

Imtithal Index | 2024

A Compliance Index for The Parliamentary
Election in Jordan 2024

Performance Index Center | KAFa'A

Amman, 2024

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The Compliance Index is a critical tool in strengthening the integrity and transparency of the electoral process in Jordan. We would like to express our sincere appreciation to the Independent Election Commission for its continuous commitment to upholding democratic values and ensuring compliance with local and international legal standards.

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This endeavor represents a collective commitment to enhancing the democratic journey of Jordan, and we look forward to continuing this important work in the future.

Sincerely,
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Introduction

The Compliance Index “Imtithal” provides a series of data and reports collected based on a process of monitoring, analysis, and evaluation built upon a set of indicators developed under the umbrella of local laws and in accordance with the international standards. These standards are fundamentally based on the "Declaration of Principles for International Election Observation," adopted by the United Nations in **2005**. While developing the main indicators, all relevant agreements were considered, including the Universal Declaration of Human Rights, Article (21), the International Covenant on Civil and Political Rights, and the Convention on the Elimination of All Forms of Discrimination Against Women, in order to derive conclusions that would allow the extraction of monitoring and evaluation standards.

In terms of integrity and transparency, the indicators were derived from the Declaration on Criteria for Free and Fair Elections of the Inter-Parliamentary Union (1994), international transparency standards, data protection laws, international transparency principles, the Declaration of Principles for International Election Observation, and the Code of Conduct for International Observers, issued on October 27, 2005.

Additionally, it referred to the International Covenant on Civil and Political Rights, Article 25, the electoral standards and guidelines applicable to the Organization for Security and Cooperation in Europe (OSCE) as published by the International Institute for Democracy and Electoral Assistance (IDEA) in 2002, as well as European agreements on democratic elections, international human rights charters, United Nations principles, European agreements, international election standards, international principles for free elections, European data protection laws, equal access to media, and the voting rights of expatriates under international law.

Moreover, numerous charters, protocols, declarations, and agreements related to this democratic process were reviewed to present this new model, aimed at monitoring the performance of institutions responsible for executing the electoral process. As mentioned earlier, the core work of the index is tied to the extent of compliance and commitment of the Independent Election Commission in Jordan to the tasks assigned to it and its adherence to procedures that ensure its independence and compliance with both local and international laws.

This highlights the importance of the Compliance Index, which can be applied internationally with minor adjustments specific to each country. This aligns with the mission of the Performance Index Center | KAF'A, which is dedicated to enhancing the democratic process at local, regional, and international levels.

Executive Summary

The Compliance Index refers to the extent of compliance and commitment of the Independent Election Commission to the procedures it is entrusted with implementing, ensuring its independence and adherence to both local and international laws. All of its procedures are monitored through the issuance of a series of data and reports based on a set of key and subsidiary indicators, and these are presented through the media and the Center's platforms to the public, regulatory bodies, interested institutions, and specialized writers and researchers. This ensures the thorough documentation and close monitoring of all the Commission's procedures, which strengthens transparency, enhances the quality of the democratic process as a whole, and facilitates better connections between the Commission and all stakeholders, fostering trust among all parties and improving institutional operations.

The index aims to achieve a state of accuracy and transparency that leads to strengthening democratic practices in Jordan. Its methodology is based on a triad of monitoring, analysis, and evaluation, with the structure of the index built on thirteen main indicators, fed by thirty-four subsidiary indicators, distributed as follows:

- 1. Access to Polling Stations:** This indicator evaluates the ease with which voters can access polling stations by assessing the number of voters per station, the facilities available for people with disabilities, the voting rights of expatriates, and the suitability of polling station opening and closing times for voters.
- 2. Ensuring Voting Secrecy:** This indicator examines the efficiency of procedures for handling reports of breaches of voting secrecy, the security measures in polling stations, and the level of voter satisfaction with these measures.
- 3. Parties Pluralism and Fair Competition:** This indicator assesses the ability of political parties to participate and compete freely, fairly, and equitably, as well as the presence of their representatives and observers to ensure transparency and equality.
- 4. Election Monitoring:** This indicator studies the presence of local and international observers, the facilities available to them, the transparency provided, and the responsiveness to their observations.
- 5. Impact of Educational Programs:** This indicator measures voter awareness of their electoral rights, the impact of awareness and promotional campaigns on voter participation, and the effectiveness of the methods used in these campaigns.
- 6. Voter Registration:** This indicator highlights the ease of voter registration procedures and access to electoral records.

