



MINISTRY OF PLANNING AND INTERNATIONAL COOPERATION

الصندوق الائتماني متعدد  
المانحين للنمو في الأردن  
JORDAN GROWTH MULTI DONOR TRUST FUND



وحدة دعم تنفيذ  
الإصلاحات الاقتصادية  
REFORM SECRETARIAT

Success Story

June 2024

# Strengthening Reform Impact through Inclusive Stakeholder Engagement

Effective stakeholder engagement is crucial for advancing national development and implementing successful reforms. For Jordan, as we navigate ambitious reform agendas, including the Economic Modernization Vision, the Public Sector Modernization Roadmap, and the Reform Matrix, involving a diverse range of stakeholders is essential to ensure that policies and reforms are both inclusive and sustainable.

Stakeholder engagement fosters transparency and accountability, key principles that underpin the Government of Jordan's (GoJ) commitment to good governance. By engaging citizens, businesses, civil society organizations, and other relevant parties, the



government can build trust and collaboration, which are critical for the successful execution of reforms. This participatory approach ensures that the voices of those affected by policies and reforms are heard and considered, leading to outcomes that better reflect the needs and aspirations of all Jordanians.


Moreover, in a country that values transparency and public participation, effective stakeholder engagement helps identify potential risks and opportunities early in the process. This enables more agile and responsive governance, ensuring that projects and reforms are not only accepted but actively supported by the community. Such engagement enhances the long-term viability and success of reforms, making them more effective and impactful.

Recognizing these principles, our recent training on "Inclusive and Result-Oriented Stakeholder Engagement" for GoJ officials responsible for the implementation of reforms under the Reform Matrix (2018 - 2024) was designed to equip them with the tools and knowledge necessary to engage stakeholders effectively. This training is a vital step in ensuring that the reforms implemented in Jordan are both impactful and sustainable, aligning with the government's commitment to inclusive and equitable development.

## Training Highlights

In the last week of May 2024, we successfully delivered an impactful and transformative three-day training course on "Inclusive and Result-Oriented Stakeholder Engagement," specifically designed for officials of GoJ. This training marks a significant milestone in our continuous efforts to bolster reform management, enhance coordination, and improve the effectiveness of policy implementation in Jordan. It aligns seamlessly with the GoJ's core principles of transparency, collaboration, coordination, engagement, inclusion, and equity.

Over 50 government officials from 22 governmental entities participated in the training. These officials are now equipped with advanced skills and knowledge to systematically engage stakeholders, integrate their feedback into the project and reform lifecycle, maintain transparent communication channels, and promptly address grievances to ensure project and reform success.

