

## Public Opinion Poll

### The Government of Dr. Hani Al-Mulqi One Year after its second formation & Some selected Current Issues

#### Poll sample

**National Sample:** 1824 respondents aged 18 years and above divided into 50% males & 50% females from 152 location that covers the whole of Jordan.

**Public Opinion Leaders Sample:** The size of the sample was 700 people from 7 categories. The response rate was 97%. The poll was carried out on the period between 15-24/October/2017. Were 52 data collectors and 13 field supervisors collected the national sample data. The margin of error in the national sample was  $(2.5\pm)$  on a 95% Confidence level. 8 female researchers carried out the Public Opinion Leaders sample, which was conducted over the phone.

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- The opinions expressed in this poll represent the opinion of the respondents and do not necessarily represent the views of the Center for Strategic Studies or its employees or the University of Jordan.
- This poll and all government evaluation polls are funded exclusively by the Center for Strategic Studies - University of Jordan.

## Background

This poll follows the approach of the Center for Strategic Studies by surveying the opinions of citizens and Public Opinion Leaders on the ability of governments to assume or fulfill their responsibilities. The Center conducted its first survey of the government of Dr. Hani al-Mulqi on 3/6/2016. The second poll was conducted in September 2016, the third poll was conducted in November 2016. The fourth is in January 2017, the fifth was conducted in April 2017. This poll comes One year after the formation the second government that took place on 28/9/2016.

## Summary of Results

### First: Direction of the Country

The results of the national sample indicate that only 41% believe that things in Jordan are going in the right direction in general, a decline of seven points from the April 2017 poll. As for the opinion leaders sample, more than a third (34%) said that things are moving in the right direction, 21 points decline since April 2017 poll.

### Second: Citizens' assessment of government performance

1. The results of the national sample show that slightly more than a third believe that the government was able to handle the responsibilities of the previous stage (the government as a whole 35%, the president 34%, the ministerial team without the president 34%).

As for the opinion leaders' sample, the government's ability to assume its responsibilities was higher than the national sample (the government as a whole 39%, the president 41%, the ministerial team alone 40%). This figure also reflects a decrease of more than eight points on average from April 2017 survey.

2. The reasons for the inability of the government to assume the responsibilities of the last stage: The results related to the national sample indicated the existence of four main reasons for the government's inability to handle its responsibilities in the last stage. The most important of these were the economic situation such as high prices, the general economic situation and the increase in unemployment (38%). Lack of achievements and reforms (23%) and the government's failure to fight corruption (14%). As for the opinion leader's sample, the reasons were as follows: weakness of the president and the ministerial team (26%), lack of achievements and reforms (24%), weak planning and management (16%) and other reasons.

### Third: The Letter of Designation

In general, the results showed a slight decrease in the assessment of the national sample and a significant decrease in the opinion leaders' sample assessment of the government's ability to address the main topics mentioned in the letter of Designation. In the national sample the decline was from (48) in April poll to (45) in this poll. This decline was also seen among the members of the opinion leaders sample (54) in the April 2017 poll to be (46) in this poll.

One of the most prominent results was the low percentage of respondents in the two samples who believe that the government has succeeded in fighting the problem of unemployment.

#### **Fourth: The most important problems facing Jordan**

The economic problems in general (81%) were among the most important problems facing Jordan today, and were distributed as follows: 23% believe that the problem of unemployment is the most important problem facing Jordan, followed by the problems of high prices and high cost of living (21%), the economic situation in general (21%) and poverty 16%.

In the Opinion Leaders sample, economic problems in general (84%) were the most important problems facing Jordan today. However, the problem of the economic situation in general was 63%, then unemployment 9%, followed by poverty 8%, and consequently the rise in prices and the cost of living (4%).

#### **Fifth: Evaluation of the members of the national sample of their families' economic situation**

More than half of the national sample respondents (57%) reported that their current economic situation is worse than a year ago, while 11% reported that their situation today is better than a year ago. The results indicate that approximately one-third (32%) reported that their economic conditions remained the same. On the other hand, more than a quarter (26%) said their situation would be better in the coming 12 months, while less than half (44%) said their situation would be worse than it is now and 25% said there is no change in their economic status for the next 12 months.

#### **Sixth: Opinion leaders' assessment of economic conditions**

Regarding the economic situation of Jordan today compared to the last 12 months, a majority (70%) described it as worse than it was and the quarter answered that it remained unchanged, while only 5% responded that the economic situation today is better than in the past 12 months.

As for the future outlook for the economic situation in Jordan, less than one-fifth (19%) expressed optimism that it would be better than it was, while nearly half (49%) said that the situation in the next 12 months would be worse than it is currently, while, less than a third replied that the situation would remain as it is now.

#### **Seventh: The disparity between individuals and the role of government**

41% of the national sample and 39% of the opinion leaders sample acknowledged that there will always be disparities between individuals in society and that the government can significantly reduce it. While more than half (52%) of the national sample and (57%) of the opinion leaders' sample acknowledged that there is disparity between the individuals but the government cannot do anything about it.

#### **Eighth: The burden of goods and services on the family**

More than a quarter of (28%) of the national sample reported that electricity is the biggest burden on the family budget, followed by food and drink (24%), housing (13%), university education (11%), health (10%). A third of the national sample, 34%, reported that they resorted to reducing expenditures, and more than 27% of the households resorted to delaying the purchase of goods and services, while the remaining 20% resorted to borrowing to meet their needs.

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# The government of Dr. Hani Al-Mulqi One Year days after its second formation

## Public Opinion Poll

### Main Results

- The direction of the country- National sample

Chart (1): In general, do you think things in Jordan are going in the right direction or in the wrong direction?-National sample

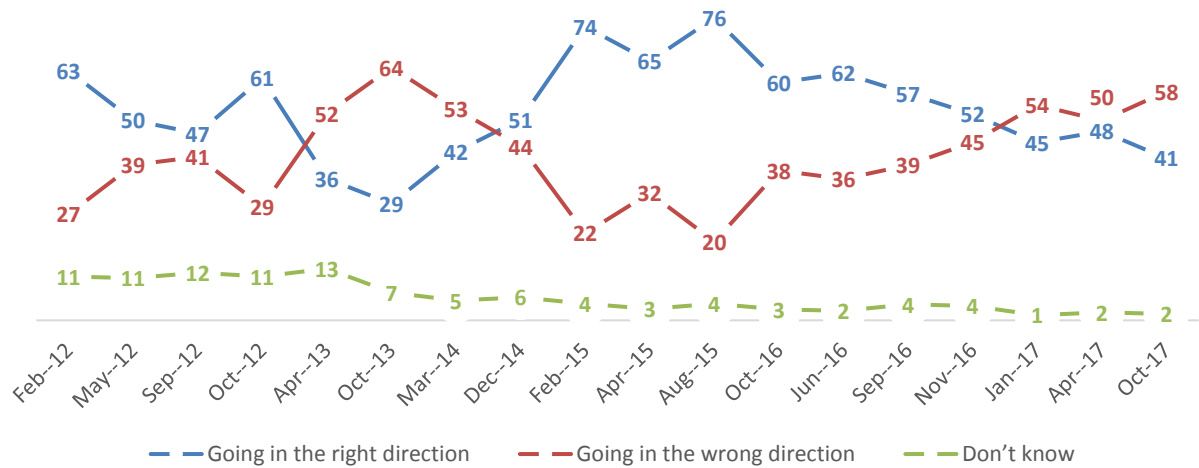


Chart (2): In general, do you think things in Jordan are going in the right direction or in the wrong direction?-By Education Level