7. **Accuracy and Updating of Electoral Records:** This indicator evaluates the accuracy of voter records, the frequency of objections, and the speed and timing of updates to electoral records.
8. **Efficiency of Complaint Management:** This indicator assesses the Commission's responsiveness to voter complaints and objections, as well as the satisfaction of complainants with the handling of their complaints.
9. **Accuracy of Electoral Information Provided to the Public:** This indicator examines the accuracy and clarity of information available and provided to voters and the public in terms of the timeliness of its publication, its inclusiveness of all groups, and its transparency and credibility.
10. **Compliance with Data Protection Laws:** This indicator studies the rate of data breach incidents and the extent of the Independent Election Commission's compliance with local, regional, and international data protection laws.
11. **Transparency of Election Campaign Funding:** This indicator evaluates the procedures for tracking the sources of campaign funding and party expenditures, as well as the efficiency and fairness in applying the law when violations are detected.
12. **Balance of Media and Advertising Coverage:** This indicator focuses on monitoring and analyzing whether political parties are able to access official media equally and fairly, along with examining media behavior during the election silence period and their adherence to the law.
13. **Accuracy and Transparency of Election Results:** This indicator monitors and evaluates the time taken to announce results, the number of appeals and objections, and the satisfaction of voters and citizens with the final election results.

This study was conducted methodically and comprehensively, relying primarily on several tools, most notably the analysis of voter lists and the monitoring of the nomination process. The observers' team was distributed across various governorates of the Kingdom, providing broad coverage of all aspects of the process, in addition to monitoring electoral campaigns via social media and official newspapers and analyzing the strategies and use of advertisements by different parties.

Media appearances of political parties and candidates on official Jordanian channels were also monitored and analyzed, examining how these parties were presented and to what extent the principles of fairness and equality were upheld, as the media plays a pivotal role in shaping public opinion. Additionally, an operations room and a team of observers were formed to monitor the electoral process on polling day in all governorates, with all stages documented, and observations and violations recorded, including the vote counting and results, to ensure transparency and integrity.

Goals of the Index

The Compliance Index seeks to achieve the following goals:

-  1 Monitoring the performance of the Independent Election Commission.
-  2 Strengthening the concept of institutional independence.
-  3 Ensuring participation between all parties involved in the electoral process.
-  4 Evaluating the Commission's adherence to transparency standards and its fulfillment of the goals necessary to ensure free and fair elections.
-  5 Providing reliable reports to the public and relevant institutions.
-  6 Assessing the Commission's compliance with monitoring media violations and ensuring equal media representation for all participating parties and voters.
-  7 Analyzing the transparency of procedures and practices related to the dissemination of election-related information.
-  8 Measuring the inclusivity of the electoral process and its ability to involve all segments of society.
-  9 Analyzing the speed and quality of election complaint management.
-  10 Evaluating the efficiency of election management and the sustainability of electoral practices to ensure fair elections in the future.
-  11 Gauging citizens' satisfaction with the electoral process and their trust in the results.
-  12 Building a solid index that can be applied in various Arab and non-Arab countries.

Index Methodology

Given the critical importance of elections as a cornerstone of democracy and good governance, the Compliance Index was developed as an institutional civil tool aimed at monitoring the compliance of bodies and institutions responsible for managing electoral processes. Typically, electoral specialists and regulatory bodies focus on overseeing the electoral process itself, not the performance of the institutions executing the process. This methodology aims to offer an academic and scientific tool, adhering to the highest standards of quality control, designed to measure the performance of electoral bodies and ensure transparency, integrity, and fairness throughout all stages of the electoral process.

The Index is designed to serve as a primary reference for decision-makers and researchers, helping to improve electoral processes and bolster public confidence in their outcomes. Accordingly, the Performance Index Center | KAFQA'A built the index based on several methodologies, enabling the development of applicable and generalizable measurement tools.

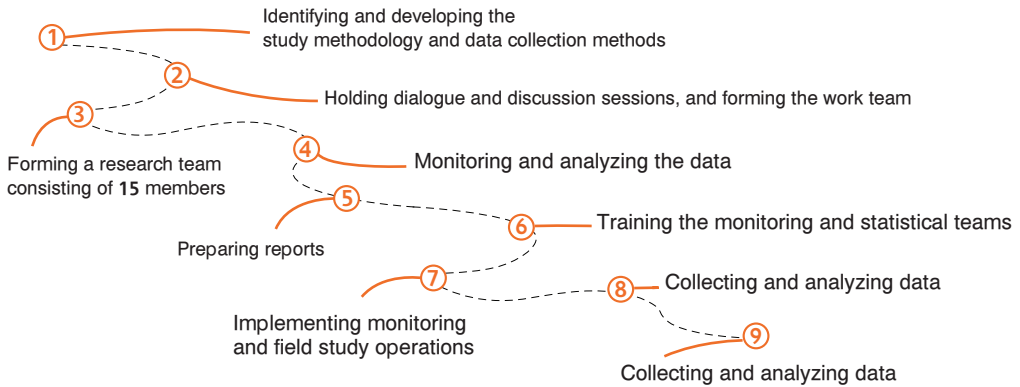
The methodology draws from a range of existing index frameworks, such as the **Electoral Integrity Project**, an international research project that assesses the integrity of elections worldwide using comprehensive data from expert opinions, focusing on transparency, integrity, participation, and fairness. It also takes inspiration from the **Democracy Index** of The Economist Intelligence Unit, which measures democracy in countries based on several criteria, including electoral processes and political pluralism, as well as the International IDEA's Electoral Integrity Index, which evaluates the transparency and fairness of electoral processes in member states. Additionally, the methodology reviews the **OSCE's** election evaluation standards, which assess elections based on international criteria using detailed reports covering all aspects of the electoral process, from registration to the announcement of results.

