

**A Study entitled**

# **The Role of Civil Society Institutions in Following Up on the Implementation of the Comprehensive National Plan for Human Rights**

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## Study Abstract

### **The Role of Civil Society Institutions in Following Up on the Implementation of the Comprehensive National Plan for Human Rights**

The study aimed to identify the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights. The present study adopted the quantitative survey research method (questionnaire) and the analytical research method, as both suit the nature and objectives of the study. The study population consisted of the civil society institutions in Jordan, numbering 4,771 institutions, from which a random sample of (150) individuals was drawn.

To achieve the objectives set for the survey, a survey questionnaire was designed in its final form after being tested and reviewed by specialists, and its validity and reliability were verified. The results of the study showed the following:

- The role of civil society institutions in implementing the Comprehensive National Plan for Human Rights was of a medium degree: the dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" was of a medium degree, as were the dimensions "limits of knowledge of the Comprehensive National Plan for Human Rights", "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" and "tools of civil society institutions in following up on and implementing the National Plan for Human Rights".
- There are statistically significant differences on the dimensions: "limits of knowledge of the Comprehensive National Plan for Human Rights", in favour of females; "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males; and "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males.
- The most important obstacles facing civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights were as follows:
- Lack of financial support to complete the implementation of the National Plan for Human Rights.

- Lack of familiarity with the Comprehensive Plan for Human Rights owing to the unavailability of written information.
- The need for good training for members of civil society institutions.
- Lack of cooperation by the local community with civil society institutions.

## **Chapter One: Background and Significance of the Study**

### **Introduction**

In view of the ramifications and multiplicity of human rights, and in keeping with the gradual reform approach pursued by the Kingdom under the leadership of His Majesty King Abdullah II ibn Al-Hussein, may God protect and preserve him, and given that the preparation of this Plan is a precedent at both the national and regional levels, the committee entrusted with preparing the Plan and the working team emanating from it sought to focus on matters that constitute national priorities and are of concern to the broadest segment of citizens, while emphasizing that the Plan is to be adopted as a learning experience to be developed and built upon in the future.

The State is committed to protecting human rights by safeguarding human dignity and the freedoms established by all divine laws, and works to carry out legislative, judicial and executive reforms that guarantee this, taking into account the provisions of the International Bill of Human Rights and the other international charters and conventions issued by the United Nations and ratified by Jordan. The Comprehensive National Plan for Human Rights is a participatory, dialogue-based and consultative approach that reflects national priorities and constitutes a key factor in strengthening the comprehensive reform process and building on what has been achieved towards empowering citizens and protecting their rights and freedoms.

The National Charter provides that respect for human rights, the deepening of the democratic approach, the guarantee of development and the continuity of its balance, and the achievement of administrative efficiency in the Kingdom are fundamental national objectives, which require working towards the unity of the administrative system of the Jordanian State, linking local bodies to the central authorities for purposes of guidance and oversight, and strengthening the social, political and economic structure of the State by reinforcing the concept of local administration in the regions and governorates, so as to provide practical opportunities for the people to exercise their right to manage their own affairs, to ensure continued and documented cooperation between governmental and civil efforts, and to entrench democratic practice and enable citizens to participate and assume responsibility within a framework of balance between rights and duties, [underlining] the importance of citizens' awareness of these rights.

The directive to develop this Plan, and the commitment of the State with all its components to this directive, is clear evidence of a serious will to develop and advance the human rights situation in the Kingdom in a manner that responds to and meets the aspirations of the people of the Kingdom. The adoption of a participatory approach in preparing the Plan, which embodies its title as a comprehensive national plan for human rights, was intended to create a general sense of collective responsibility for its contents and to motivate all the bodies concerned to cooperate to ensure its sound implementation<sup>1</sup>.

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<sup>1</sup>The Comprehensive National Plan for Human Rights for the years 2016–2025, Amman, Jordan.

## Previous Studies

**Study by Musa Shteivi (2011)**<sup>2</sup>. The study aimed to shed light on the role of civil society institutions in the political reform process, the extent of their contribution to that reform, and the obstacles limiting civil society's capacity to contribute to the reform process in the coming phase. The results showed that civil society institutions had made numerous contributions preceding the period of political mobilization, through the programmes they directed and the initiatives they offered in many fields serving the institutions' objectives and achieving their vision, namely political participation, political awareness, institutional capacity-building, the provision of the necessary training, and the holding of seminars, conferences and workshops.

The study also showed that most civil society institutions, particularly in the capital, rely almost entirely on funding from international institutions and some government funding, which may affect the nature of their work and their capacity to form or shape agendas or work priorities linked to actual realities, as these are influenced by the available funding. As to the institutions' relationship with donors, the study showed that some civil society institutions are able to adapt to the conditions and requirements of international donors in the absence of local support, while others have refused support from international institutions, which was evident among emerging political movements.

**Kerr's study (Kerr, 2003)**, prepared by the International Citizenship Education [Study]<sup>3</sup>, examined the attitudes of 14-year-old students in (28) countries. The study pointed to the fact that civic (citizenship) education is a complex process that offers students many opportunities and dimensions inside and outside school, and it showed that many students.

The results of the study pointed to the fact that civic (citizenship) education is a complex process that offers students many opportunities and dimensions inside and outside school. The study also showed that many students know the basic tenets of democracy but still lack in-depth knowledge of its practice, understanding democracy as the act of voting in elections, and concluded that students with greater civic knowledge are more able to participate in political activities and voluntary work, like adults.

In an analytical study on Jordanian political parties and human rights issued by the Jordanian Studies Center<sup>4</sup> of Yarmouk University, it was found that the charters of 13 parties (54%) provided for the right to equality and non-discrimination; these parties spanned the various leftist, nationalist, Islamist and national orientations. The charters of five parties (21%) addressed the principle of equal opportunities, which is close to equality, and seven parties (29%) addressed rights and equality in dignity.

The results of the study showed that civil society institutions working in the field of human rights focus in their activities on the Universal Declaration of Human Rights and on the international conventions on the elimination of all forms of discrimination against women, on the rights of the child and of refugees, and on freedom of expression and respect for the right to one's opinion. The study showed that the groups targeted by these organizations are students, teachers, principals, supervisors, parents and the local community, and that the activities of these associations are lectures, training courses and workshops, the

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<sup>2</sup>The previous reference.

<sup>3</sup>Kerr, David and others (2003). Citizenship and Education at Age 14: A Summary of the International Findings and Preliminary Results for England. [www.nfer.ac.uk/research/project-sumtemp.asp?](http://www.nfer.ac.uk/research/project-sumtemp.asp?)

<sup>4</sup>Nizam Mahmoud Barakat, Jordanian Political Parties and Human Rights, Jordanian Studies Center, Yarmouk University, 1998.

integration of human rights concepts into teaching materials, and advertising campaigns. As an example of these organizations' activities, the Jordanian Society for Human Rights published a book entitled "Learn Your Rights and Teach Them", and the Jordan River Foundation published a booklet entitled "Training of Trainers Manual", in addition to distributing Chapter Two of the Jordanian Constitution on the rights and duties of Jordanians. Most of these associations hold training courses on human rights education for various groups of students and interested persons. As to the subject matter emphasized, the study mentioned the articles of the Universal Declaration of Human Rights, the Convention on the Rights of the Child and the Convention on the Elimination of All Forms of Discrimination against Women, and matters relating to freedom of expression, respect for opinions and differing opinions, tolerance and conflict resolution.

The most important feature distinguishing the present study from previous studies is that it was conducted on civil society organizations, in terms of its subject, population, tools and statistical treatment: the present study addresses the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights, whereas the previous studies shed light on the role of civil society institutions in the political reform process, the extent of their contribution to that reform and the obstacles limiting civil society's capacity to contribute to it, as well as on the extent to which certain human rights concepts are present in school curricula, the reality of human rights education in Jordan, and an analytical study of Jordanian political parties and human rights. This study is also distinguished by having been conducted in Jordan and by addressing the variables of sex and the number of members in civil society organizations, as shown in the chapter on the results of the study, which the other studies did not address. It was also conducted in 2017, and it used two methods together – the quantitative and the qualitative – whereas the previous studies used only one method, either quantitative or qualitative.

## **Problem of the Study**

For the purpose of examining the human rights situation in the Kingdom and identifying strengths, weaknesses, opportunities and challenges, and of arriving at the best ways to reinforce strengths and seize opportunities on the one hand, and to address weaknesses and overcome challenges on the other; and given the role of the National Center for Human Rights in monitoring any violation or shortcoming in this field and contributing to entrenching human rights principles in the Kingdom in both thought and practice; and given that the relations between the authorities and society are governed and regulated by a set of laws and regulations, some of which require amendment to develop them and bring them more into line with international standards and best practices in the protection and promotion of human rights, so as to contribute to improving government performance with regard to human rights in Jordan and to provide greater legal, judicial and administrative protection for human rights, human dignity and fundamental freedoms; and in view of the weak activation of the tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights, the limited cooperation of official institutions with civil society institutions in following up on the implementation of the Plan, the weak activation of the legislation governing the work of civil society institutions and their role in following up on the implementation of the Plan, the lack of qualified personnel to follow up on its implementation, and the weak encouragement of civil society institutions to monitor human rights violations in their areas of work in order to protect human rights – this study was undertaken to identify the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights.

## Objectives of the Study

The Comprehensive National Plan for Human Rights in the Kingdom aims to address the existing shortcomings in legislation, policies and practices in order to advance and improve the human rights situation in a manner consistent with national constants. The present study therefore aims to identify:

1. The role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights in Jordan.
2. The determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights.
3. The limits of knowledge of the Comprehensive National Plan for Human Rights.
4. The effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights.
5. The tools of civil society institutions in following up on and implementing the National Plan for Human Rights.

## Questions of the Study

The study answered the following questions:

**Question One:** What is the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights?

**Question Two:** Are there statistically significant differences in the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the variables of sex and number of members?

**Question Three:** What are the most important obstacles facing civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights?