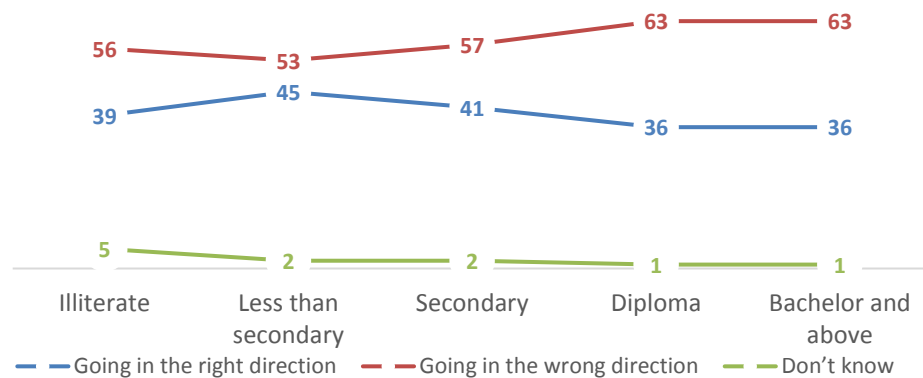
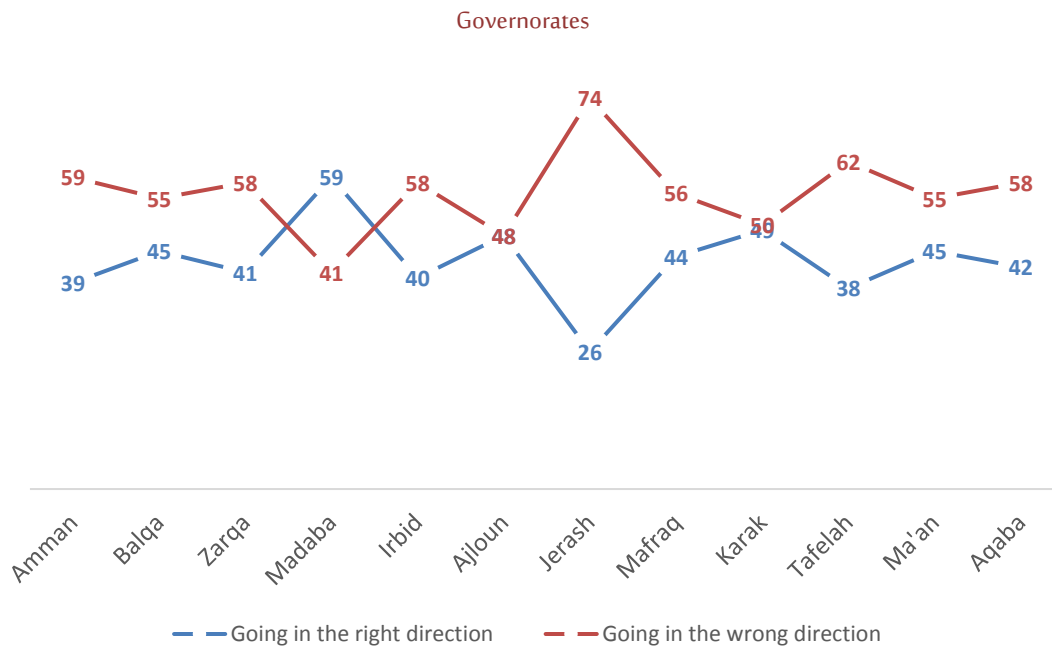


Chart (3): In general, do you think things in Jordan are going in the right direction or in the wrong direction?-By



#### • The direction of the country- Public Opinion Leaders

Chart (4): In general, do you think things in Jordan are going in the right direction or in the wrong direction?-Leaders

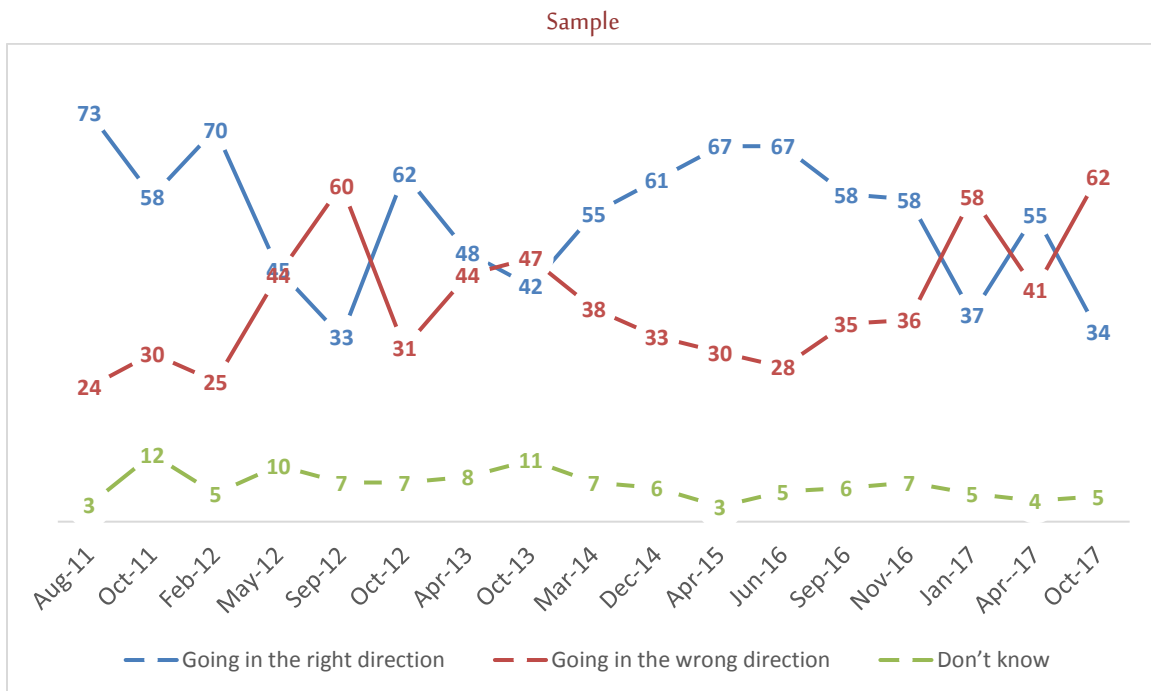
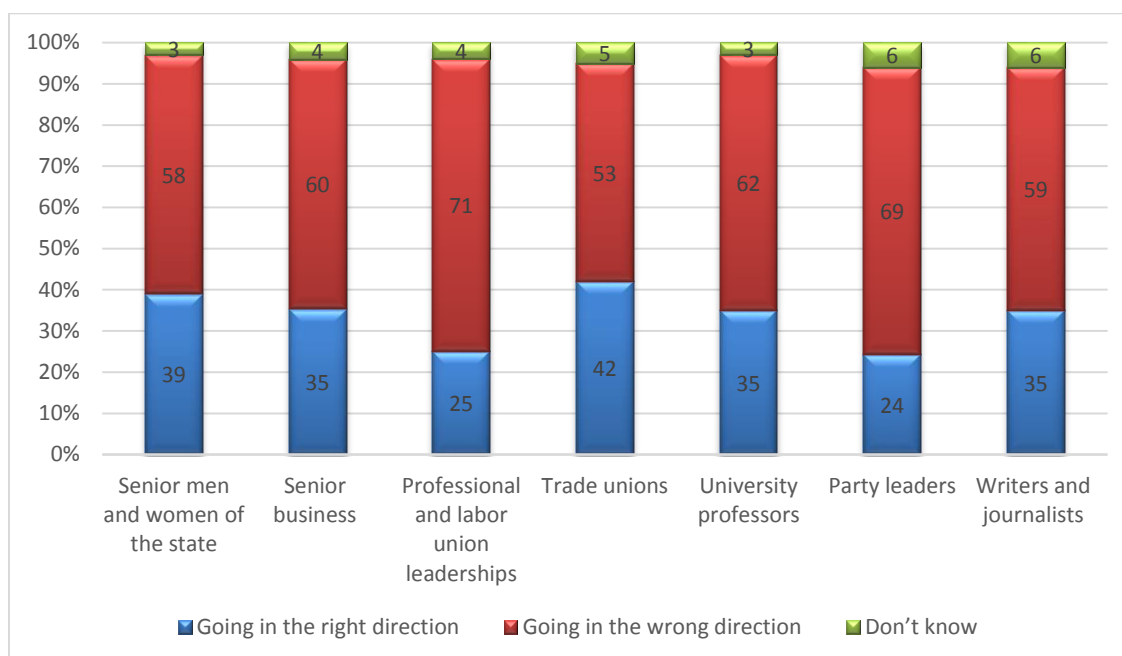




Chart (5): In general, do you think things in Jordan are going in the right direction or in the wrong direction?-By Leaders categories



- Government, Prime Minister and Ministerial Team performance evaluation –National Sample**

Chart (6): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now: (National Sample)