Thus, the methodology adopts desk research reports from teams trained within the center to monitor the Commission's performance according to the thirteen main indicators, such as the seventh indicator concerning the accuracy and updating of electoral records or the twelfth indicator on balanced media and promotional coverage. It also includes field analysis, reports from local and international regulatory bodies, and dialogue sessions. Furthermore, a "public opinion survey" tool was developed to collect core data based on the previously mentioned goals and in alignment with scientific principles. The survey is divided into (9) main sections to ensure comprehensive targeting within a nationally representative sample:

Survey Sections

1. Personal Information
2. Voter Satisfaction and General Trust
3. Voter Satisfaction with Voting Secrecy
4. Percentage of Voters Aware of Their Rights
5. Impact of Awareness Campaigns on Voter Turnout
6. Effectiveness of Educational and Promotional Election Materials
7. Responsiveness to Complaints and Objections
8. Complainants' Satisfaction with the Complaint Management Process
9. Accuracy of Information Provided to the Public

Based on this, it can be said that the development of the Compliance Index is the outcome of a thorough and precise process of research and monitoring regarding compliance with local, regional, and international regulatory laws. The work went through several stages, including:



The index was built based on **13 main indicators**, with **34 sub-indicators**, and each sub-indicator had a measurement method depending on its nature. Some were measured through reviewing and analyzing reports from local and international observers and the field observations of the monitoring team from the Performance Index Center | KAFAT. The center's staff adhered to a clear timeline of reports that aligned with every step of the electoral process. Accompanying these steps were a series of evaluations issued as statements regarding the progress of the electoral process. These reports and statements contained information on the transparency of the procedures followed and the extent of the Independent Election Commission's compliance with local, regional, and international standards. Field monitoring results and private meetings with prominent figures related to election management were also considered, providing a broader scope for a more transparent and comprehensive evaluation. Moreover, the research team recognized the need for some indicators to be studied through surveys, which were carried out through a national representative sample survey to evaluate the electoral procedures of the recent elections and gather public opinions on the services provided and the final outcomes.

Main Indicator 1: Access to Polling Stations

This indicator consists of four sub-indicators:

1.1: Average Number of Voters per Polling Station

This sub-indicator evaluates the efficiency of the electoral process by reflecting the Independent Election Commission's ability to organize and manage elections in a way that allows voters to access polling stations, facilitates voting, and provides voting services efficiently and within the allotted voting time. It involves a simple mathematical calculation related to the number of voters and their temporal distribution across the polling stations in each district. This indicator assesses the smooth flow of voters, which contributes to improving voter participation and the overall quality of the electoral environment, enhancing the facilities provided to voters, and strengthening the electoral process.

1.2: Accessibility for People with Disabilities

The accessibility of polling stations for people with disabilities is essential to ensuring the inclusivity of the electoral process. Effective access is a fundamental right for all citizens and reflects adherence to principles of justice and equality. Providing necessary accommodations enhances the participation of this group in the electoral process, improves their political representation, and strengthens the democratic system. Inaccessible polling stations deprive people with disabilities of their right to vote, violating their fundamental rights and compromising justice and equality, which negatively affects democratic standards. This sub-indicator evaluates the suitability of polling stations for people with disabilities and the ease of their access, ensuring the participation of all societal groups.

1.3: Right of Expatriates to Vote

The study of expatriates' right to vote is an essential component in strengthening democracy. It reflects the commitment to the principle of equality, regardless of a citizen's geographic location, which in turn enhances citizens' loyalty and engagement with their country. Elections provide an opportunity for expatriates to express their opinions and participate in shaping the future of their nation, thereby promoting transparency in the political process and increasing the chances for fair representation. This indicator measures the effectiveness of voting mechanisms for expatriates and whether this right is made accessible to them.

1.4: Suitability of Polling Stations Operating Hours

This indicator assesses the suitability of the opening and closing times of polling stations, and the seriousness of the authorities in enforcing the law established by the Independent Election Commission (IEC), which is reflected in Article 33 of the Election Law. The article stipulates that voting shall begin at 7:00 AM on the specified election day and end at 7:00 PM on the same day. After voting is stopped, only those inside the polling station are allowed to vote, with no extension of the voting period. In previous elections, the voting process was extended in cases of low turnout, raising suspicions of exploiting extensions through what is known as "black money" or vote-buying.