## Significance of the Study

The Comprehensive National Plan for Human Rights, developed pursuant to Royal directives to the Government, is a genuine methodology for activating the human rights system in Jordan, as it constitutes a set of universal standards guaranteeing individuals a decent standard of living, such that none of them violates the right to life, the right to physical integrity against torture, the right to a fair trial, freedom of expression, freedom of opinion and of the press, or the prohibition of slavery and trafficking. The Comprehensive National Plan for Human Rights is built on sound and clear foundations that enjoy a strong and solid base and constitute a good starting point for activating human rights concepts in Jordan, being characterized by justice, equality and non-discrimination, as well as transparency and accountability. The significance of this study lies in respecting and entrenching the principles of integrity in the implementation of all procedures and activities relating to this Plan and in its embodiment of the essence of human dignity, as it helps to enable human beings to enjoy all the rights attributed to them by law and to achieve justice among people. It also reflects the genuine seriousness of the political authority in Jordan about the importance of institutionalizing the national human rights system and the need to work to advance it, particularly as the Plan addresses all civil, political and social rights and the rights of older persons.

## Definition of Terms

The study includes the following terms:

**The Comprehensive National Plan for Human Rights:** a genuine methodological effort to activate the human rights system in Jordan over the next 10 years, comprising a framework to which the Government is committed in order to achieve a set of main objectives concerning the human rights file. Its content focuses on the pillars of civil, economic and political rights and on the pillar of the groups most vulnerable to violation in society (children and persons with disabilities), and on strengthening the constants and culture of human freedom and dignity in order to complete the building of a society of justice, equality and the rule of law, safeguarding human dignity and protecting public freedoms and citizens' rights in a climate of fraternity, tolerance and compassion among the members of the one great Jordanian family<sup>5</sup>.

The National Plan for Human Rights adopted a specific time frame of ten years, from 2016 to 2025. The Government Coordinator for Human Rights is responsible for developing appropriate mechanisms for evaluating, implementing and following up on the activities set out in the Plan in two respects: first, evaluating the practical aspect of the Plan in terms of implementation, effectiveness and efficiency; and second, evaluating the outputs and results and the extent of their achievement according to objective measurement indicators.

**Civil society institutions:** associations established by a number of persons to champion a common cause. These institutions include non-governmental organizations, trade unions, religious and charitable institutions, professional associations and all charitable-work institutions<sup>6</sup>.

## Chapter Two: Theoretical Framework

### Theoretical Framework

- Part One: The Comprehensive National Plan for Human Rights
  - Section One: The foundations, considerations and principles of the Comprehensive National Plan for Human Rights in Jordan.
  - Section Two: Human rights in the International Bill of Human Rights.
  - Section Three: Human rights in Jordan.
  - Section Four: The core features and values of the National Plan for Human Rights.
- Part Two: Civil Society
  - Section One: The mechanisms of civil society institutions in protecting human rights.
  - Section Two: Civil society in Jordan and its role in implementing the Comprehensive National Plan for Human Rights.

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<sup>5</sup>Jordanian Ministry of Justice, The Comprehensive National Plan for Human Rights, Amman, Jordan.

<sup>6</sup>Ghada Al-Halayqa, Definition of Civil Society Organizations, Amman, Jordan, mawdoo3.com, 2016, published on 14/2/2016.

## **Part One: The Comprehensive National Plan for Human Rights**

### **Section One: The Foundations, Considerations and Principles of the Comprehensive National Plan for Human Rights in Jordan**

With a view to promoting human rights, safeguarding human dignity and fundamental freedoms and providing the means to exercise and enjoy these rights; proceeding from the characteristics of human rights as universal, inherent, interrelated, complementary and indivisible rights; and believing in the need for concerted and complementary efforts to protect and promote them, the Comprehensive National Plan for Human Rights was prepared on the basis of the following foundations, considerations and principles<sup>7</sup>:

- Preserving national security, such that there is no conflict between the requirements of protecting national security and ensuring respect for human rights in accordance with the principles accepted by the international community. Accordingly, measures to combat the crime of terrorism must be regulated so that none of them violates the right to life, the right to physical integrity against torture, the right to a fair trial, freedom of expression, freedom of opinion and of the press, the prohibition of slavery and trafficking, or the principle of legality.
- Respecting and entrenching the principles of integrity in the implementation of all procedures and activities relating to this Plan.
- Transparency and accountability, embodied in the development of executive plans with specific activities and a clear time frame and the adoption of a monitoring and evaluation plan, as well as respect for the right of partners and citizens in general to obtain information on the steps taken to implement the Plan.

### **Section Two: Human Rights in the International Bill of Human Rights**

The Universal Declaration of Human Rights and the two Covenants – the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights – affirm numerous rights, the most important of which are the following<sup>8</sup>:

#### **1- The right to protection of life, physical integrity and honour**

Article 3 of the Universal Declaration of Human Rights provides that everyone has the right to life, liberty and security of person.

Numerous other international conventions also provide for this right and make clear that everyone has the right to life and physical integrity. This right is one of the most important human rights, the right to life being the most precious of rights, followed by the right to the inviolability and integrity of the human body, the prohibition of any infringement of bodily integrity, and the normal functioning of the bodily organs. Positive laws have guaranteed this right and regulated criminal liability for anyone who infringes it; the penal legislator defines the acts that constitute an infringement of this right, including murder, beating and wounding, psychological attacks on feelings such as insults, abuse, contempt and intimidation, and attacks on honour such as rape, indecent assault and indecent exposure.

#### **2- The right to protection of private life and the inviolability of the home**

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<sup>7</sup> National Center for Human Rights, The Comprehensive National Plan for Human Rights 2016–2025, Amman, Jordan.

<sup>8</sup> Nashat Othman Al-Hilali, Human Rights and the Role of International Organizations in Protecting Them, International Center for Future and Strategic Studies, Issue (3), Year One, March 2005, p. 56.

The Universal Declaration of Human Rights provides for this right in its Article (12), and the International Covenant on Civil and Political Rights affirms it in its Article 17, whereby no one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation, and everyone has the right to the protection of the law against such interference or attacks. The most important elements of the right to the inviolability of private life are the home, personal conversations, correspondence, and family and emotional life. The International Bill of Human Rights also guarantees the right of the person not to have his person or home searched except in accordance with the law.

### **3- The right to liberty and security**

Article 1 of the Universal Declaration of Human Rights provides that all human beings are born free and equal in dignity and rights, are endowed with reason and conscience and should act towards one another in a spirit of brotherhood. Article (3) of the Declaration provides for the right of everyone to liberty and security of person, and Article (4) provides that no one shall be held in slavery or servitude, and that slavery shall be prohibited in all its forms.

### **4- Freedom of movement and the right to return to one's country**

The International Bill of Human Rights establishes that everyone has the right to freedom of movement and residence within the borders of each State, and the right to leave any country, including his own, and to return to his country: Article (13) of the Universal Declaration of Human Rights and Article (12) of the International Covenant on Civil and Political Rights.

### **5- The right to democratic practice**

The International Bill of Human Rights grants everyone the right to take part in the government of his country, directly or through freely chosen representatives. It also establishes that the will of the people shall be the basis of the authority of government, and that this will shall be expressed in periodic and genuine elections held by universal and equal suffrage and by secret vote or by equivalent free voting procedures.

### **6- The right to equality**

The Universal Declaration of Human Rights provides in its Article 1 that people are equal in dignity and rights, and states in its Article 2 that everyone is entitled to all rights and freedoms without distinction of any kind, such as race, colour, sex, language, religion, opinion, origin, property, birth or other status. The International Bill of Human Rights also recognizes the right to equality before the law, and a number of international conventions have been adopted to achieve equality, including the International Convention on the Elimination of All Forms of Racial Discrimination, the International Convention on the Suppression and Punishment of the Crime of Apartheid and the Convention on the Elimination of All Forms of Discrimination against Women.

### **7- The right to freedom of opinion and expression**

The Universal Declaration of Human Rights recognizes everyone's right to freedom of opinion and expression, which includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers (Article 18 [sic]). The domestic

legislation of States recognizes and guarantees this right within certain limits and frameworks, which widen or narrow from one State to another.

### **8- The right to education**

Article (26) of the Universal Declaration of Human Rights provides for the right of all human beings to education, establishing that everyone has the right to education, which shall be compulsory and free at least in the elementary and preparatory stages; technical and professional education shall be made generally available, and higher education shall be accessible to all on the basis of merit. It also recommends that education be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms, that it promote understanding, tolerance and friendship among all nations and all racial or religious groups and further the activities of the United Nations for peace, and that parents have the right to choose the kind of education given to their children.

### **9- The right to work**

Article (23) of the Universal Declaration of Human Rights establishes everyone's right to work and the freedom to choose the type of work, under just and favourable conditions, and provides for protection against unemployment. The same right is established by many articles of the two International Covenants, regional charters and international agreements.

### **10- The right to private property**

Article (17) of the Universal Declaration of Human Rights provides for the right of everyone to own property alone as well as in association with others, and establishes that no one shall be arbitrarily deprived of his property.

### **11- The principle of no crime and no punishment without law**

The International Bill of Human Rights establishes that no one shall be held guilty of any penal offence on account of any act or omission which did not constitute a penal offence under national or international law at the time when it was committed, nor shall a heavier penalty be imposed than the one that was applicable at the time the offence was committed.

### **12- The right to the presumption of innocence**

The International Bill of Human Rights presumes every person to be innocent of any charge brought against him until proved guilty in a public trial at which he has had all the guarantees necessary for his defence: Article (11/1) of the Universal Declaration of Human Rights and Article (13/2 [sic]) of the International Covenant on Civil and Political Rights. This right is one of the important guarantees for the individual in general, as it protects him from arbitrary authority and makes him presumed innocent and therefore not obliged to prove his innocence. National laws have followed the International Bill of Human Rights in this regard and consider the accused innocent until proven guilty in a legal trial in which he is guaranteed all the safeguards for his defence.

### **13- The right to justice**

The International Bill of Human Rights regulates this right in Articles (7 and 8) of the Universal Declaration of Human Rights and Article (9) of the International Covenant on Civil and Political Rights.

Article (7) of the Declaration provides that all are equal before the law and entitled to its protection, and Article (8) provides that everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law. Article (10) of the Declaration affirms the independence and immunity of the judiciary, in that trials must take place before an independent and impartial tribunal, and Article (11/1) of the Declaration provides for the right of the accused to defend himself in person or through counsel.