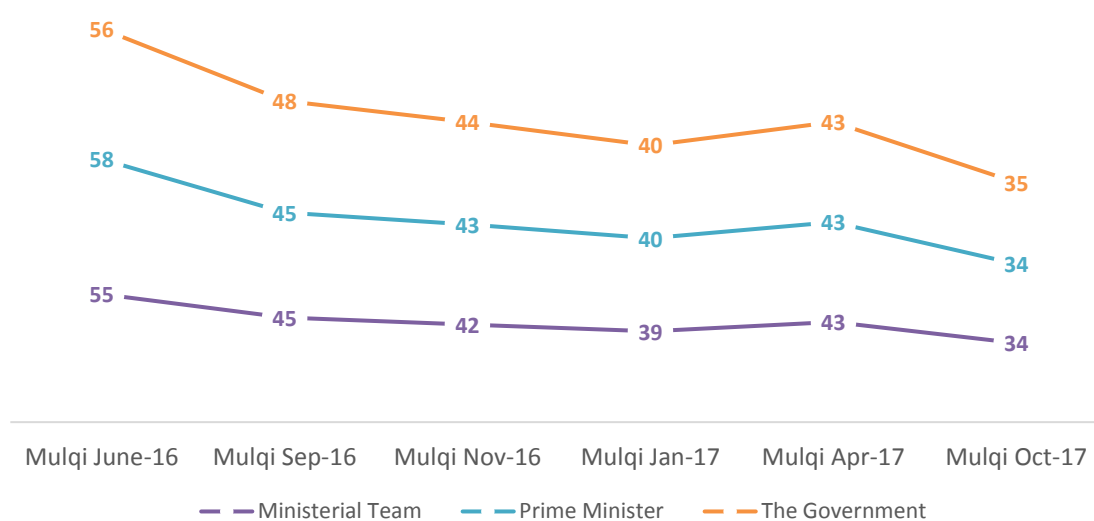


Chart (7): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now: (National Sample)- One year performance comparison to previous governments

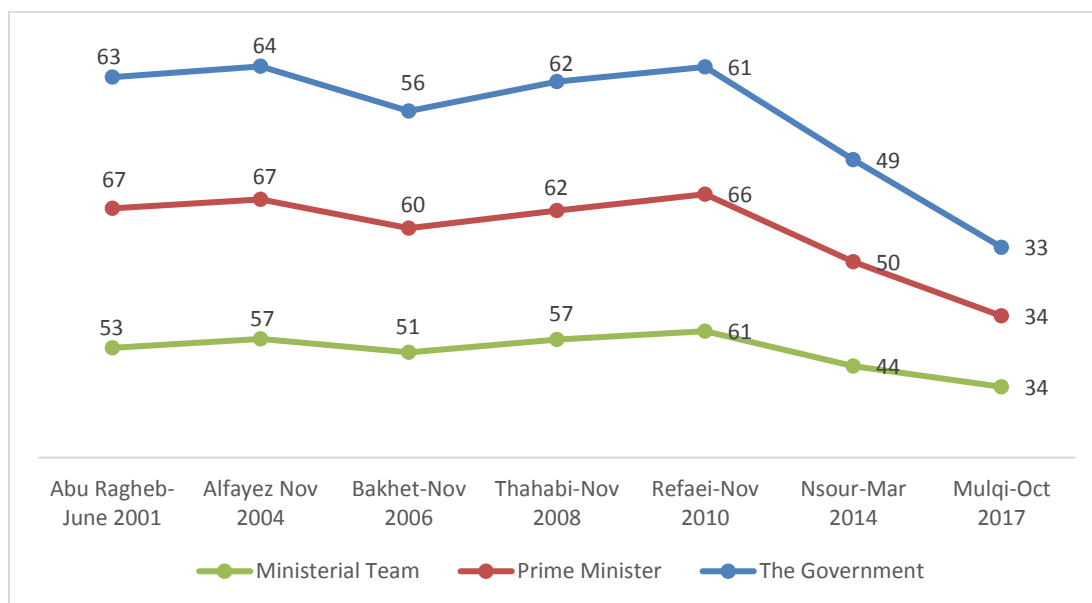


Chart (8): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now-By Region

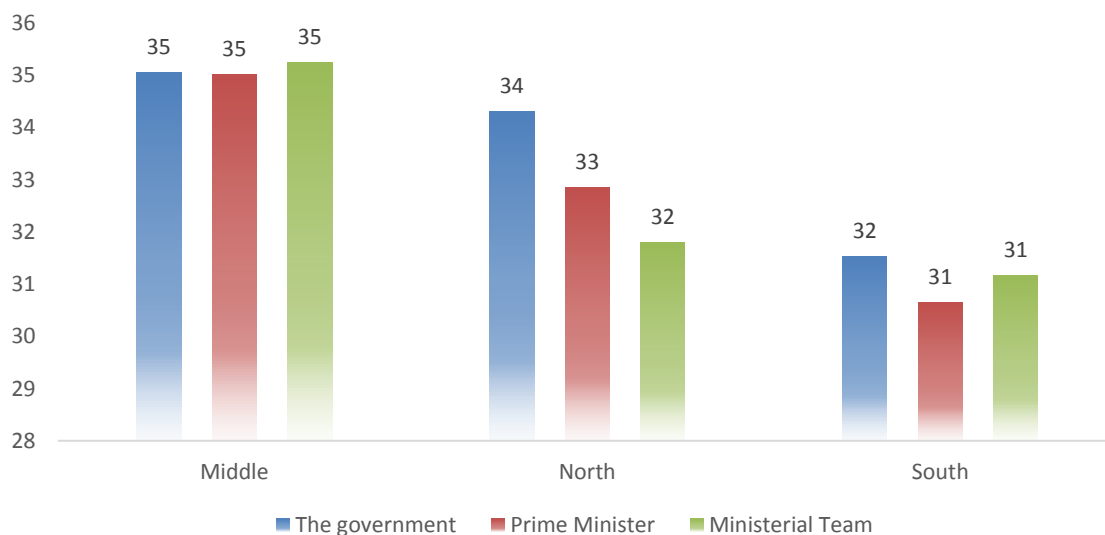


Chart (9): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now-By Governorates

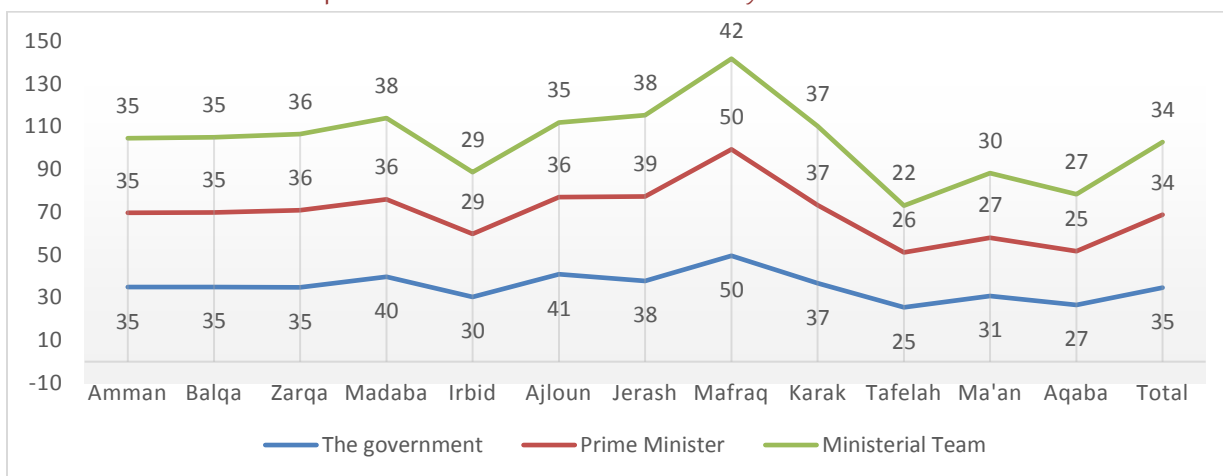


Chart (10): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now-By Education level