This indicator also tracks the number of voters in each area and whether the time provided is sufficient in the event of full voter participation. It also considers official decisions regarding the workday for citizens on election day. Assessing all these factors enhances the efficiency of the electoral process and provides lawmakers with insight into how well their decisions align with the needs of voters.

Main Indicator 2: Ensuring Voting Secrecy

This main indicator comprises three sub-indicators:

2.1: Efficiency in Addressing Voting Secrecy Violations Reports

The way in which reports of voting Secrecy violations are handled and the efficiency with which they are addressed are critical to enhancing the integrity of the electoral process. Violations that threaten voting secrecy undermine voters' trust in the election results. The responsiveness of the IEC to these violations and its ability to address them effectively reflect its commitment to protecting voters' rights and ensuring the integrity of the electoral process. This contributes to building trust in the electoral system as a whole. Additionally, the presence of clear legal procedures that lead to prompt responses, along with transparent mechanisms for investigating any violations, strengthens confidence, which is a cornerstone of the electoral process.

Efficient handling of secrecy violation reports also helps identify weaknesses and improve procedures to ensure a greater voter turnout.

2.2: Security Measures at Polling Stations

Security measures at polling stations are crucial to ensuring the safety of voters, election staff, candidates, and the entire voting process. Effective security plays a key role in protecting polling stations from potential threats and creates a safe environment that encourages voters to cast their ballots without fear or concern. These measures are an integral part of election planning to ensure free and secure voting, thus increasing confidence in the elections and their outcomes. This indicator measures the effectiveness of security measures in polling stations to ensure the protection of voting privacy and the safety of voters and candidates, ultimately enhancing security at polling stations.

2.3: Voter Satisfaction with Voting Secrecy

The level of voter satisfaction regarding voting secrecy is a key indicator in assessing the integrity and transparency of the electoral process. When voters feel that their votes are protected and confidential, it boosts their confidence in the democratic system, making them more willing to vote without restrictions or fears. This, in turn, leads to increased voter participation and is directly linked to the success of the IEC in ensuring voting secrecy, which is a fundamental pillar of democracy.

Main Indicator 3: Parties Pluralism and Fair Competition

This main indicator consists of three sub-indicators:

3.1: Parties Participation Capability

This indicator is a key tool for measuring the ability of political parties to participate in the electoral process, which is a vital element of democracy. It reflects the capacity and opportunities of parties to compete fairly and transparently, promoting political pluralism and the expression of diverse views and interests. It shows the balance and diversity in the political landscape and helps identify the major obstacles that parties face, such as legal challenges or inadequate infrastructure. This contributes to creating a more capable and competitive environment in the future.

3.2: Parties' Ability to Compete Freely and Fairly

This indicator assesses the fairness of the competitive environment for political parties by examining several crucial factors, including equal opportunities among parties, transparency in electoral procedures, and fair access to resources and media. The indicator evaluates the extent to which laws are followed, especially those prohibiting discrimination or manipulation, and examines the availability of equal opportunities for all parties during the election campaign, such as access to media and fair campaign practices. This indicator reflects the degree to which a transparent and equitable democratic environment is achieved.

3.3: Presence of Observers and Party Representatives

This indicator focuses on the opportunities and accessibility for independent local and international observers, as well as party representatives, during the electoral process. It measures the effectiveness of their access and the level of transparency in dealing with them. The indicator is based on freedom and unrestricted access for all observers throughout all stages of the election. It examines adherence to local and international laws and regulations that ensure the rights of observers and party representatives to report violations or misconduct. This indicator reflects the IEC's preparedness and commitment to election integrity and reducing manipulation or fraud. The presence of observers and representatives strengthens the integrity of the process and builds voter confidence that the results truly reflect their will.

Main Indicator 4: Election Monitoring

This main indicator consists of two sub-indicators:

4.1: Facilitating Access for International and Local Observers

This indicator monitors the extent to which access is provided to observers at various locations on election day. It is crucial for ensuring the transparency and credibility of the electoral process and monitoring adherence to global standards. It reflects how open the responsible body is to the presence of observers, ensuring greater capacity for transparency and reducing manipulation, which ultimately enhances the legitimacy of the results.

4.2: Transparency and Responsiveness to Observers' Feedback

This indicator reflects the openness of the IEC to observers and the transparency and fairness of the electoral process. The IEC's responsiveness to feedback demonstrates its commitment to improving the election process by implementing recommendations, addressing existing or potential flaws, and rectifying violations if any. It also shows the IEC's readiness to handle this feedback effectively, thus enhancing its credibility and demonstrating its seriousness in conducting fair elections. Additionally, it reinforces accountability, as voters and civil society can follow the electoral process and understand the procedures being implemented.