### **Section Three: Human Rights in Jordan**

The Jordanian National Charter, issued in 1991, provides for Jordan's commitment to the principles of human rights and political pluralism. Chapter Two of the Charter defines the Jordanian State as a State of law and political pluralism and a democratic State that is committed to the principle of the rule of law, derives its legitimacy from the will of the people, and is committed to providing legal, judicial and administrative guarantees for the protection of human rights, dignity and freedoms, whose foundations were laid by Islam and which were affirmed by the Universal Declaration of Human Rights. The Charter defines the basic pillars of the State of law as commitment, in the practice of democracy, to the principles and requirements of social justice, and emphasizes that laws in general must respect the citizen's fundamental rights and public freedoms. Among the guarantees provided for in the Charter are the entrenchment of the values of tolerance, objectivity and respect for the beliefs of others; the guarantee of fundamental freedoms for all citizens in a manner that protects the pillars of a democratic society and the rights of the individual and ensures full freedom to express and declare opinions within the framework of the Constitution; and the achievement of equality, justice and equal opportunities among citizens, men and women, without discrimination<sup>9</sup>.

Human rights in Jordan are based on the charters (the Universal Declaration of Human Rights of 1948 and the subsequent international conventions of 1966) and the international conferences addressing human rights in their entirety, rather than adopting only what suits the capacities of human rights workers and activists and leaving aside what they do not want. Those receiving human rights education should not be asked merely to study human rights in a theoretical framework without practising them in their surroundings; the aim of studying human rights should be to encourage learners to act against human rights violations in their own and other countries, that is, to be active through solidarity with individuals who may be subjected to violations at home and abroad, because respect for human rights is linked to all aspects of life in the family, school and workplace. It is therefore necessary for those who teach human rights to be genuine believers in them, and not to treat the subject as an ordinary job like teaching any other university subject. The teaching of human rights should be linked to a broader strategy in society aimed at political socialization linked to political participation, and the teaching of human rights at university should be preceded by its teaching at the secondary and preparatory levels, in order to prepare students to receive a human rights culture, since the individual's knowledge of his rights brings many benefits, including the creation of societies based on respect for human rights, cultural diversity, political participation and national belonging. However, teaching human rights is not enough to claim the existence of a rights culture in society; they must be practised and respected, since the teaching of human rights must be linked to the capacity to work towards their implementation, to developing human sensitivity and

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<sup>9</sup>The National Charter; Suleiman Sweiss, *The Reality of Human Rights Education in Jordan*, World Programme for Human Rights Education, Amman, 2005, p. 13.

to deepening awareness of them. Human rights education must also extend to all stages of university education and higher studies, each stage, of course, to the extent appropriate to the abilities of its students<sup>10</sup>.

All these associations work to spread a culture of human rights in Jordanian society, to teach human rights principles at the various levels of education, to organize courses and educational and awareness seminars, and to promote equality, justice and tolerance among the members of Jordanian society. These associations and centers are based on the philosophy that the greater the legal knowledge and legal awareness, the greater the responsibility and stability in Jordanian society, which strengthens human freedom and dignity and loyalty to the homeland<sup>11</sup>.

#### **Section Four: The Core Features and Values of the National Plan for Human Rights**

The core values of the National Plan for Human Rights: on the basis of the foregoing pillars, proceeding from the characteristics of human rights as universal, inherent, interrelated, complementary and indivisible rights, and believing in the need for concerted and complementary efforts to protect and promote them, the Comprehensive National Plan for Human Rights was prepared on the basis of the following foundations, considerations and principles<sup>12</sup>:

- Preserving national security, such that there is no conflict between the requirements of protecting national security and ensuring respect for human rights in accordance with the principles accepted by the international community. Accordingly, measures to combat the crime of terrorism must be regulated so that none of them violates the right to life, the right to physical integrity against torture, the right to a fair trial, freedom of expression, freedom of opinion and of the press, the prohibition of slavery and trafficking, or the principle of legality.
- Respecting and entrenching the principles of integrity in the implementation of all procedures and activities relating to this Plan.
- Transparency and accountability, embodied in the development of executive plans with specific activities and a clear time frame and the adoption of a monitoring and evaluation plan, as well as respect for the right of partners and citizens in general to obtain information on the steps taken to implement the Plan.

### **Part Two: Civil Society**

Civil society is defined as the set of organizations that arise from the free will of their members and fill the public space between the family, the market and the State, with the aim of serving an interest or a cause or expressing shared sentiments in an organized manner that respects the right of others to do the same<sup>13</sup>.

The Encyclopedia of Democracy defines civil society as "a particular pattern of relations between the State and social formations such as the family, business organizations, and groupings and movements that

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<sup>10</sup> Ahmad Saeed Nofal, Teaching Human Rights in Universities and Jordanian Society, Amman, Jordan.

<sup>11</sup> The previous reference.

<sup>12</sup> National Center for Human Rights, The Comprehensive National Plan for Human Rights 2016–2025, Amman, Jordan.

<sup>13</sup> Saad Eddin Ibrahim, The Process of Democratic Transformation in Egypt 1983–1993, Studies Series of the Project on Civil Society and Democratic Transformation in the Arab World (Cairo: Ibn Khaldun Center for Development Studies in association with Dar Al-Amin for Publishing and Distribution, 1995).

operate independently of the State. This particular pattern of relations exists in various political systems, and the existence of certain requirements of civil society is necessary for the establishment of democratic systems; civil society also plays an important role in the transition from authoritarian and totalitarian systems to democratic systems"<sup>14</sup>.

### **Non-governmental organizations**

Among the common definitions of non-governmental organizations is that of the World Bank, which defines them as including a wide variety of groups and institutions that are entirely or largely independent of government and that have primarily humanitarian or cooperative rather than commercial objectives. The United Nations defines a non-governmental organization as a not-for-profit organization whose members are citizens or groups of citizens belonging to one or more communities, whose activities are determined by the collective will of the members in response to the needs of one or more of the communities with which the non-governmental organization cooperates<sup>15</sup>.

The United Nations defines non-governmental organizations as "not-for-profit, voluntary citizens' groups organized on a local, national or international level, task-oriented and driven by people with a common interest, which perform a variety of service and humanitarian functions, bring citizens' concerns to governments, monitor policies and encourage political participation at the community level"<sup>16</sup>.

Shahida Al-Baz<sup>17</sup> defines them as organizations that enjoy a minimum degree of institutionalization, so that they do not take the form of temporary activity; that do not seek profit and, if they make a profit, direct it to the purpose for which they were established; that enjoy relative independence from the State and manage their activities themselves; and that are not linked to political parties and do not seek to gain power – although this does not preclude their performing political functions, such as supporting women's political participation, for example.

Amani Kandil<sup>18</sup>, for her part, considers that the term "non-governmental organizations" is not the only expression or term describing this phenomenon. There are multiple and differing terms describing non-governmental organizations, and there are also multiple and differing terms describing the sector that encompasses them, each focusing on a particular dimension, feature or reality of these organizations.

The concept of non-governmental organizations is that they are organizations that are voluntary to some extent; that do not distribute profits to their board of directors or members; that do not seek profit; that are self-governing; that have a formal organized structure; that are largely private and thus independent of government; and that are non-political in the sense that their activities are not subject to a political

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<sup>14</sup>Saad Eddin Ibrahim, *The Third Wave of Democracy: Democratic Transformation in the Late Twentieth Century*, translated by Abdel Wahab Aloub, with an analytical introduction, Cairo: Dar Suad Al-Sabah (1993).

<sup>15</sup>Hasanein Tawfiq Ibrahim, *Building Civil Society: Quantitative and Qualitative Indicators*, intellectual symposium of the Centre for Arab Unity Studies.

<sup>16</sup>Hasanein Tawfiq Ibrahim, *Building Civil Society: Quantitative and Qualitative Indicators*, intellectual symposium of the Centre for Arab Unity Studies.

<sup>17</sup>The previous reference.

<sup>18</sup>Amani Kandil, *Civil Associations, Culture and Political Socialization in Egypt: A Reading of Social and Political History*, paper presented to the Seventh Annual Conference on Political Research: Political Culture in Egypt between Continuity and Change, Cairo: Center for Political Research and Studies, Faculty of Economics and Political Science, 4–7 December 1993, pp. 3–4.

candidate or political party, although they may adopt political objectives such as supporting democracy and respect for human rights<sup>19</sup>.

### **The concept of civil (community) associations (organizations)**

Moving from the general (civil society) to the particular (non-governmental organizations) to the more specific (civil associations/organizations), the features of civil associations – sometimes known in this context as private voluntary organizations – may be identified as follows<sup>20</sup>:

1. They are organizations with institutional features and bylaws regulating their work and defining their fields of activity and the membership of individuals; in this respect they differ from the Sufi orders, which historically preceded them, dating back to the second century AH, whereas civil associations in Egypt date back to the late nineteenth century AD.
2. They are voluntary organizations arising from popular initiatives, and therefore reflect cultural, social, economic and, at times, political community demands and needs.
3. They are not-for-profit organizations, even if they provide services for a fee, since the fee covers the cost of the service, and any return is not distributed to the members of the association or its board of directors but is directed towards supporting its activities.
4. The associations adopt cultural, social, economic or political objectives; they may therefore be active in one or several fields at the same time, according to the nature of their governing bylaws.
5. Associations are subject to a law regulating their formation and establishment and to the supervision of a specific administrative body; this law addresses the details of the associations' relationship with the State.

### **Functions of civil society**

In general, civil society seeks to achieve the following functions and objectives:

- a) **Achieving order and discipline in society:** civil society is a tool for exercising oversight over the power of government and regulating behaviour. Every organization or association has a set of rules concerning the rights and duties incumbent on the individual by virtue of joining it, and members' compliance with these rules is a condition of their admission to and continued membership of the organization.
- b) **Achieving democracy:** through civil society, individuals express their opinions freely and participate voluntarily in public life and in the political sphere; this means achieving democratic practice through the organizations and associations that make up civil society. The individual's participation within the organization in exercising democratic rights – such as entering into dialogue with other members and competing for leadership by standing as a candidate and voting in the elections held within it – becomes a way in which the individual learns the principles of democratic behaviour at the level of the small group to which he belongs, so that he may later practise it with the same enthusiasm and positivity at the level of society as a whole.

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<sup>19</sup>Wael Ahmad Allam, *The International Status of Non-Governmental Organizations at the United Nations*, 1997 edition.