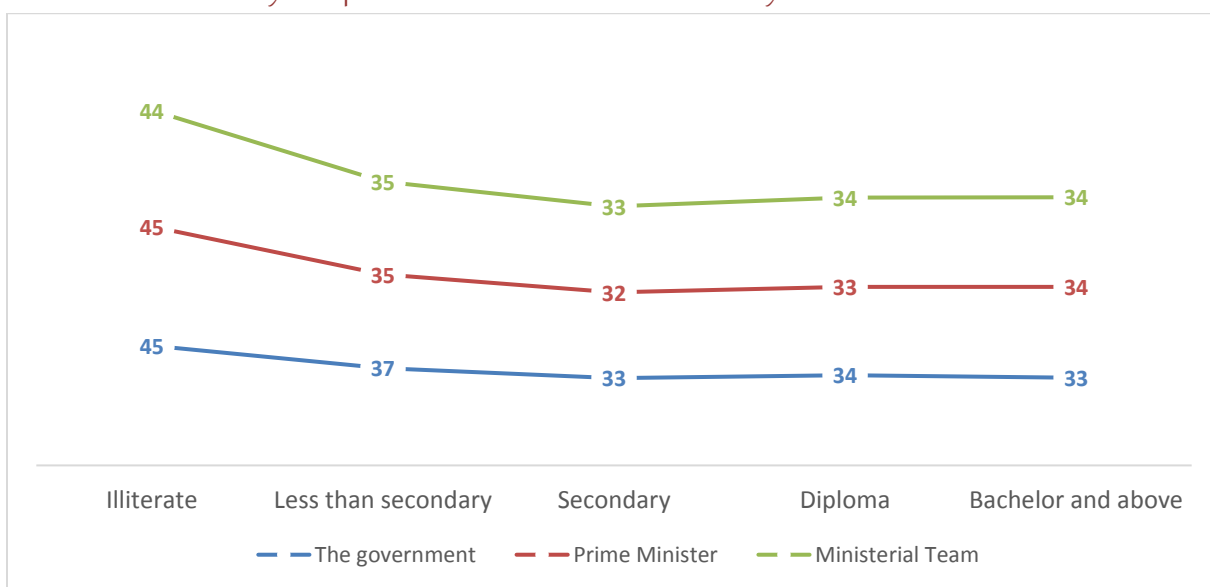
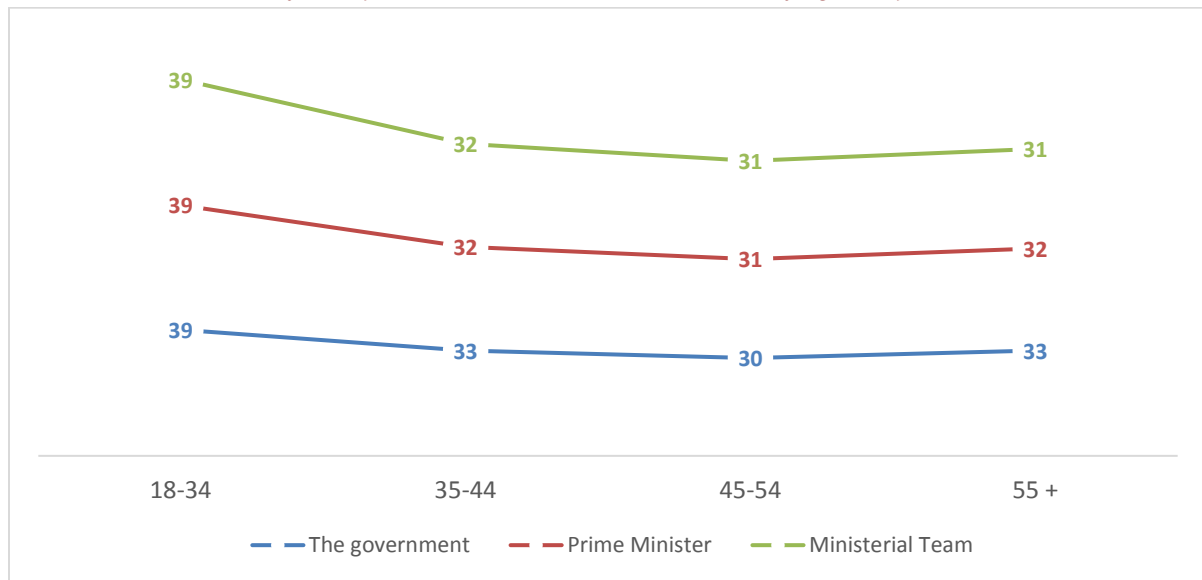


Chart (11): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now-By Age Groups



- Government, Prime Minister and Ministerial Team performance evaluation – Public Opinion Leaders**

Chart (12): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now- Public Opinion Leaders

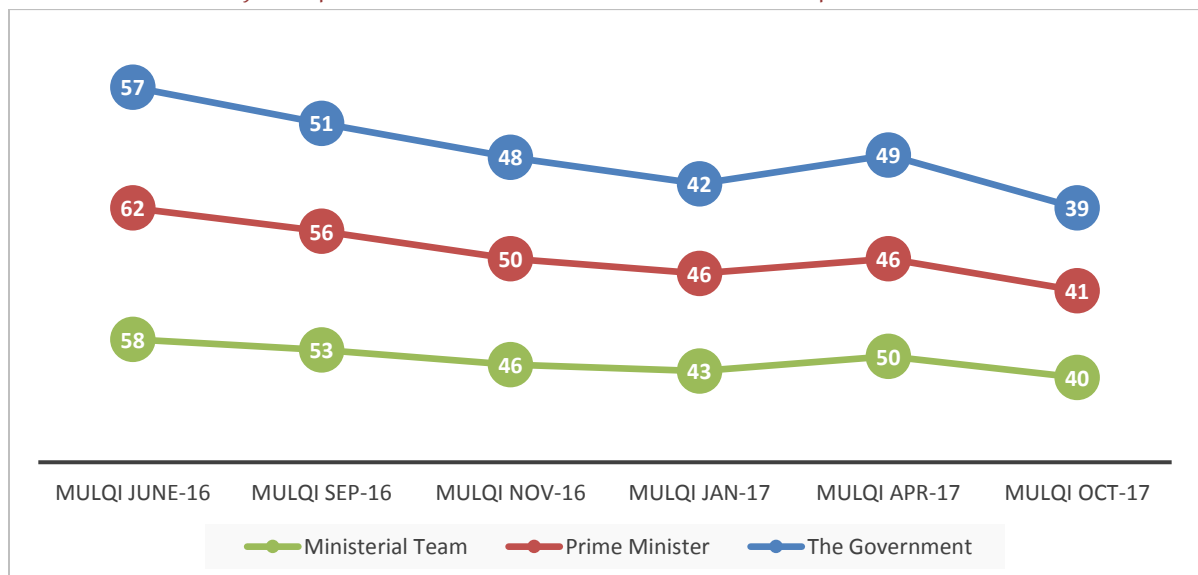


Chart (13): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now- Public Opinion Leaders (One year performance comparison to previous governments )

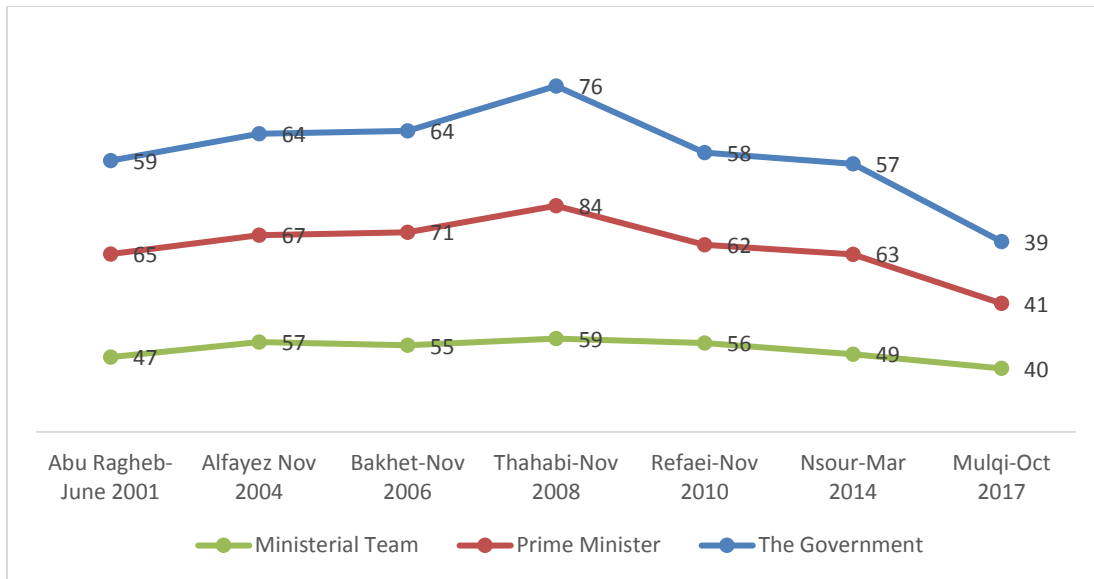
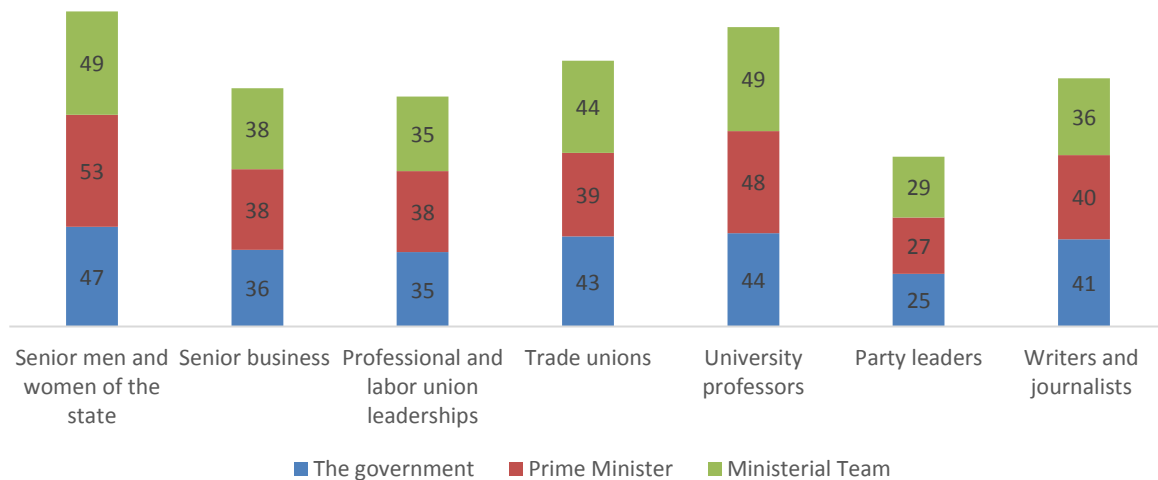