Main Indicator 5: Impact of Educational Programs

This main indicator consists of three sub-indicators:

5.1: Percentage of Voters Aware of Their Rights

This indicator reflects the level of voters' understanding of their rights and voting procedures, demonstrating the Independent Election Commission's (IEC) focus on this aspect. Voter awareness and knowledge of their rights, such as their right to vote, privacy, confidentiality, and the ability to challenge any violations, enhance their ability to participate. A higher level of awareness reduces the chances of manipulation and fraud, as informed voters are more capable of recognizing violations of their rights. This helps identify gaps and develop awareness programs, promoting accountability and becoming a key element in building a strong and sustainable democracy.

5.2: Impact of Awareness Campaigns on Turnout

The voter is the cornerstone and focal point of the entire electoral process. Therefore, awareness campaigns aimed at educating voters about the elections, increasing their trust in the process, and ensuring that the legislation aligns with their political aspirations play a significant role in boosting voter confidence in the electoral process. Such campaigns help voters believe in the effectiveness of elections in creating a legislative body capable of choosing governments and supporting policies that benefit individuals and society as a whole. Studying the impact of awareness campaigns is crucial due to their role in enhancing political participation and increasing public awareness of the importance of voting.

Civil society organizations play an essential role in this effort, but their participation does not absolve official authorities of their responsibility. In Jordan, the Independent Election Commission (IEC) is tasked with raising awareness, as per electoral laws. A comprehensive awareness program is needed to cover all aspects of the democratic process, from understanding voter rights to recognizing the ongoing impact of election results on both the individual and society.

5.3: Evaluation of the Effectiveness of Educational and Promotional Methods

Evaluating the effectiveness of educational and promotional methods contributes to improving election awareness campaigns. This indicator focuses on studying and measuring the impact of these campaigns on increasing voter awareness and participation in the electoral process. The evaluation includes voter satisfaction surveys and an analysis of participation rates. This helps identify strengths, weaknesses, and current strategies, enabling the IEC to adjust methods, select more impactful tools, and explore the social context to improve future educational efforts. It creates an opportunity to build a more informed and engaged electorate in the democratic process.

Main Indicator 6: Voter Registration

This main indicator consists of two sub-indicators:

6.1: Voter Registration Procedures

This indicator assesses the effectiveness and accuracy of voter registration procedures and how voters are registered. It ensures that all eligible individuals can participate in elections without issues. The effectiveness and accuracy of these records directly impact election integrity and the quality of participation. This indicator is essential for evaluating the IEC's compliance with international practices, including regularly updating records to reduce manipulation and fraud, ensuring high efficiency, and reflecting the commission's readiness to conduct elections.

6.2: Ease of Access to Records

This indicator evaluates the ease with which voters can access their electoral records, including the availability of information, time needed, and how they verify or update their data. Election regulations grant voters a 14-day period to challenge voter lists from the moment they are announced. During this period, individuals can file personal objections regarding voter lists or request corrections if their name is not listed or if they wish to change their place of residence. The indicator also tracks the IEC's adherence to laws, starting from requesting voter lists from the Civil Status Department as per Article 4 of the Election Law, which involves preparing voter lists and assigning polling stations, to implementing all other legal details.

The ease of access to voter records ensures that the IEC follows the highest standards of integrity and transparency in managing information and providing necessary support to voters.

Main Indicator 7: Accuracy and Updating of Electoral Records

This main indicator consists of two sub-indicators:

7.1: Percentage of Objections to Voter Records

This indicator focuses on the percentage of objections submitted regarding voter records. It includes analyzing the number of objections relative to the total number of records. The percentage of objections reflects the accuracy and reliability of the voter records. A high number of objections indicates issues with the accuracy of the records, such as incorrect names being listed or the exclusion of eligible individuals. This indicator helps assess and evaluate the effectiveness of the system for managing and correcting records.

7.2: Updates to the Voter Register

This indicator assesses the regularity and quality of updates to voter records and the time between the last update and the previous one. Updating voter records is critical to ensuring the accuracy of voter statuses. As societies grow and change, voter records must be continuously updated to reflect changes, such as new voters, expatriates, deaths, and changes in residence. Updated records reflect institutional reliability, and enhance the credibility and accuracy of election procedures. This reduces the potential for manipulation and errors, such as exploiting the names of deceased individuals for voting, as has been observed in past elections. Monitoring these updates ensures more efficient and transparent elections.

Main Indicator 8: Efficiency of Complaint Management

This main indicator consists of two sub-indicators:

8.1: Response Speed to Complaints and Objections

This indicator assesses how quickly the Independent Election Commission (IEC) responds to complaints from voters and resolves them. It evaluates the time taken to process complaints or complete procedures and the quality of responses. Fast response times reflect the IEC's ability to handle issues efficiently and effectively, enhancing the credibility of the election process. Quick resolution of problems minimizes the negative impact on the integrity of the elections.