<sup>20</sup>Amani Kandil, *Civil Associations, Culture and Political Socialization in Egypt: A Reading of Social and Political History*, paper presented to the Seventh Annual Conference on Political Research: Political Culture in Egypt between Continuity and Change, Cairo: Center for Political Research and Studies, Faculty of Economics and Political Science, 4–7 December 1993, pp. 3–4.

- c) **Political and social socialization:** this function reflects civil society's ability to contribute to building or rebuilding society by instilling a set of values and principles in the members of its associations and organizations, foremost among which are loyalty, belonging, cooperation, solidarity, readiness to assume responsibility, taking the initiative in positive action, and concern and enthusiasm for the public affairs of society as a whole, beyond private concerns and personal interests.
- d) **Meeting needs and protecting rights:** civil society seeks to defend human rights, including freedom of expression, assembly and organization, the establishment of or membership in associations, the right to equality, participation in elections, freedom of voting, and dialogue and public debate on various issues. Society is the refuge to which individuals turn for protection from the tyranny of the State or the exploitation of the market; both the State and the market may, by their actions, threaten human rights and freedoms and practise oppression and exploitation against the vulnerable groups of society, which find no refuge other than civil society and its organizations to put pressure on the government to respect those rights and stop infringing them, or to put pressure on market forces such as producers, traders and business owners – for example, trade unions and consumer protection associations.
- e) **Mediation and conciliation:** civil society is the link between rulers and the ruled, providing channels of communication and conveying the objectives and wishes of the government and citizens peacefully. The benefit of civil society here lies in receiving citizens' demands and conveying them to the government, which contributes to achieving social balance in the State.
- f) **Providing services and helping those in need:** in addition to defending the rights and interests of individuals, civil society organizations also extend help and assistance to those in need and to vulnerable groups on the margins of society. The forms of assistance vary and may be financial or take the form of services, for example building schools or hospitals to provide education or treatment free of charge or at nominal prices; providing aid to widows, orphans, victims of disasters, persons with disabilities, refugees and prisoners' families by establishing rehabilitation and social care centers; funding small projects to support families without a breadwinner; or holding training courses to raise skills, such as teaching girls dressmaking.
- g) **Achieving comprehensive development:** the prevailing trend in achieving development today is what is known as "participatory development", since past development experiences were imposed by government on the governed without involving them, whereas other cases have shown that the participation of grassroots levels is the best guarantee of success. The problem of development therefore lies not in a shortage of financial resources but in how those resources are managed and used, which in turn depends on the nature and quality of the people who use them. Real investment must therefore be made in human wealth, not merely in material wealth, and here the importance of civil society in undertaking this kind of investment becomes clear: through its organizations, the skills and capacities of individual members are developed in a way that reduces the burden on government, as civil society institutions become partners of government in implementing comprehensive development programmes and plans in their various economic, social, cultural and human aspects, receiving support and backing from government to perform this role.

### **Section One: The Mechanisms of Civil Society Institutions in Protecting Human Rights**

There is a close relationship between civil society institutions and human rights, since civil society institutions work to protect human rights and the related fundamental freedoms and to put pressure on

governments to achieve this. Civil society institutions are a link between the State on the one hand and individuals on the other, and the existence of such non-governmental institutions is undoubtedly evidence of a state of pluralism and democracy, which constitute the most important pillars of human rights. The close link between civil society institutions and human rights is confirmed by the provision of the Universal Declaration of Human Rights that "everyone has the right to form and to join trade unions for the protection of his interests". There is no doubt that the guarantee and protection of human rights are achieved not only through constitutional and judicial guarantees, but also through the existence of active and influential civil society institutions that defend human rights and work to protect and promote them, in addition to their role in spreading awareness of the culture and values of human rights<sup>21</sup>.

Civil society institutions play an important role in protecting human rights, since such protection is part of a basic task performed by civil society institutions concerned with human rights, aimed at protecting human rights from violation or confiscation through observation and monitoring, fact-finding, investigations and reporting, caring for victims of violations, and other mechanisms that seek to mobilize support and to bring laws and policies into line with the International Bill of Human Rights. The process of protecting human rights aims to support and stand by victims, inform and mobilize public opinion, influence decision-makers, monitor the application of the law, and broaden the base of supporters for spreading a culture of human rights and for protecting and respecting them<sup>22</sup>.

Civil society institutions also publish their reports on human rights violations at the global level in order to expose the practices of certain States that constitute gross and flagrant violations of human rights. It goes without saying that the publication of such reports affects the moral and political standing of States at the international level, which in turn spurs States and others to respect, promote and guarantee human rights for their citizens and others in order to preserve their political and moral reputation<sup>23</sup>.

The protection mechanisms used by civil society institutions to protect and promote human rights take various forms, consisting of oversight and advocacy mechanisms, as follows:

### **1- Oversight mechanisms of civil society institutions**

The oversight exercised by civil society institutions working in the field of human rights is an effective element for demonstrating the quality of their performance of the tasks entrusted to them, and it also contributes to the development of their tools.

From this standpoint, civil society institutions, in their efforts to monitor human rights conditions, sometimes resort to exposing violations as a weapon they possess and use against governments that violate or confiscate human rights. The reports submitted by civil society institutions and the fact-finding missions they carry out play an important role in drawing global attention to the human rights situation prevailing in a State<sup>24</sup>.

### **2- Monitoring and documenting human rights violations**

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<sup>21</sup>Jadallah, Rania Fouad Abdul Hakim (2015). *The Role of Civil Society Institutions in Protecting the Rights of Refugees*, Doha.

<sup>22</sup>Ahmad Al-Rashidi, *Human Rights: A Comparative Study in Theory and Practice*, 1st ed., 2006.

<sup>23</sup>The previous reference.

<sup>24</sup>Hilali, Sherif (2013). *Monitoring and Documentation Skills*.

Monitoring describes the active collection, verification and immediate use of information to address human rights problems. Human rights monitoring includes gathering information about incidents, observing events such as elections, trials and demonstrations, visiting sites such as places of detention and refugee camps, holding discussions with government authorities to obtain information and pursue remedies, and other immediate follow-up action. The term includes evaluative activities at United Nations headquarters or the central office of the operation, as well as first-hand fact-gathering and other work in the field. Monitoring is also characterized by a temporal dimension, as it generally takes place over a protracted period of time<sup>25</sup>.

In this respect, civil society institutions play a basic and active role in monitoring and documenting human rights violations. These institutions are fully qualified to carry out careful monitoring of human rights conditions through their members, who are mostly trained field researchers capable of monitoring violations as they occur. These institutions are distinguished by their ability to gain direct access to violations, to contact victims easily and to build strong relationships between the victim and the body defending him.

### **3- International non-governmental organizations as a mechanism for protecting human rights**

Non-governmental organizations are the cornerstone of the promotion and protection of human rights everywhere in the world. They influence the discussions, decisions and actions of the various United Nations human rights treaty bodies and special procedures, and provide them with information on country situations in general or on specific cases, which enriches the work of these bodies in monitoring situations and making specific recommendations to countries<sup>26</sup>.

Non-governmental organizations also work to raise awareness, exchange information, conduct research and analysis, and mobilize people around the United Nations human rights mechanisms. Civil society and field organizations play a complementary role, being able to provide information to the Office of the High Commissioner for Human Rights, the mechanisms, the special procedures and the complaint procedures, and to be a voice present in the Human Rights Council. The information provided by non-governmental organizations is extremely important, as it is often the voice of victims of human rights violations or of vulnerable or marginalized groups. In countries where the Office of the High Commissioner for Human Rights has field offices, non-governmental organizations contribute by providing information and implementing national or regional projects<sup>27</sup>.

Many non-governmental organizations provide training and carry out human rights education programmes, follow up and monitor compliance with the recommendations of the bodies, mechanisms and special procedures, and have recently contributed to the Universal Periodic Review (UPR). When a country submits a periodic report to one of the bodies or mechanisms, non-governmental organizations may submit their own report to the members of the committee considering the report; this report is usually called a "shadow report". Non-governmental organizations may also present their reports to the committee and attend the sessions reviewing country reports, which are public and recorded. As stated in the article

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<sup>25</sup> Hilali, Sherif. *Monitoring and Documentation Skills* (2013).

<sup>26</sup> Saeed Salem Juwaili, *Non-Governmental Organizations in the International Legal System*, Dar Al-Nahda Al-Arabiya, 2002–2003 edition.

<sup>27</sup> Ali Al-Sawi, *Non-Governmental Organizations and Democratic Transformation in the Arab World*, *Arab Affairs Journal*, Issue (75), September 1993.

in this issue of the journal on the Universal Periodic Review (UPR), non-governmental organizations are permitted to provide information, participate in national consultations, and monitor and attend the review of States during the period leading up to the adoption of the final report<sup>28</sup>.

## **Section Two: Civil Society in Jordan and its Role in Implementing the Comprehensive National Plan for Human Rights**

The beginning of the twenty-first century witnessed the maturing of the role of civil society institutions in monitoring States' compliance with international human rights conventions. The greatest development in the role of these institutions in this field was the granting to them of the right to submit so-called shadow reports, parallel to the reports submitted by States. Civil society organizations consist of the bodies known as secondary institutions, such as civil associations, professional associations and trade unions, business companies, chambers of commerce and industry, charitable institutions and civil associations, voluntary bodies, human rights associations, women's rights associations, sports clubs, consumer protection associations and similar voluntary institutions. The scope of civil society is thus confined to non-governmental institutions and organizations whose activities are based on voluntary work; it is a society largely independent of State supervision.

In 1989, Jordan witnessed a historic transformation, represented by the lifting of martial law, the restoration of parliamentary life and the entry into a phase of political openness, which contributed to a reconsideration of the presence of civil society. This phase saw the emergence of a new relationship between the State and civil society; opposition political parties regained their legitimacy and contributed to the growth and flourishing of civil society with less government intervention, and they were registered anew following the issuance of a law regulating their work. The Government involved civil society in the National Charter Committee in 1991, which contributed to presenting the national vision for the future of the Jordanian State; civil institutions working in the fields of human rights, democracy, studies and research were established; the phase of government openness towards civil society began to emerge more clearly; and a climate of cautiously positive relations prevailed between the two sides<sup>29</sup>.