Chart (14): To what extent do you think that the current government/Prime Minister/Ministerial Team was able to carry its responsibilities since its formation until now- By Leaders Sample Categories



- Reasons behind the inability of the government to carry its responsibilities**

Table (1): Why the government were not able at all to carry out its responsibilities in the last period?

	National sample (41%)	Public Opinion Leaders (29%)
<b>Frequent rise in prices</b>	14.5	--
<b>Did not fight or succeed in fighting corruption</b>	14.3	8.2
<b>Lack of achievements and reforms</b>	23.3	24.1
<b>Due to the poor economic situation</b>	14.3	10.3
<b>Weak planning and management</b>	5.5	16.4
<b>Government decisions were not in the interest of the citizen</b>	6.7	11.3
<b>The weakness of the president and the ministerial team</b>	3.6	26.2
<b>Lack of internal stability and the difficulty of the security situation</b>	1.8	--
<b>Increased poverty and unemployment</b>	8.8	--
<b>Others</b>	7.4	3.6
<b>Total</b>	100	100

- The role of government in providing citizens with services**

Table (2): Do you strongly agree, somewhat, disagree or strongly disagree at all with the sentence: "The government is doing all it can to provide citizens with all services"

	National Sample		Public Opinion Leaders	
	April 2017	October 2017	April 2017	October 2017
Strongly agree	16	16	7	5
Somewhat agree	38	33	45	38
disagree	23	24	24	36
Strongly disagree	21	28	24	20
Don't know	2	0	0	0
<b>Total</b>	100	100	100	100
<b>Mean %</b>	50	45	45	43

- **Assessment of the government performance in dealing with some of the Letter of Designation issues**

Table (3): The Letter of Designation has specifies many of the issues that this the government should work to accomplish, to what extent do you think that Dr. Hani Mulki government succeeded:

	National Sample				Public Opinion Leaders			
	Second Formation	100 days	200 days	1 Year after the second formation	Second Formation	100 days	200 days	1 Year after the second formation
Countering terrorism militarily, security and ideologically	72	67	70	79	73	69	77	72
Support and care of armed forces and security services	68	60	66	68	75	73	78	70
To provide all forms of support for the Palestinian people and support them in the establishment of their independent state	59	54	62	61	60	61	69	61
Support the integration of women's participation in all aspects of life	58	46	57	59	53	48	56	54
Advancement in the education sector at all levels	50	43	53	52	44	41	51	46
Continue to cooperate with the judiciary to provide all the necessary support to enable it to carry out its main role to the fullest	51	45	51	43	57	55	61	53
To make every effort to secure the required support to Jordan to enable it to deal with the burdens and consequences of Syrian refugees, economically, developmentally and security	49	41	48	45	49	41	57	47
!Establish a relationship with a spirit of cooperation and positive between the executive and legislative branches and in a manner complementary work without encroachment and obstruction and or negative	47	42	45	38	49	47	49	43
Invest in energy diversification projects and other major projects, especially in the water and public transport sectors	46	37	40	35	43	39	46	36
Having youth empowerment and integration in the development process within the heart of The government's efforts	45	35	40	34	41	36	41	38
Translating the National Integrity System Charter and the Integrity and Anti-Corruption Law into practices that citizens could feel in the daily work of government departments and public services	44	36	38	30	40	35	40	31
Promote the principle of the rule of law and the protection of justice, equality and equal opportunities and the fight against nepotism and favoritism values, and continue to reform the public sector	42	34	33	25	42	40	41	29
Fighting unemployment	28	19	20	15	22	17	21	18
<b>Average</b>	<b>51</b>	<b>43</b>	<b>48</b>	<b>45</b>	<b>50</b>	<b>47</b>	<b>54</b>	<b>46</b>

- **Most important problem facing Jordan**

Table (4): In your opinion, what is the most important problem facing Jordan today?

	National Sample	Leaders Sample
The unemployment	23	9
Poverty	16	8
Rising prices and cost of living	21	4
Economic situation in general	21	63
Corruption in general (mode and favoritism)	6	6
Internal and external security and political challenges	2	4
Social and service problems	4	2
Crisis of refugees and expatriate labor	3	--
There are no problems	2	--
The trust gap between the people and the government	--	2
Others	1	1
Total	100	100

Total economic problems in general: national sample 81%, opinion leader's sample 84%

- **Respondents' assessment of the economic situation - the National sample and the Public**

### Opinion Leaders

Chart (15): How do you describe your family's economic situation today compared to the past 12 months? –National Sample