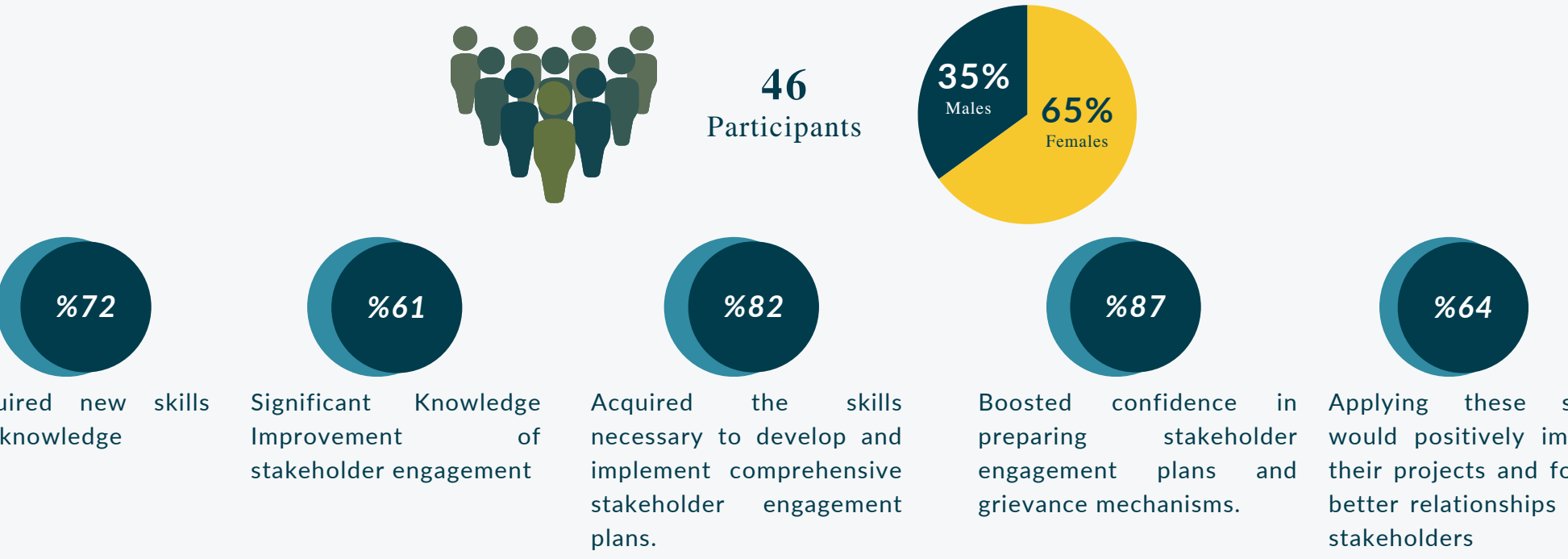


Engaging various stakeholders in the decision-making process is essential for ensuring transparency, accountability, and the sustainability of government reforms. The government is deeply committed to involving all stakeholders in its reform agendas and priorities, including the Economic Modernization Vision, the Public Sector Modernization Roadmap, and the Reform Matrix. This training significantly enhances our ability to conduct strategic stakeholder engagement and underscores the critical importance of thorough documentation.

Mr. Omar Fanek, Director of the Reform Secretariat

## Key Findings from Stakeholder Engagement Training

Several key findings were identified through the pre- and post-evaluation assessments:



This training is a vital component of the "Strengthening Reform Management in Jordan" project, managed by the Reform Secretariat at The Ministry of Planning and International Cooperation (Jordan) in collaboration with The World Bank. It is financed by the Jordan Inclusive Growth and Economic Opportunities Multi-Donor Trust Fund (Jordan Growth MDTF).



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### Continuous Support and Resources

To ensure sustained impact, the training will be followed by continuous support and guidance provided by the Reform Secretariat at the Ministry of Planning and International Cooperation (MoPIC). In addition, a comprehensive training manual has been shared with all trainees and is available online on the Reform Secretariat's website ([in Arabic](#)) for those interested in furthering their understanding of effective stakeholder engagement.

### Voices of Impact: Participant Testimonials on Stakeholder Engagement Training



This training is indispensable, providing vital support to government entities in conducting regulatory impact assessments for all regulations. Stakeholder engagement and e-participation stand as fundamental pillars for effective governance, ensuring the highest quality of legislation.

Mrs. Ghadeer Iskandarani and Mrs. Sawsan Al Majali  
Regulatory Impact Assessment Unit at Prime Ministry



Mr. Zaid Al Khalaileh  
Audit Bureau

It was indeed an enjoyable and fruitful experience. Throughout the training, I gained a deeper understanding of the importance of involving stakeholders in achieving desired outcomes and how to build strong and sustainable relationships with all relevant parties. I would like to acknowledge the effort you put into providing comprehensive training materials and valuable information that help us apply the concepts and tools presented in our work environment.



Mrs. Basma Al Mutlaq  
Government Procurement Department

I truly benefited a lot from this training. It's important and beneficial to apply stakeholder engagement in every project we work on. My thinking horizons and knowledge have expanded.



Mrs. Rania Malkawi  
Audit Bureau

The training has equipped us with invaluable skills in developing stakeholder engagement plans aligning with the World Bank's environmental and social framework and international best practices.



Dr. Raed Al Adwan  
Legislation and Opinion Bureau

Important training program with its valuable information and topics about identifying stakeholders, the purpose of such identification, analysis, and evaluation. In addition to organizing and fostering a spirit of collaboration.



Eng. Marwa "Nicoleta" Salem  
Jordanian Standards and Metrology Organization

Valuable training and contributions. This training greatly boosted morale, whether with the exceptional staff of the Ministry of Planning or with the attendees and their experiences.



Mrs. Esraa Merie  
Central Bank of Jordan

A very interesting, useful and impactful training that we have benefited from and understood perfectly. In short, this training was one of the best courses I attended and understood in my life.

It covered many topics such as preparing a stakeholder matrix, assessing the importance of each stakeholder and their impact on the project, and defining their roles through RACI matrix. My goal now is to apply these concepts to my daily work while dealing with stakeholders in various projects.

Eng. Baraa Al Surdi  
Ministry of Energy and Mineral Resources



[All photos available here](#)

Looking forward to the positive changes this training will bring to the reform processes. Our commitment to continuous improvement and inclusive stakeholder engagement remains strong. We look forward to sharing more success stories and updates on our ongoing initiatives that drive impactful reforms and sustainable development, and growth in Jordan.

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