Jordan's cultural, economic, political and social openness to the world and its rapid integration into globalization now require the State to reshape its relationship with civil society and to review and update the laws and legislation regulating the work of civil society and framing its various activities, with a view to enabling civil society to play its role in the process of sustainable development<sup>30</sup>.

A partnership between the State and civil society is a necessity dictated by their real interconnection by virtue of geography and politics, since both operate within the same geographical scope, and political considerations lead both to seek a better society, namely a society of justice, equality and the rule of law. The State and civil society are inseparable and interconnected: the State derives its values, forces and policies from civil society, while the State is the container and framework that embraces and frames the movement of society. Where there is harmony and dynamism between the State and civil society, democracy becomes entrenched, as civil society undertakes the task of expressing, articulating and

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<sup>28</sup>Adnan Abdul Hamid Al-Qurashi et al., *Civil Society in the GCC States: Its Concepts, Institutions and Expected Roles*, Social and Labour Studies Series (43), published by the Executive Bureau of the Council of Ministers of Labour and Social Affairs of the Gulf Cooperation Council States, 1st ed., 2006.

<sup>29</sup>Mohammad Al-Jribei', *Civil Society and the Jordanian State: Moving from Scepticism to Participation and Trust*, Amman, Jordan.

<sup>30</sup>Hani Hourani et al., previously cited reference.

presenting the interests of society to government institutions, which in turn transform them into decisions and public policies<sup>31</sup>.

There has been a radical transformation in the relationship between civil society and the State, which has contributed greatly to bringing the State closer to civil society. Anyone following the speeches of His Majesty King Abdullah II, the Royal letters of designation to governments and their plans, and the discourse of the legislative institution will find constant reference to civil society and its role in managing the affairs of the State as a basic partner. This has given civil society freedom, mobility and the capacity to take initiatives, although there is a disparity in freedom of movement between civil society institutions working in the fields of democracy, human rights and political participation and those working in the field of social and voluntary work<sup>32</sup>.

Several organizations concerned with human rights have emerged in Jordan, ranging from national institutions to parliamentary committees and non-governmental human rights organizations. The most important of these national institutions is the "National Center for Human Rights", which began its activities in June 2003 following its establishment by Royal Decree, in order to promote human rights principles in the Kingdom and entrench their culture in thought and practice, and to ensure non-discrimination among citizens. Its competences include reviewing legislation, examining complaints relating to human rights, and addressing any abuses or violations by settling them or referring them to the executive or legislative authority or the competent judicial authority in order to stop them and remove their effects. Although the Center is semi-official, it plays an important role in promoting a culture of human rights and monitoring human rights violations in Jordan, conducting awareness and education campaigns in this field, providing advice and recommendations, considering the complaints submitted to it, and promoting the democratic approach in order to build an integrated and balanced model based on the dissemination of freedoms, the guarantee of political pluralism and respect for the rule of law. To achieve these objectives, the Center works to verify respect for human rights in Jordan and to address abuses or any violations; it also teaches human rights principles in universities and schools, conducts legal and political studies and research on human rights, and holds seminars and lectures and organizes training courses and educational and awareness workshops in Jordanian schools and universities. Since human rights education is among the Center's concerns, it has established special units for human rights education and awareness to carry out their work among students in universities and schools<sup>33</sup>.

In addition to the National Center for Human Rights, there are several civil society centers and associations active in the field of human rights in Jordan, which spread humanitarian culture, entrench the principles of freedom, democracy and human rights, provide a platform for human rights activists, implement programmes and organize training courses, workshops and lectures, examine and address the causes of setbacks to freedoms and human rights in Jordan, and support civil society organizations specializing in human rights. These institutions include the Jordanian Commission for Humanitarian Culture, the Jordanian Society for Human Rights, the Mizan Center, the Adaleh Center and the Amman Center for Human Rights Studies (1999). Non-governmental organizations working in the field of human rights cover a wide range of concerns: some have a general mandate covering both promotion and

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<sup>31</sup>Sawsan Al-Tawil, *The Vision of the Ministry of Political Development and its Experience of Partnership with Parties and Civil Society*, Al-Urdun Al-Jadid Research Center, Study Days, Third Report, 2008.

<sup>32</sup>Hani Hourani et al., previously cited reference.

<sup>33</sup>National Center for Human Rights, *Introductory Booklet on the Center*, Amman, 2005.

protection, such as the "Arab Organization for Human Rights in Jordan" (1987) and the "Jordanian Society for Human Rights" (1996); some specialize in promoting human rights alone, such as the "Arab Training Center for Human Rights" (1998), the "National Society for Freedom and the Democratic Approach (JUND)" (1993) and the "Center for Defending Freedom of Journalists" (1999); and some specialize in supporting the rights of the groups most in need of support, such as women and children, for example the "Sisterhood Is Global Institute in Jordan" (1998)<sup>34</sup>.

Civil society in Jordan has occupied a prominent position over the past two decades, having begun to play new roles as a partner of the government and the private sector in confronting the economic and social problems sweeping the country. Civil society organizations play an essential role in achieving sustainable development and in increasing recognition of the important role of national institutions in promoting, protecting and monitoring the implementation of human rights. Cooperation between national institutions and civil society organizations provides an important opportunity to entrench a culture of human rights within the State and to ensure that national institutions are ready to promote, protect and monitor the implementation of human rights; wherever such partnerships have been strong, positive steps have been taken in the promotion and protection of human rights<sup>35</sup>.

Civil society organizations play important roles in the public arena, working to achieve harmony in the context of public dialogue on sensitive issues such as citizenship, and submitting proposals to develop the laws on the rights of assembly, association and expression, as well as the electoral system. Other actors, such as academic institutions, contribute to building national institutions by providing theoretical and technical capacities in dealing with human rights issues and supporting the capacity to produce evidence-based research, while actors such as parliaments serve as an oversight mechanism, in addition to creating domestic legal frameworks<sup>36</sup>.

Civil society institutions made numerous contributions preceding the period of political mobilization, through the programmes they directed and the initiatives they offered in many fields serving the institutions' objectives and achieving their vision, namely political participation and political awareness, as well as institutional capacity-building, the provision of the necessary training, and the holding of seminars, conferences and workshops. During the period of democratic transformation in Jordan, specifically in 2011, civil society institutions focused their work on topical issues, as reflected in the subjects in which they engaged, and they had a fairly good impact despite the challenges they faced, whether internal or external. The subjects on which the institutions worked centred on political reforms, through submitting proposals for laws and discussing some of them, as well as on strengthening the role of young people and women in participation and expression of opinion, and on issues relating to the achievement of the rule of law and the fight against corruption<sup>37</sup>.

The report issued by Al-Hayat Center ("Rased") showed that (11.9%) of the activities of the Comprehensive National Plan for Human Rights had been fully completed within two years, (5.7%) partially, and (46.4%) to a limited degree, while (36%) of the Plan remained unimplemented. The report

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<sup>34</sup>United Nations Development Programme (UNDP), *The Human Rights Situation in the Arab States*, 2004.

<sup>35</sup>Arab Renaissance for Democracy and Development (ARDD), *The Impact of Jordanian Civil Society on National and Regional Policies*, 2016, <https://ardd-jo.org>

<sup>36</sup>The previous reference.

<sup>37</sup>Musa Shteiri, *The Role of Civil Society Institutions in Political Reform in Jordan*, Center for Strategic Studies, University of Jordan, Amman, Jordan, 2011.

concluded that, overall, (16.6%) of the content of the Comprehensive National Plan for Human Rights had been achieved, noting that "(15%) of the Plan's activities were fully achieved, an achievement to the credit of the bodies responsible for implementing the Plan". The report indicated that "the Plan contains three main pillars, under which fall (17) objectives and (64) sub-objectives, from which (224) sub-activities emanate, distributed across the objectives of the Plan, (69%) of which were to be implemented during the two years 2016–2017". It also showed that of the (62) laws included in the Plan for amendment, (20) had been amended, (7) were still at the draft or bill stage, and 35 laws remained without action. The report noted that "the Government is open to all the recommendations and observations it receives and to taking them into account and working to address, improve and develop them in a manner that strengthens the human rights system in Jordan, which has become a model in the region"<sup>38</sup>.

## **Chapter Three: Method and Procedures**

### **Methodology of the Study**

The present study adopted the quantitative survey research method, developing a study instrument (questionnaire) to identify the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights, and the analytical research method to identify the obstacles facing civil society institutions in following up on the implementation of the Plan, as both suit the nature and objectives of this study.

### **Study Population and Sample**

The study population consisted of civil society organizations, numbering (4,771) institutions in Jordan<sup>39</sup>, from which a random sample of (150) individuals was drawn.

### **Study Instrument**

To achieve the objectives set for the survey, a survey questionnaire was designed in its final form after being tested and reviewed by specialists. To verify the validity of the study instrument, it was presented to a group of specialist referees at Jordanian universities to give their opinions, observations and suggestions on the questionnaire items in terms of their suitability to the subject of the study and their relevance to the domain in which they were placed.

### **Reliability of the Instrument**

The reliability of the study instrument was verified by two methods: test–retest reliability, by applying the instrument to a pilot sample of (25) respondents from outside the study sample and re-applying it two weeks later, with the Pearson correlation coefficient ranging between (0.79) and (0.89); and internal consistency, calculated using Cronbach's alpha, which ranged between (0.84) and (0.90). All these values are appropriate for the purposes of the present study.

### **Table (1): Correlation coefficients (Pearson) and internal consistency (Cronbach's alpha)**

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<sup>38</sup> Al-Hayat Center for Civil Society Development ("Rased"), Report on the Achievement of the Contents of the National Plan for Human Rights in Jordan, published on Tuesday, 28 November 2017.