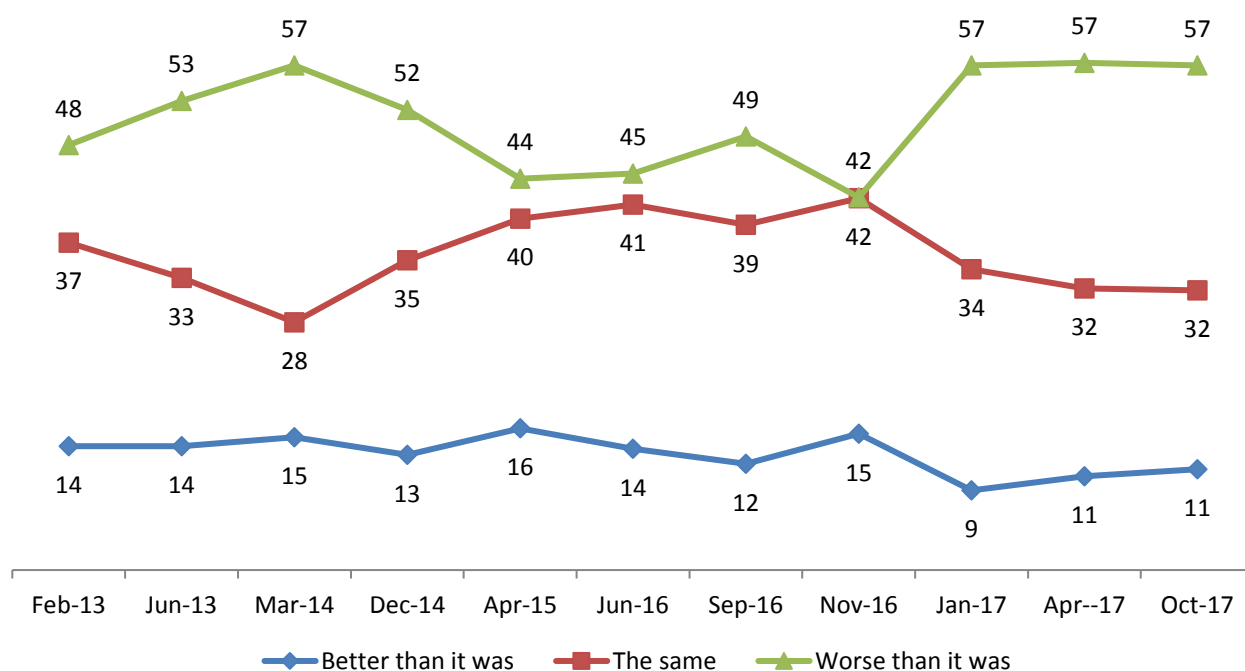
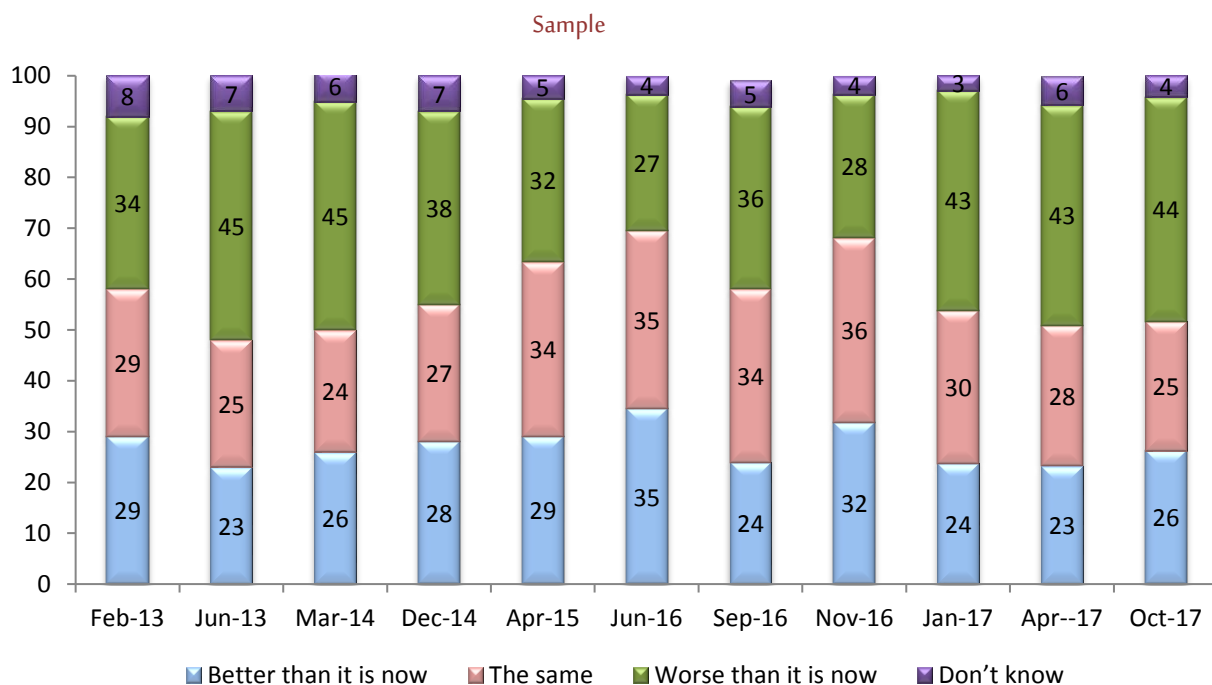




Chart (16): Do you think that the economic situation of your family during the next 12 months will be: -National



- **Assessment of the national sample of the economic situation in Jordan**

Chart (17): How do you describe Jordan's economic situation today compared to the past 12 months? Is it- National

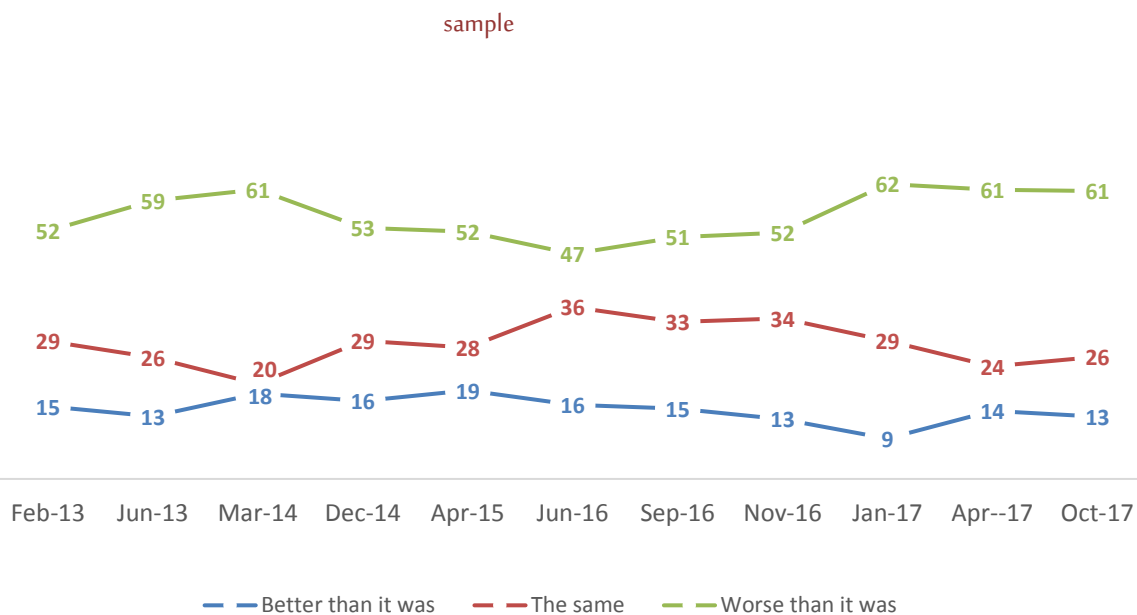
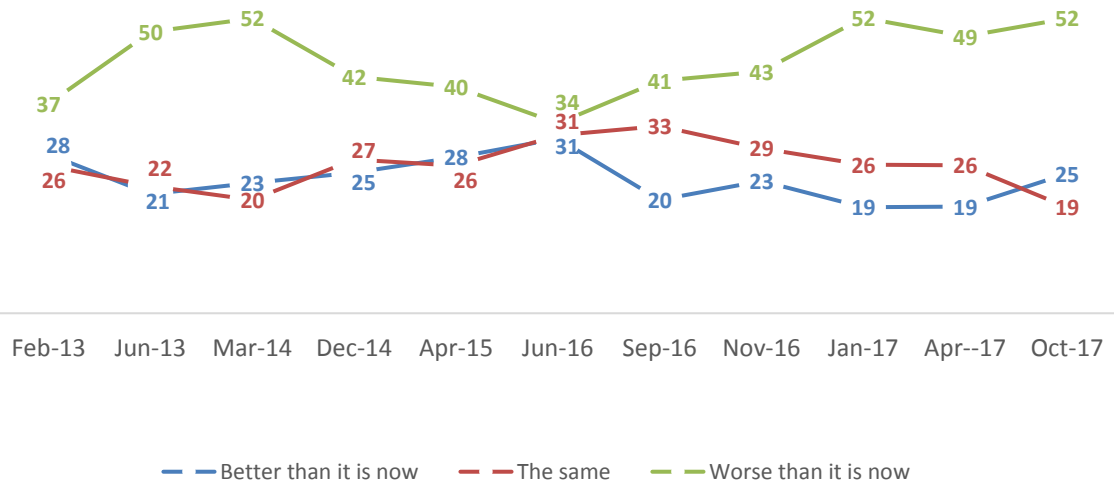


Chart (18): Do you think that the economic situation of Jordan during the next 12 months will be- National sample



- Opinion leaders' assessment of the economic situation in Jordan**

Chart (19): How do you describe Jordan's economic situation today compared to the past 12 months? Is it- Public  
Opinion Leaders