8.2: Complainants' Satisfaction with the Complaint Management Process

This indicator provides a clear picture of how satisfied complainants are with the outcomes of the complaint process, including the clarity of procedures, the effectiveness of communication, and the appropriateness of solutions. Complainant satisfaction reflects the efficiency of the complaint system and evaluates the IEC's adherence to international standards, which emphasize fair and effective handling of complaints. It also provides insights into the quality of the system and opportunities for improvement.

Main Indicator 9: Accuracy of Electoral Information Provided

This main indicator consists of three sub-indicators:

9.1: Accuracy and Clarity of Information Provided to the Public

This indicator assesses the accuracy of information provided to the public regarding election procedures, such as voting dates, registration requirements, and the clarity of this information. The accuracy and clarity of information improve the effectiveness of voting by enabling voters to make informed decisions and exercise their rights correctly, without confusion or misunderstanding. Clear information reduces voter mistakes and helps ensure proper participation. This indicator is essential as it reflects the IEC's commitment to international standards that emphasize the provision of transparent, accurate, and easy-to-understand information to build voter trust.

9.2: Timing of Information Dissemination

The timing of information dissemination plays a key role in ensuring that voters receive the necessary details about the election process in a timely manner. This reduces confusion, increases opportunities for effective participation, and ensures that voters understand the procedures and requirements. This indicator monitors and evaluates the timing of information release and its relevance to the target audience.

9.3: Inclusiveness of Information Coverage for All Groups

This indicator assesses how inclusive the IEC's information coverage is, considering how accessible it is to various groups, including women, youth, minorities, and people with disabilities, as well as rural communities. The evaluation includes checking whether the information is available in multiple languages and formats that ensure accessibility to all groups. Inclusiveness is fundamental to democracy and helps ensure that everyone can exercise their right to political participation. Therefore, it is crucial to provide equitable access to information for all groups to enhance the overall effectiveness of the electoral process.

Main Indicator 10: Compliance with Data Protection Laws

This indicator comprises two sub-indicators:

10.1: Incidents Related to Data Breaches

This sub-indicator assesses the frequency and severity of incidents related to data breaches, as well as the procedures the IEC follows in data protection. It documents incidents involving data theft or unauthorized access and monitors the handling of personal information leaks if they occur. It also evaluates the effectiveness of the IEC's procedures in addressing such incidents and minimizing their impact, along with tracking the number of incidents. Managing data securely and protecting it from breaches has become critical, especially as cybersecurity importance rises, linking data confidentiality closely with voter trust in the integrity of the electoral process. Any data breach incidents would directly affect the credibility and integrity measures.

10.2: Compliance with Data Protection Laws

This sub-indicator evaluates the IEC's adherence to local and international data protection laws, including compliance with guidelines, regulations, and legislation related to collecting, storing, and processing voters' personal data. It also assesses how well data safety is ensured and protection against unauthorized access. The importance of this sub-indicator lies in upholding individuals' rights, fostering accountability, trust, and active participation.

Main Indicator 11: Transparency of Election Campaign Funding

This index consists of three sub-indicators:

11.1: Procedures for Monitoring Campaign Funding Sources

This sub-indicator serves as an assessment tool directly aimed at combating corruption and influence attempts on voters, ensuring that no individuals or entities dominate the electoral process. This enhances transparency, promotes fair competition, and protects voter rights. Therefore, it tracks the mechanisms the Independent Election IEC employs to monitor election campaign funding sources.

11.2: Legal Action on Funding Violations

Complementing the previous sub-indicator, this index focuses on tracking campaign funding sources to ensure equality and complete integrity. It assesses how violations are transferred to the judiciary, aiming to establish accountability, build trust, and promote transparency and a democratic culture.

11.3: The Authority's Procedures in Monitoring Party Expenditure

Party expenditure management is a sensitive issue in political and party financial management. Monitoring these expenditures is a political tool to enhance transparency and accountability in political life, making it more than an administrative task. This sub-indicator evaluates and tracks the procedures and accountability mechanisms used by the IEC and assesses their effectiveness.

Main Indicator 12: Balance of Media and Advertising Coverage

This index includes two sub-indicators:

12.1: Equal Media Coverage for Parties and Candidates on Official Channels

Media coverage plays a crucial role, as official media is one of the most significant factors influencing individuals' decisions and shaping their political awareness. This sub-indicator measures equal media presence on official channels to promote political dialogue and pluralism, ensuring fair access for all parties, regardless of establishment date or membership count, to reach all voters. Controlling this ensures that media bias does not influence voters' choices in favor of one party over another. This sub-indicator also monitors how official media enhances public awareness of election programs.

12.2: Media Monitoring During Election Silence Period

This sub-indicator assesses the extent of adherence by official media, TV channels, websites, and newspapers to the election silence law. This aims to protect voter rights and allow decision-making without influence from advertisements or campaigns, ensuring fairness, competitiveness, and equal rights. It studies the IEC's mechanisms and the degree of control over this process.