<sup>39</sup> Mohammad Al-Jribei', Civil Society and the Jordanian State: Moving from Scepticism to Participation and Trust, Amman, Jordan.

| No.          | Dimension                                                                                                                        | Pearson correlation | Cronbach's alpha |
|--------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------|
| 3            | Determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights  | 0.86                | 0.90             |
| 1            | Limits of knowledge of the Comprehensive National Plan for Human Rights                                                          | 0.87                | 0.84             |
| 4            | Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | 0.79                | 0.88             |
| 2            | Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | 0.88                | 0.85             |
| <b>Total</b> |                                                                                                                                  | <b>0.89</b>         |                  |

## Procedures of the Study

- The study instrument was developed, and indicators of its validity and reliability were derived.
- The study population and sample were determined.
- Statistics on the numbers of civil society institutions in Jordan were obtained.
- The questionnaires were distributed to members of civil society institutions in Jordan, then retrieved and entered into the computer for analysis.
- The gradation of the scale used in the study instrument and the values of the arithmetic means obtained were taken into account, and the following formula was used to judge the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights:

$$\text{Class length} = (\text{upper limit of the scale} - \text{lower limit of the scale}) \div \text{number of classes} = (5 - 1) \div 3 = 1.33$$

The classes are therefore as follows:

| Range       | Degree |
|-------------|--------|
| 1 – 2.33    | Low    |
| 2.34 – 3.67 | Medium |
| 3.68 – 5.00 | High   |

## Statistical Treatment

The following statistical methods were used:

- To answer the first question of the study, arithmetic means, standard deviations and ranks were used.
- To answer the second question of the study, the t-test, one-way analysis of variance (One Way ANOVA) and Scheffé's test were used to identify differences.

- To answer the third question of the study, frequencies were used to answer the question on obstacles.
- The Pearson correlation coefficient was used to establish the reliability of the study instrument, and Cronbach's alpha was used to establish the instrument's internal consistency coefficient.

## Chapter Four: Results of the Study

This chapter presents the results of the study as follows:

### Question One: How effective is the role of civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights?

To answer this question, the arithmetic means and standard deviations of the degree of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights were calculated.

**Table (2): Arithmetic means and standard deviations of the effectiveness of the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights, in descending order**

| No.          | Dimension                                                                                                                        | Mean        | Standard deviation | Rank | Degree        |
|--------------|----------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------|------|---------------|
| 3            | Determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights  | 3.15        | 0.58               | 1    | Medium        |
| 1            | Limits of knowledge of the Comprehensive National Plan for Human Rights                                                          | 2.90        | 0.63               | 2    | Medium        |
| 4            | Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | 2.78        | 0.69               | 3    | Medium        |
| 2            | Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | 2.71        | 0.59               | 4    | Medium        |
| <b>Total</b> |                                                                                                                                  | <b>2.85</b> | <b>0.49</b>        |      | <b>Medium</b> |

It is noted from Table (2) that the degree of effectiveness of civil society institutions in implementing the Comprehensive National Plan for Human Rights was medium, with an arithmetic mean of (2.85) and a standard deviation of (0.49), and all the dimensions fell within the medium degree. The dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" ranked first, with an arithmetic mean of (3.15) and a high [sic] degree, while the dimension "tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights" ranked last, with an arithmetic mean of (2.71), a standard deviation of (0.59) and a medium degree.

The arithmetic means and standard deviations of the items of each dimension are presented below.

**First: The dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights"**

The arithmetic means and standard deviations of the items of this dimension were calculated, as shown in Table (3).

**Table (3): Arithmetic means and standard deviations of the items of the dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in descending order**

| No.          | Items                                                                                                                                                                                                | Mean        | Standard deviation | Rank | Degree        |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------|------|---------------|
| 17           | Lack of cooperation by official institutions with civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights.                              | 3.29        | 0.74               | 1    | Medium        |
| 19           | Lack of coordination among civil society institutions limits their ability to follow up on the Comprehensive National Plan for Human Rights.                                                         | 3.21        | 0.75               | 2    | Medium        |
| 16           | The legislation regulating the work of civil society institutions limits their role in following up on the implementation of the Comprehensive National Plan for Human Rights.                       | 3.11        | 0.75               | 3    | Medium        |
| 18           | Civil society institutions are not familiar with the pillars of the Comprehensive National Plan for Human Rights.                                                                                    | 3.09        | 0.79               | 4    | Medium        |
| 20           | Individuals' lack of confidence in the ability of civil society institutions to bring about change limits their follow-up of the implementation of the Comprehensive National Plan for Human Rights. | 3.05        | 0.84               |      | Medium        |
| <b>Total</b> |                                                                                                                                                                                                      | <b>3.15</b> | <b>0.58</b>        |      | <b>Medium</b> |

It is noted from Table (3) that the degree to which civil society institutions practise the items of the dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" was medium, with an arithmetic mean of (3.15) and a standard deviation of (0.58), and all items were of a high [sic] degree. Item (17), "lack of cooperation by official institutions with civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights", ranked first, with an arithmetic mean of (3.29) and a standard deviation of (0.74), while item (20), "individuals' lack of confidence in the ability of civil society institutions to bring about change limits their follow-up of the implementation of the Comprehensive National Plan for Human Rights", ranked last, with an arithmetic mean of (3.05) and a standard deviation of (0.58) [sic – 0.84 in the table].

This result may be attributed to other organizations providing training on documentation from a gender perspective in order to ensure that violations are highlighted, and making recommendations that would provide avenues of protection for human rights. It may also be attributed to the very pivotal role played by civil society organizations in protecting human rights: they document violations, advocate at the local and international levels, and provide legal, psychological and medical support.

## Second: The dimension "limits of knowledge of the Comprehensive National Plan for Human Rights"

The arithmetic means and standard deviations of the items of this dimension were calculated, as shown in Table (4).

**Table (4): Arithmetic means and standard deviations of the items of the dimension "limits of knowledge of the Comprehensive National Plan for Human Rights", in descending order**

| No.          | Items                                                                                                           | Mean        | Standard deviation | Rank | Degree        |
|--------------|-----------------------------------------------------------------------------------------------------------------|-------------|--------------------|------|---------------|
| 1            | My institution is concerned with following up on human rights issues.                                           | 3.15        | 0.78               | 1    | Medium        |
| 2            | The members of the organization to which I belong understand the concept of human rights.                       | 3.13        | 0.68               | 2    | Medium        |
| 3            | My institution is familiar with the Comprehensive National Plan for Human Rights.                               | 2.95        | 0.82               | 3    | Medium        |
| 4            | My institution participated in preparing the Comprehensive National Plan for Human Rights.                      | 2.64        | 0.91               | 4    | Medium        |
| 5            | My institution has organized events related to the pillars of the Comprehensive National Plan for Human Rights. | 2.64        | 0.86               | 5    | Medium        |
| <b>Total</b> |                                                                                                                 | <b>2.90</b> | <b>0.63</b>        |      | <b>Medium</b> |

It is noted from Table (4) that the degree to which civil society institutions practise the items of the dimension "limits of knowledge of the Comprehensive National Plan for Human Rights" was medium, with an arithmetic mean of (2.90) and a standard deviation of (0.63), and the items fell within the high and medium degrees. Item (1), "my institution is concerned with following up on human rights issues", ranked first, with an arithmetic mean of (3.15) and a standard deviation of (0.78), while item (5), "my institution has organized events related to the pillars of the Comprehensive National Plan for Human Rights", ranked last, with an arithmetic mean of (2.64) and a standard deviation of (0.86).

This may be attributed to the fact that the effort made in preparing the Human Rights Plan is respected: the Plan sets out a number of basic objectives, such as protecting the right to life and physical integrity, strengthening and entrenching the institutional independence of the judiciary, strengthening fair trial guarantees, the rights to nationality, residence, asylum and movement, promoting and protecting the right to freedom of opinion and expression, and protecting the right to peaceful assembly and to form and join parties, associations and trade unions, in addition to other main objectives emanating from basic pillars. It has identified the objectives to be worked on, the implementing bodies and the measurement indicators; in fact, adherence to these objectives, their development in consultation with the relevant actors and the establishment of rigorous measurement indicators will constitute a step in the right direction.

## Third: The dimension "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights"

The arithmetic means and standard deviations of the items of this dimension were calculated, as shown in Table (5).

**Table (5): Arithmetic means and standard deviations of the items of the dimension "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in descending order**

| No.          | Items                                                                                                                                                             | Mean        | Standard deviation | Rank | Degree        |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------|------|---------------|
| 21           | My institution has qualified staff to follow up on the implementation of the Comprehensive National Plan for Human Rights.                                        | 2.97        | 0.89               | 1    | Medium        |
| 24           | My institution seeks to monitor human rights violations in its area of work.                                                                                      | 2.94        | 0.74               | 2    | Medium        |
| 25           | The local community interacts positively with my institution's actions in following up on the implementation of the Comprehensive National Plan for Human Rights. | 2.87        | 0.81               | 3    | Medium        |
| 23           | My institution's programmes are consistent with the pillars of the Comprehensive National Plan for Human Rights.                                                  | 2.77        | 0.84               | 4    | Medium        |
| 22           | My institution has the financial resources to follow up on the implementation of the Comprehensive National Plan for Human Rights.                                | 2.37        | 0.85               | 5    | Medium        |
| <b>Total</b> |                                                                                                                                                                   | <b>2.71</b> | <b>0.59</b>        |      | <b>Medium</b> |

It is noted from Table (5) that the degree to which civil society institutions practise the items of the dimension "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" was medium, with an arithmetic mean of (2.71) and a standard deviation of (0.59), and all items were of a medium degree. Item (21), "my institution has qualified staff to follow up on the implementation of the Comprehensive National Plan for Human Rights", ranked first, with an arithmetic mean of (2.97) and a standard deviation of (0.89), while item (22), "my institution has the financial resources to follow up on the implementation of the Comprehensive National Plan for Human Rights", ranked last, with an arithmetic mean of (2.37) and a standard deviation of (0.85). This result may be attributed to the role required of human rights civil society institutions in providing qualified staff and using all media and social media outlets with greater professionalism, neutrality and credibility to monitor and document the human rights situation in Jordan; in fact-finding through the collection and analysis of information, data and evidence; in following up on the handling of complaints and observing transparency in disclosing information; in monitoring the oversight and rights-based role; and in broadening the social base for the defence of human rights through civil society institutions.

#### **Fourth: The dimension "tools of civil society institutions in following up on and implementing the National Plan for Human Rights"**

The arithmetic means and standard deviations of the items of this dimension were calculated, as shown in Table (6).