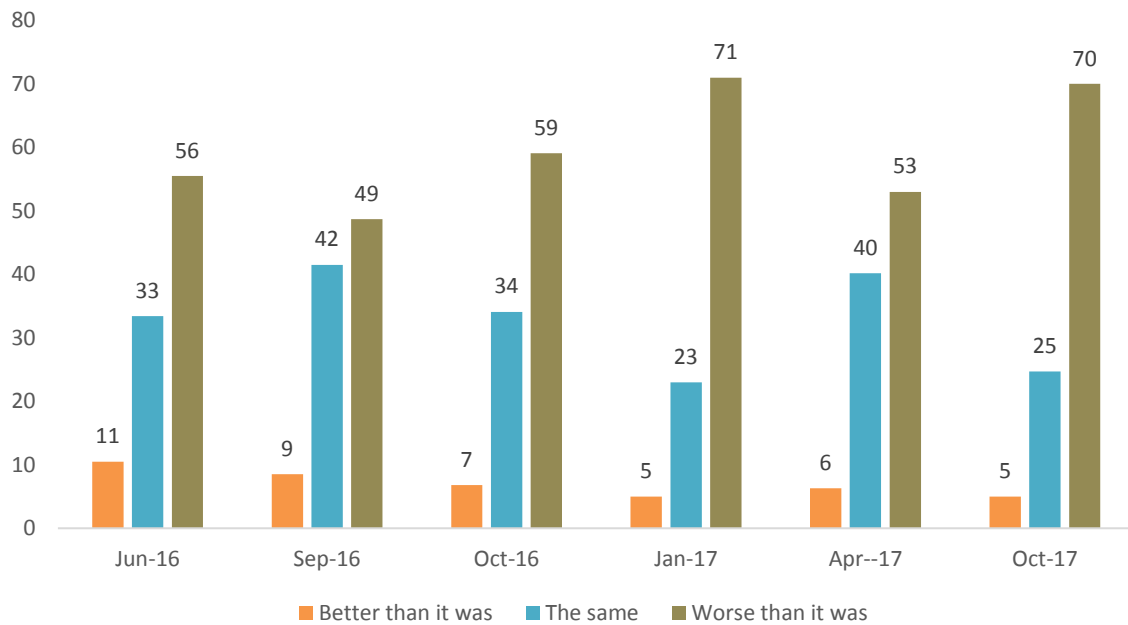
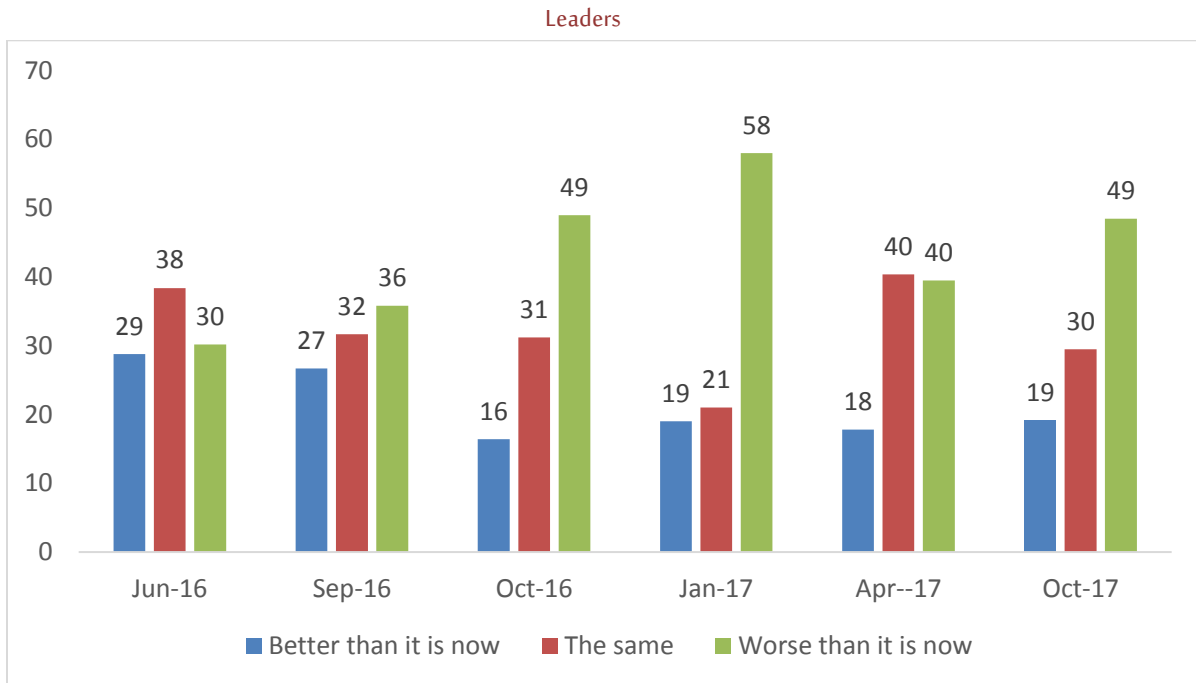


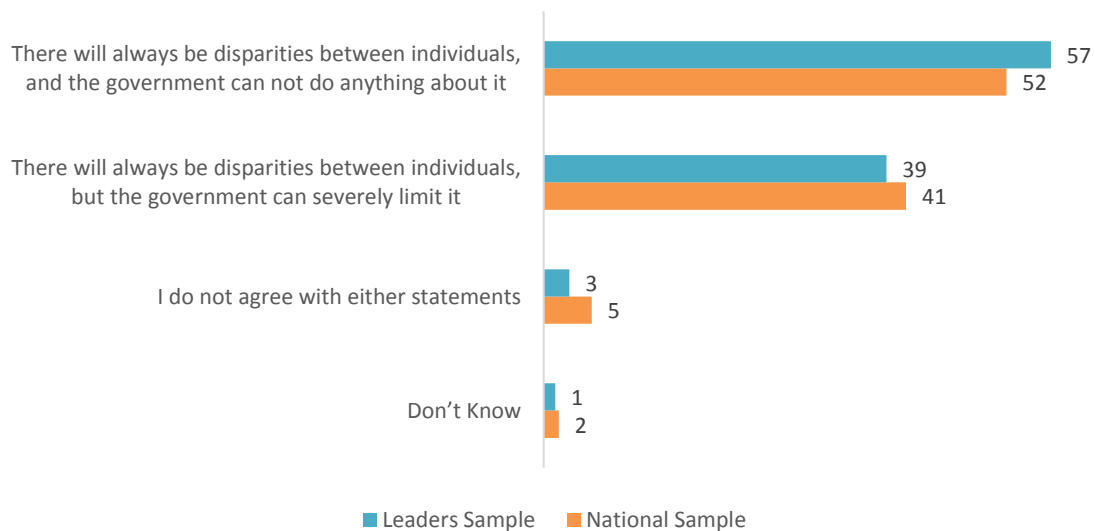
Chart (20): Do you think that the economic situation of Jordan during the next 12 months will be- Public Opinion



- **The disparity between members of society**

Chart (21): Which of the following statements is closest to your point of view? Choose phrase (1) or phrase (2).

Statement 1: There will always be disparities between individuals, and the government cannot do



- **Goods and services that place a greater burden on the family budget**

Chart (22): Which of these goods and services is the biggest burden on your family budget?