Main Indicator 13: Accuracy and Transparency of Election Results

This indicator includes three sub-indicators:

13.1: Time Taken to Announce Results

This sub-indicator assesses the Independent Election IEC's adherence to the announced timing for election results publication, a critical point as timeliness enhances result credibility, reflects effective and smooth administration, avoids political pressure, prevents potential result manipulation, and strengthens public confidence.

13.2: Percentage of Appeals and Objections by Candidates

This sub-indicator is essential for evaluating the fairness and transparency of the electoral process, reflecting the level of satisfaction with election conduct. High rates of appeals and objections could indicate organizational issues or possible violations, raising concerns about result integrity. Conversely, a low rate of appeals and objections by candidates signals satisfaction with electoral procedures, indicating high confidence in the electoral system and the IEC's effectiveness. Analyzing data on this index helps identify the reasons behind objections, such as errors or non-compliance with legal procedures.

13.3: Public Trust and Satisfaction with Results

This is one of the most significant indicators, as public trust in the electoral process is fundamental to legitimacy, enhancing the integrity and transparency of elections. It leads to result acceptance, increased stability, improved political participation, and builds trust between officials and the public. This sub-indicator measures the public's trust in the Independent Election IEC and its management of the electoral process as well as their satisfaction with the final results.

Results

The benchmark scores were distributed as shown in the table below, followed by an analytical breakdown of the sub-indicators and their results. A score of (10) represents a full mark, awarded when all conditions are met. A score of (2) is given for minor compliance when there is not a complete failure but minimal achievement, while a (0) is assigned for non-compliance when the IEC has not met or adhered to the standards.

All indicators were assigned equal value and weight, as rights and freedoms hold equal significance and cannot be prioritized over one another. If the indicators had differing weights, efforts might be directed disproportionately toward compliance with certain indicators over others, compromising the primary goal of ensuring compliance with all standards. Therefore, the same weight was applied across all indicators.

Scores were graded from five down to two points, in line with the nature of each sub-indicator.

Number of levels in the benchmark score	Final scores with absolute negativity or non-compliance	Levels in score value				
		10	8	6	4	2
5	No	10	8	6	4	2
5	Yes	10	7.5	5	2.5	0
4	No	10	7.5	5	2.5	
4	Yes	10	6	3	0	
3	No	10	6	3		
3	Yes	10	5	0		
2	No	10	5			
2	Yes	10	0			

Table No. (1): Gradient of sub-indicator score value compared to number of gradations and form of measurement for lowest score

Main Indicator 1: Accessibility of Polling Stations

1.1: Average Number of Voters per Polling Station

This indicator was measured by evaluating the total number of voters, which is "5,115,219," against the number of available polling stations in the kingdom, "5,844." This results in an average of 875 voters per station. Under ideal evaluation standards that form the basis for measurement criteria, a clear calculation gap can be observed in the time allocated for each citizen to vote. The Independent Election IEC's time allocation equation was based on the lowest voter response rate rather than the highest. For instance, if each voter were given only 3 minutes to vote, the 12 hours designated for smooth election operations would be insufficient.

Given the previous information and the evaluation criteria, the grading scale for this indicator is set to 5 levels. A score of 10 is awarded if there are fewer than 500 voters per station, 8 if there are 501-700 voters per station, 6 for 701-900, 4 for 901-1100, and 0 if there are over 1,101 voters per station. Based on the data, a score of "6" was assigned.



1.2: Accessibility for People with Disabilities

This indicator was measured through tools like field monitoring, specialized reports, and data from the Performance Index Center | KAFSA'A, released throughout the election process. The Independent Election IEC launched a service in mid-July 2024 for the hearing impaired, allowing them to make inquiries and submit complaints via WhatsApp. Additionally, guides (volunteers) were provided on election day to assist people with disabilities, and 95 schools were designated as model centers.

An implementation plan in collaboration with the Higher Council for the Rights of People with Disabilities included awareness, media outreach, capacity-building for election staff, and the development of a specialized database. During the index team's monitoring activities, observations were noted, indicating that 53.3% of polling centers were equipped or suitable for people with disabilities.

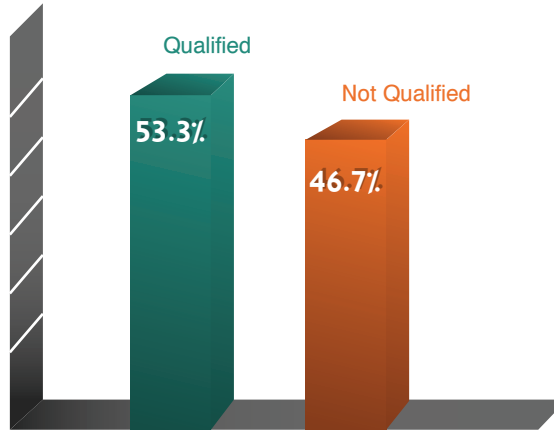


Illustration No. 1: Percentage of suitable voting centers for people with motor disabilities

This means that the centres provided facilities for this category, but they need further improvements due to weak infrastructure or poor judgment in cases such as the presence of ballot boxes on the second floor. Field observers recorded the need for civil defence personnel and in some cases the gendarmerie forces to intervene in some centres to transport and carry voters to the ballot boxes.