**Table (6): Arithmetic means and standard deviations of the items of the dimension "tools of civil society institutions in following up on and implementing the National Plan for Human Rights", in descending order**

| No.          | Items                                                                                                                                            | Mean        | Standard deviation | Rank | Degree        |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------|------|---------------|
| 6            | The law guarantees my institution oversight tools to follow up on the implementation of the National Plan.                                       | 2.94        | 0.76               | 1    | Medium        |
| 11           | My institution writes to the National Center for Human Rights whenever it learns of any human rights violation in its area of work.              | 2.79        | 0.86               |      | Medium        |
| 8            | My institution cooperates with other institutions to follow up on the implementation of the Comprehensive National Plan for Human Rights.        | 2.77        | 0.84               | 3    | Medium        |
| 7            | My institution receives complaints from individuals concerning human rights violations.                                                          | 2.76        | 0.93               | 2    | Medium        |
| 12           | My institution resorts to the media to exercise oversight over the pillars of the Comprehensive National Plan for Human Rights.                  | 2.68        | 0.76               |      | Medium        |
| 15           | My institution participates in implementing part of the Comprehensive National Plan for Human Rights.                                            | 2.67        | 0.81               |      | Medium        |
| 10           | My institution lacks sufficient knowledge and experience to follow up on the implementation of the Comprehensive National Plan for Human Rights. | 2.66        | 0.89               | 5    | Medium        |
| 13           | My institution communicates with international bodies to ensure the implementation of the Comprehensive National Plan for Human Rights.          | 2.64        | 0.85               |      | Medium        |
| 9            | My institution issues reports on the human rights situation in Jordan.                                                                           | 2.58        | 0.90               | 4    | Medium        |
| 14           | My institution conducts research and studies related to the pillars of the Comprehensive National Plan for Human Rights.                         | 2.58        | 0.80               |      | Medium        |
| <b>Total</b> |                                                                                                                                                  | <b>2.71</b> | <b>0.59</b>        |      | <b>Medium</b> |

It is noted from Table (6) that the degree to which civil society institutions practise the items of the dimension "tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights" was medium, with an arithmetic mean of (2.71) and a standard deviation of (0.59), and all items were of a medium degree. Item (6), "the law guarantees my institution oversight tools to follow up on the implementation of the Comprehensive National Plan for Human Rights", ranked first, with an arithmetic mean of (2.94) and a standard deviation of (0.76), while item (14), "my institution conducts research and studies related to the pillars of the Comprehensive National Plan for Human Rights", ranked last, with an arithmetic mean of (2.37) and a standard deviation of (0.85) [sic – 2.58 and 0.80 in the table].

This result may be attributed to civil society organizations' use of the available human rights mechanisms and tools that enable them to protect human rights. In this context, the 1998 Declaration on Human Rights

Defenders was adopted, which includes mechanisms for the protection of human rights defenders, as a special international instrument for protecting the right to defend human rights. It affirms the rights that are important for the defence of human rights, including freedom of association, freedom of peaceful assembly, freedom of opinion and expression, the right to access information, the provision of legal assistance, and the development and discussion of new human rights ideas. This instrument was considered a prerequisite for creating an environment that enables human rights defenders to carry out their work. A Special Rapporteur has also been established within the framework of the Office of the High Commissioner for Human Rights to support the implementation of the Declaration on Human Rights Defenders.

**Question Two: Are there statistically significant differences in the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the variables of sex and number of members?**

This question was answered according to its variables:

**First: The sex variable**

**First: Using the chart:**



Chart: Means of the dimensions by gender (dim1–dim4 and total; 1 and 2 = gender categories) [SPSS output reproduced as in the original]

It is noted from the chart that there are apparent differences between the arithmetic means of the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the sex variable.

**Second:** The arithmetic means and the independent-samples t-test were calculated for the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the variables of sex, number of members and the community served, as shown in Table (7).

**Table (7): Arithmetic means and independent-samples t-test for the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the sex variable**

| No. | Dimension                                                               | Sex  | Mean | Standard deviation | t value | Degrees of freedom | Significance |
|-----|-------------------------------------------------------------------------|------|------|--------------------|---------|--------------------|--------------|
| 1   | Limits of knowledge of the Comprehensive National Plan for Human Rights | Male | 2.79 | 0.60               | -3.801  | 148                | .000         |

| No.          | Dimension                                                                                                                        | Sex         | Mean        | Standard deviation | t value       | Degrees of freedom | Significance |
|--------------|----------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|--------------------|---------------|--------------------|--------------|
|              |                                                                                                                                  | Female      | 3.22        | 0.62               |               |                    |              |
| 2            | Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | Male        | 2.67        | 0.53               | -1.268        | 148                | .207         |
|              |                                                                                                                                  | Female      | 2.81        | 0.73               |               |                    |              |
| 3            | Determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights  | Male        | 3.23        | 0.48               | 2.855         | 148                | .005         |
|              |                                                                                                                                  | Female      | 2.93        | 0.76               |               |                    |              |
| 4            | Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | Male        | 2.70        | 0.62               | -2.416        | 148                | .017         |
|              |                                                                                                                                  | Female      | 3.01        | 0.81               |               |                    |              |
| <b>Total</b> |                                                                                                                                  | <b>Male</b> | <b>2.81</b> | <b>0.44</b>        | <b>-1.557</b> | <b>148</b>         | <b>.122</b>  |
|              |                                                                                                                                  | Female      | 2.95        | 0.61               |               |                    |              |

It is noted from Table (7) that there are statistically significant differences on the dimension "limits of knowledge of the Comprehensive National Plan for Human Rights", in favour of females, because human rights have given women an important status and made them equal to men, and have rescued them from exploitation and abuse – although it should be noted that the rights granted to women by international organizations were no more just than those granted to them by the divine religions – and on the dimensions "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males, and "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males. This may be attributed to women being occupied with their work, their children and household tasks, so that they do not have as much time as men to devote themselves to work in civil society organizations. The significance values of "t" were less than (0.05) for each of these dimensions, whereas there were no statistically significant differences on the total score or on the dimension "tools of civil society institutions in following up on and implementing the National Plan for Human Rights", for which the significance values of "t" were greater than (0.05).

### Number of members

The number-of-members variable was divided into three categories: (less than 40), (41 to 60) and (61 and above), and the arithmetic means of the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights were calculated according to these categories, as shown in Table (8).

**Table (8): Arithmetic means of the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to categories of number of members**

| Dimension                                                                                                                        | Categories   | Number    | Mean        | Standard deviation |
|----------------------------------------------------------------------------------------------------------------------------------|--------------|-----------|-------------|--------------------|
| Limits of knowledge of the Comprehensive National Plan for Human Rights                                                          | Less than 40 | 45        | 3.08        | 0.59               |
|                                                                                                                                  | 41–60        | 68        | 2.76        | 0.68               |
|                                                                                                                                  | 61 and above | 37        | 2.95        | 0.53               |
|                                                                                                                                  | Total        | 150       | 2.90        | 0.63               |
| Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | 1.00         | 45        | 2.93        | 0.61               |
|                                                                                                                                  | 2.00         | 68        | 2.56        | 0.54               |
|                                                                                                                                  | 3.00         | 37        | 2.71        | 0.60               |
|                                                                                                                                  | Total        | 150       | 2.71        | 0.59               |
| Determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights  | 1.00         | 45        | 3.24        | 0.47               |
|                                                                                                                                  | 2.00         | 68        | 3.12        | 0.69               |
|                                                                                                                                  | 3.00         | 37        | 3.10        | 0.49               |
|                                                                                                                                  | Total        | 150       | 3.15        | 0.58               |
| Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | 1.00         | 45        | 3.08        | 0.65               |
|                                                                                                                                  | 2.00         | 68        | 2.61        | 0.68               |
|                                                                                                                                  | 3.00         | 37        | 2.75        | 0.64               |
|                                                                                                                                  | Total        | 150       | 2.78        | 0.69               |
| <b>Total score</b>                                                                                                               | <b>1.00</b>  | <b>45</b> | <b>3.05</b> | <b>0.50</b>        |
|                                                                                                                                  | 2.00         | 68        | 2.72        | 0.46               |
|                                                                                                                                  | 3.00         | 37        | 2.84        | .46                |
|                                                                                                                                  | Total        | 150       | 2.85        | 0.50               |

It is noted from Table (8) that there are apparent differences between the arithmetic means of the role of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the categories of number of members. To determine whether these differences between the arithmetic means were statistically significant, one-way analysis of variance (One Way ANOVA) was used, as shown in Table (9).

**Table (9): Results of the analysis of variance between the arithmetic means of the degree of practice of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to categories of number of members**

| Dimension                                                                                                                        | Source         | Sum of squares | Degrees of freedom | Mean square | F value | Significance |
|----------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|--------------------|-------------|---------|--------------|
| Limits of knowledge of the Comprehensive National Plan for Human Rights                                                          | Between groups | 3.040          | 2                  | 1.520       | 3.935   | .022         |
|                                                                                                                                  | Within groups  | 56.779         | 147                | .386        |         |              |
|                                                                                                                                  | Total          | 59.819         | 149                |             |         |              |
| Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | Between groups | 3.695          | 2                  | 1.847       | 5.584   | .005         |
|                                                                                                                                  | Within groups  | 48.630         | 147                | .331        |         |              |
|                                                                                                                                  | Total          | 52.325         | 149                |             |         |              |
| Determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights  | Between groups | .518           | 2                  | .259        | .757    | .471         |
|                                                                                                                                  | Within groups  | 50.357         | 147                | .343        |         |              |
|                                                                                                                                  | Total          | 50.875         | 149                |             |         |              |
| Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | Between groups | 5.896          | 2                  | 2.948       | 6.739   | .002         |
|                                                                                                                                  | Within groups  | 64.306         | 147                | .437        |         |              |
|                                                                                                                                  | Total          | 70.202         | 149                |             |         |              |
| Overall                                                                                                                          | Between groups | 2.962          | 2                  | 1.481       | 6.590   | .002         |
|                                                                                                                                  | Within groups  | 33.041         | 147                | .225        |         |              |
|                                                                                                                                  | Total          | 36.003         | 149                |             |         |              |

It is noted from Table (9) that there are statistically significant differences at the significance level ( $\alpha = 0.05$ ) in the degree of practice of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the categories of number of members, on the total score and on all dimensions except the dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights"; the significance values of "F" were less than (0.05) for these domains. To identify the source of these differences, Scheffé's post hoc test was used, as shown in Table (10).

