.5
Poor: %0.0
Pillar 4: Services and Complaints

- 11 entity (29%) resolved received complaints
- 33 websites (65%) offers e-services for citizens
- 10 websites (28%) sent citizens reference number to track their complaints
- 18 websites (47%) offers electronic payment options for citizens
- 98% of entities received complaints sent direct notice of receipt
- 42 websites (82%) offers citizens complaints options to be sent through the website
- 24 websites (63%) offers formats for citizens to request services
- 38 websites (100%) offers services guide available in the entity
Availability of services guide on the website (2016 - 2018)

Available
% 95.0

2017

Available
% 94.7

Q 1 2018

Available
% 100

Q 3 2018
Challenges facing personnel in charge of the websites

Difficulty in collecting and obtaining information for publishing: Repeated 11 times
Lack of human resources capacity: Repeated 12 times
Lack of human resources to maintain the websites: Repeated 12 times
Financial challenges: Repeated 13 times

Low efficiency servers and hardware: Repeated 4 times
Lack of support provided by Information Technology Center: Repeated 4 times
Lack of cooperation of the websites operating company: Repeated 5 times
Poor response to development suggestions by management and the complicated procedures for development: Repeated 8 times
Recommendations of the report

• Recall the recommendation of create a legislative framework to unify the mechanisms of establishing and developing official websites; making it easier for the users to browse.
• Higher government's attention to develop the capacities of the concerned human resources.
• The need to develop and improve servers that hosting the websites to increase its capacity and enhance its performance.
• Provide using guideline for the e-services, and the importance of easing the procedures to complete it.
• Providing awareness leaflet explaining the different e-services and the payment methods, and enable the awareness content for citizens in the best way to ensure the highest percentage of outreach.
• More reliance on the information technology center, where many webmasters vouched that it has high qualified human resources who can save a lot of what is being spent on developing the governmental websites by the private IT companies.
• Enabling the application for information electronically instead of providing it with a PDF format and resubmitting it electronically.
• Necessity of closing any fake pages on any social media platforms that using the name of governmental agency of official entity.
• Ensure that the features of the renewed governmental websites are actively working; as many of the evaluated websites' features that were enabled in the old websites are not available on the new one.
• Updating the websites content especially the sub links.
• Facilitate the access of the websites' staff to have the updated information to upload it on the related governmental website.
• Not to leave the software of the websites to be monopolized by the operators, which impedes the development of it and keep it controlled by the operator.
• Enhance the communication with users and taking into account the speed in responding to complaints and suggestions submitted.
• Provide the user with a complaint number to ease following up.
• The importance of providing websites' content in both Arabic and English languages and ensure matching the content in both languages.