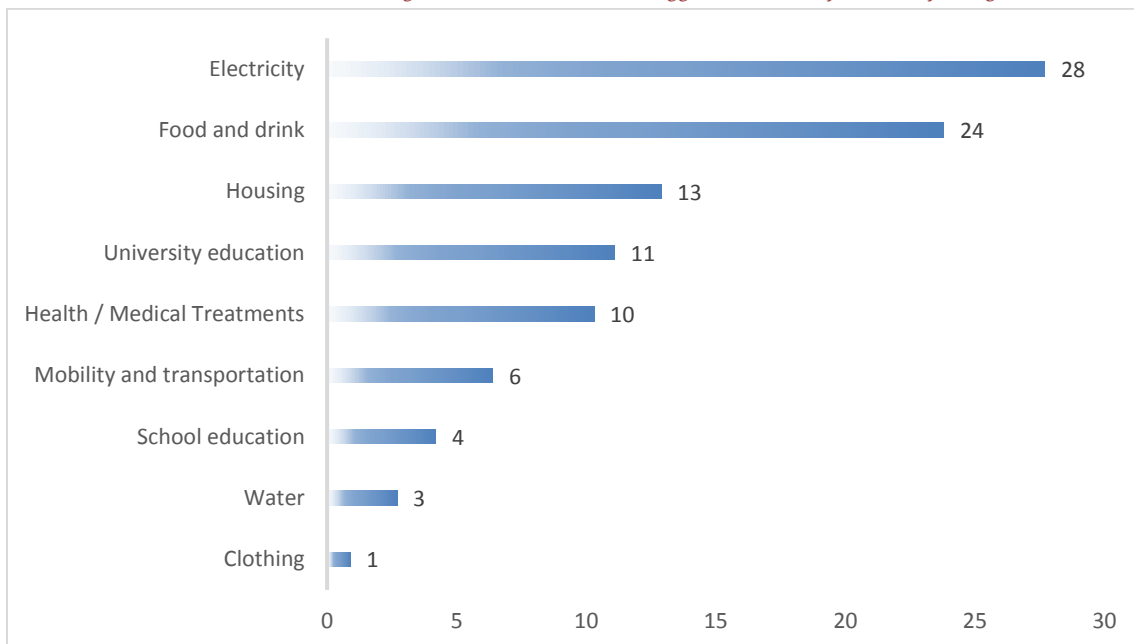
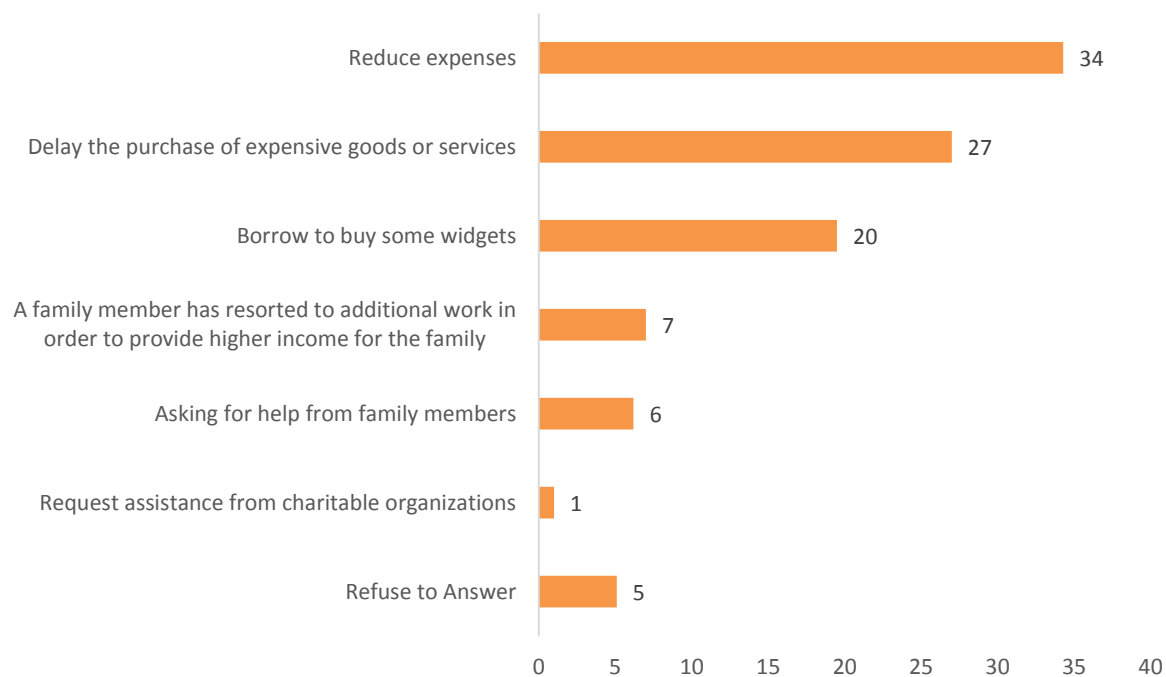


Chart (23): During the past three months, did your family or any of its members make the following decisions in the face of the burden of living:



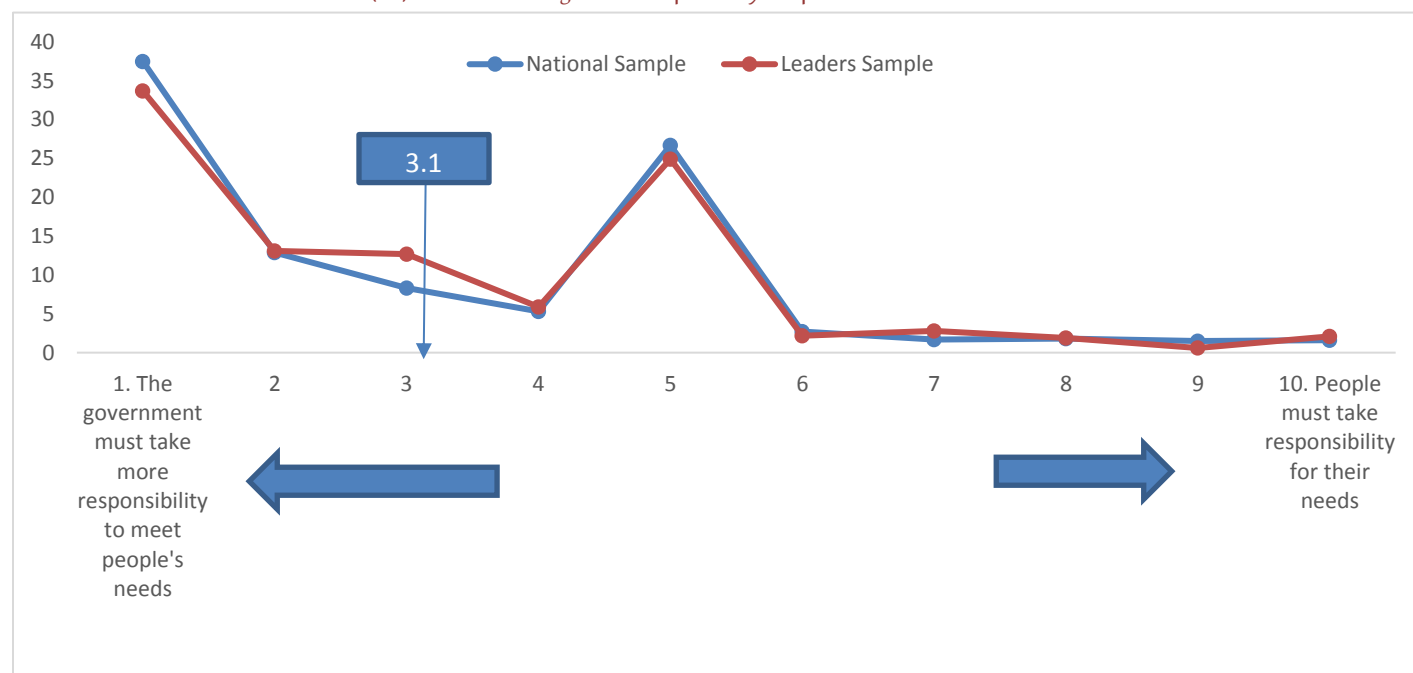
- **Expenditure on goods and services**

Table (5): Is the amount spent on "....." compared to the last three months increased, remained as it is, or declined?

	Increased	Remained the same	Decline	Not applicable	Total
Electricity	80	18	2	0	100
University education	69	28	0	2	100
Food and drink	67	27	5	0	100
Mobility and transportation	62	34	4	0	100
Clothing	48	47	5	0	100
School education	40	53	1	6	100
Health / Medical Treatments	40	47	2	10	100
Housing	24	50	1	25	100
Leisure (leisure trips, eating in restaurants)	18	26	26	30	100

- **The Government responsibility towards meeting people needs**

Chart (24): What is the degree that expresses your point of view on a scale of 1-10?



### Annexes: Socioeconomic characteristics of the sample:

<b>National Sample</b>	<b>%</b>
Middle Region	64.7
Amman	40.4
Balqa	6.6
Zarqa	15.3
Madaba	2.4
North Region	26.6
Irbid	17.6
Mafrq	4.1
Jerash	2.7
Ajloun	2.2
South Region	8.7
Karak	3.8
Tafelah	1.4
Ma'an	1.6
Aqaba	1.9
Total	100.0

### Respondents Educational Level- National Sample

<b>Illiterate</b>	<b>6</b>
<b>Less than Secondary</b>	<b>28</b>
<b>Secondary</b>	<b>38</b>
<b>Diploma</b>	<b>11</b>
<b>Bachelors and above</b>	<b>17</b>
<b>Total</b>	<b>100</b>

### Public Opinion Leaders categories

	<b>Completed</b>	<b>Refused</b>	<b>Total</b>
<b>Senior men and women of the</b>	100	0	100
<b>Senior business</b>	93	7	100
<b>Professional and labor union</b>	93	7	100
<b>Trade unions</b>	99	1	100
<b>University professors</b>	100	0	100
<b>Party leaders</b>	94	6	100
<b>Writers and journalists</b>	100	0	100
<b>Total</b>	679	21	700