**Table (10): Results of Scheffé's test for the significance of differences between the arithmetic means of the degree of practice of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to categories of number of members (Multiple Comparisons – Scheffé)**

| Dependent variable                                                                                                               | (I)<br>Number of<br>members | (J)<br>Number of<br>members | Mean<br>difference<br>(I-J) | Standard<br>error | Significance | 95%<br>CI<br>lower<br>bound | 95%<br>CI<br>upper<br>bound |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------|--------------|-----------------------------|-----------------------------|
| Limits of knowledge of the Comprehensive National Plan for Human Rights                                                          | Less than (40)              | 41–60                       | .32856*                     | .11943            | .025         | .0332                       | .6239                       |
|                                                                                                                                  |                             | 61 and above                | .13309                      | .13792            | .629         | -.2080                      | .4742                       |
|                                                                                                                                  | 41–60                       | Less than 40                | -.32856*                    | .11943            | .025         | -.6239                      | -.0332                      |
|                                                                                                                                  |                             | 61 and above                | -.19547                     | .12696            | .309         | -.5094                      | .1185                       |
| Tools of civil society institutions in following up on and implementing the National Plan for Human Rights                       | Less than (40)              | 41–60                       | .36931*                     | .11053            | .005         | .0960                       | .6426                       |
|                                                                                                                                  |                             | 61 and above                | .21586                      | .12764            | .243         | -.0998                      | .5315                       |
|                                                                                                                                  | 41–60                       | Less than 40                | -.36931*                    | .11053            | .005         | -.6426                      | -.0960                      |
|                                                                                                                                  |                             | 61 and above                | -.15346                     | .11750            | .428         | -.4440                      | .1371                       |
| Effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights | Less than (40)              | 41–60                       | .46379*                     | .12710            | .002         | .1495                       | .7781                       |
|                                                                                                                                  |                             | 61 and above                | .32961                      | .14678            | .084         | -.0334                      | .6926                       |
|                                                                                                                                  | 41–60                       | Less than 40                | -.46379*                    | .12710            | .002         | -.7781                      | -.1495                      |
|                                                                                                                                  |                             | 61 and above                | -.13418                     | .13512            | .612         | -.4683                      | .1999                       |
| <b>Total</b>                                                                                                                     | <b>Less than (40)</b>       | <b>41–60</b>                | <b>.33067*</b>              | <b>.09111</b>     | <b>.002</b>  | <b>.1054</b>                | <b>.5560</b>                |
|                                                                                                                                  |                             | 61 and above                | .20634                      | .10521            | .150         | -.0538                      | .4665                       |

| Dependent variable | (I)<br>Number of<br>members | (J)<br>Number of<br>members | Mean<br>difference<br>(I-J) | Standard<br>error | Significance | 95%<br>CI<br>lower<br>bound | 95%<br>CI<br>upper<br>bound |
|--------------------|-----------------------------|-----------------------------|-----------------------------|-------------------|--------------|-----------------------------|-----------------------------|
|                    | 41–60                       | Less than<br>40             | -.33067*                    | .09111            | .002         | -.5560                      | -.1054                      |
|                    |                             | 61 and<br>above             | -.12432                     | .09685            | .441         | -.3638                      | .1152                       |

\* Significant at the level  $\alpha = 0.05$ . [T.N.: the column headings in the original read "number of employees".]

It is noted from Table (10) that the differences between the arithmetic means in the degree of practice of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the categories of number of members are attributable to institutions with fewer than 40 members.

This may be attributed to the fact that members of institutions with fewer than 40 members share in performing a unified task, each of them bearing specific partial responsibilities and tasks within that work, and team members have a sense of empathy and belonging that helps them perform easily and be satisfied with their work. A team implies a kind of interaction and overlap among members that depends on the nature of the task assigned to it and on each member's ability to accomplish it; a group of individuals cannot work as a team until its members have become acquainted with one another and the role of each member within the team's scope of work and towards the achievement of the goal has been defined.

### Results of the Answer to the Third Question: What are the most important obstacles facing civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights?

To answer this question, the responses of the study sample were surveyed and the recurring response patterns and the frequency of each response were extracted, as shown in Table (11).

**Table (11): The most important obstacles facing civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights**

| Obstacle                                                                                                            | Frequency |
|---------------------------------------------------------------------------------------------------------------------|-----------|
| Lack of financial support to complete the National Plan for Human Rights                                            | 67        |
| Lack of familiarity with the Comprehensive Plan for Human Rights owing to the unavailability of written information | 36        |
| The need for good training for members of civil society institutions                                                | 33        |
| Lack of cooperation by the local community with civil society institutions                                          | 25        |

After analysing the results of this question, it is clear from the responses of the study sample that the most important obstacles facing the institutions in which the respondents work in following up on the implementation of the Comprehensive National Plan for Human Rights were, in first place, the lack of financial support to complete the Comprehensive National Plan for Human Rights; in second place, the lack of support for women, especially widows; in third place, lack of familiarity with the Comprehensive Plan for Human Rights owing to the unavailability of written information; in fourth place, the need for

good training for members; and finally, the lack of cooperation by the local community with civil society institutions.

These obstacles may be attributed to the clearly weak coordination between civil society organizations, the Government and the National Center for Human Rights, which stands in the way of the progress and support of these organizations, especially as this is their first nascent experience, and they must be backed and supported so that they can overcome obstacles in the future.

This may also be attributed to the very large number of organizations, which has weakened their role and scattered their efforts; unifying the efforts of these organizations would make them more effective. Moreover, most civil society organizations are concentrated in areas rich in money and culture, which receive the lion's share, whereas there is a reluctance or neglect – perhaps deliberate – towards poor areas, which already suffer from neglect in all respects.

Furthermore, the weakness, opacity and ambiguity of the sources of financial support and funding for civil society organizations, owing to the failure of some of these organizations to comply with the standards of transparency, integrity and clarity in disclosing their sources of funding, the manner in which funds are spent and the type of their projects, lead to the loss of their independence, their will and their role in planning, decision-making and activity, and even of the legitimacy of their existence among civil society organizations, since the conditions and criteria for belonging to the house, tent and objectives of these organizations are no longer met.

Taken together, these factors are merely causes that directly affect the development of civil society organizations. It appears that developing and qualifying these organizations in a manner consistent with the country's democratic orientation requires solidarity and cooperation between government bodies and these organizations; moreover, the Government is required to support and back these organizations in achieving the most important and prominent necessary objectives.

## **Chapter Five: Conclusions and Recommendations**

Following the statistical analysis and the answers to the study questions, the following conclusions were reached. The results of the study showed the following:

- The degree of effectiveness of civil society institutions in implementing the Comprehensive National Plan for Human Rights was medium, and all dimensions were of a medium degree. The dimension "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" ranked first with a medium degree; the dimension "limits of knowledge of the Comprehensive National Plan for Human Rights" ranked second with a medium degree; the dimension "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights" ranked third with a medium degree; and the dimension "tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights" ranked fourth with a medium degree.
- Civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights was of a medium degree.

- The limits of knowledge of the Comprehensive National Plan for Human Rights were of a medium degree.
- The effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights was of a medium degree.
- The tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights were of a medium degree.
- There are statistically significant differences on the dimensions: "limits of knowledge of the Comprehensive National Plan for Human Rights", in favour of females; "determinants of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males; and "effectiveness of civil society institutions' follow-up of the implementation of the Comprehensive National Plan for Human Rights", in favour of males.
- The differences between the arithmetic means in the degree of practice of civil society institutions in implementing the Comprehensive National Plan for Human Rights according to the categories of number of members are attributable to institutions with fewer than 40 members.
- The most important obstacles facing your institution in following up on the implementation of the Comprehensive National Plan for Human Rights were as follows:
- Lack of financial support to complete the Comprehensive National Plan for Human Rights.
- Lack of support for women, especially widows.
- Lack of familiarity with the Comprehensive Plan for Human Rights owing to the unavailability of written information.
- The need for good training for members of civil society institutions.
- Lack of cooperation by the local community with civil society institutions.

In the light of the results and conclusions, the study recommends the following:

- Activating the tools of civil society institutions in following up on and implementing the Comprehensive National Plan for Human Rights.
- Networking among civil society institutions in a manner that serves knowledge of their roles and develops their effectiveness and cooperation in the field.
- Raising the awareness of civil society organizations in Jordan of the function and importance of the National Center for Human Rights.
- Encouraging women in their right to work outside the home, their right to fair pay and their right to choose their work or job.
- Raising awareness of gender discrimination in wages and evaluating the methods used by women in negotiating with employers on this issue.
- Relying on the voluntary approach in the work of civil society institutions and networking with similar institutions at the national, regional and international levels, together with the other results and recommendations to be submitted to all the bodies concerned.
- Activating cooperation between official institutions and civil society institutions in following up on the implementation of the Comprehensive National Plan for Human Rights.

- Activating the legislation regulating the work of civil society institutions and their role in following up on the implementation of the Comprehensive National Plan for Human Rights.
- Encouraging civil society institutions to monitor human rights violations in their areas of work in order to protect human rights.
- Encouraging civil society institutions to conduct research and studies related to the pillars of the Comprehensive National Plan for Human Rights.
- Encouraging the Government to launch humanitarian initiatives to support civil society organizations in society.
- The institutional qualification of civil society organizations on the basis of their civil character, independence and administrative competence.
- Diversifying the funding of civil society institutions' projects in accordance with controls and mechanisms that ensure transparency and credibility in management.
- Forming a joint committee comprising representatives of the Government and representatives of civil society organizations to prepare a draft document to strengthen the protection of human rights.
- Partnership with the House of Representatives and with all institutions concerned with human rights in order to advance human rights, since they are at the same time monitors of governments and guides and shapers of policy.
- Exchanging ideas, opinions and information between the Government and civil society institutions through a comprehensive periodic report on human rights, in order to identify and discuss mechanisms of joint cooperation and the most important problems facing Jordan in the field of human rights.
- Contributing to the support and funding of Jordanian civil society institutions, as agreed between the Government and civil society institutions.
- Reducing interventions and restrictions in the form of bans, prohibitions and approvals on the activities of civil society institutions, and adhering to the Constitution.
- Involving civil society organizations in the process of development, modernization and policy-making with regard to the legislation and laws regulating the work of civil society organizations.
- Developing a joint media strategy between the Government and civil society to highlight the genuine partnership and the role and contributions of civil society.
- Establishing mechanisms for communication and coordination between the Government and the international and local organizations representing civil society, in order to achieve cooperation, share information and experience, and obtain data.

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