The grading scale for this indicator is also set to 5 levels, with a score of **10** for ideal accessibility, **7.5** for very good accessibility, **5** for good accessibility but with room for improvement, **2.5** if accessibility is weak, and **0** if accessibility is impossible. Field data analysis yielded a score of "7.5."

1.3: Right of Expatriates to Vote

According to data from the Jordanian Ministry of Foreign Affairs, there are approximately one million expatriates, a large number of whom are eligible to vote. A significant majority, around 81%, reside in the Gulf countries, amounting to **755,000** people. However, the Jordanian election law does not explicitly address expatriate voting, and expatriates are permitted to vote only if they are physically present in Jordan on election day. Accordingly, it is recorded that this category located outside the borders of Jordan did not participate due to the existence of a legal legislative obstacle.

The grading scale here has 4 levels, awarding **10** if all expatriates could vote without restriction (via embassies and consulates), **6** for partial or restricted voting, **3** if voting is limited, and **0** if expatriates are denied their voting rights. According to what was observed, it is clear that many expatriates residing inside and outside the Kingdom were unable to vote despite their presence on election day due to the lack of proof of their place of residence and the inability to change or amend that for several reasons, including lack of time or their presence outside the country during the period granted for amendment, or their lack of knowledge of this point. Accordingly, a mark of **3** was recorded within this indicator.

1.4: Suitability of Polling Stations Operating Hours

The Prime Minister announced a public holiday for election day nearly two weeks before the election, ensuring that all government and private institutions were closed to facilitate voting. Polling stations were open from 7 a.m. to 7 p.m.

The grading scale for this indicator is set to 5 levels, with 10 points awarded if election day is a public holiday with at least 12 hours of voting time, 8 points for a public holiday with 9-8 hours of voting, 6 points for 8 hours without a holiday, 4 points for fewer than 8 hours, and 2 points for fewer than 6 hours. Since the conditions were fully met, a score of "10" was recorded for this indicator.

Main Indicator 2: Ensuring Voting Secrecy

2.1: Efficiency in Addressing Voting Secrecy Violations Reports

Assessing this indicator uses a 4-level scale. A score of 10 is given for ideal responsiveness, 6 for medium effectiveness, 3 for low effectiveness, and 0 for ineffectiveness. According to the field reports that were analyzed, and by reviewing the mid-voting day statement of the Performance Index Center | KAFQA'A and the report on closing the ballot boxes for the center, the effectiveness was varied in terms of immediate response and transfer to the security authorities to take legal action. Accordingly, a mark (6) was recorded for this indicator.

2.2: Security Measures at Polling Stations

The election security plan is implemented through collaboration between the IEC and the Ministry of Interior, with a series of joint meetings, statements, and announcements observed, such as the announcement by the Public Security Directorate of the election day security plan.

The evaluation was based on field observations, monitoring official documents issued by the Authority, the Prime Ministry, various ministries, as well as statements from the Ministry of Interior and Public Security. The indicator was structured into 5 levels, with scores allocated as follows:

A score of 10 was given for ideal security measures, meaning controlled entry and exit points, sufficient security personnel at polling stations, and privacy for ballot boxes. A score of 7.5 was awarded for moderate effectiveness, where there was an issue with one of the key points mentioned. A score of 5 indicated acceptable effectiveness if there were issues with more than two points. A score of 2.5 represented low effectiveness, while a score of 0 indicated ineffectiveness.

A score of 10 was recorded when security measures were achieved and showed high effectiveness.

2.3: Voter Satisfaction with Vote Secrecy

This indicator was evaluated through a survey comprising three questions.

1. How would you rate the level of secrecy in the voting process during the recent elections?
2. Did you feel that the voting was sufficiently confidential?
3. Do you believe that the measures taken to protect voting secrecy were adequate for you?

The evaluation of the voting process's confidentiality showed that **86.5%** of respondents were satisfied, based on the analysis of responses to the first question. For the second question, **90.9%** of respondents confirmed their full satisfaction with the level of confidentiality in voting. Meanwhile, **75.4%** of respondents agreed that the measures taken by the Independent Election Commission were sufficient to ensure voting secrecy, according to responses to the third question. Calculating the overall satisfaction rate for all questions measuring voting confidentiality and applying a score distribution on a scale of **0 to 10**, resulting in an overall satisfaction score of **7.9**.

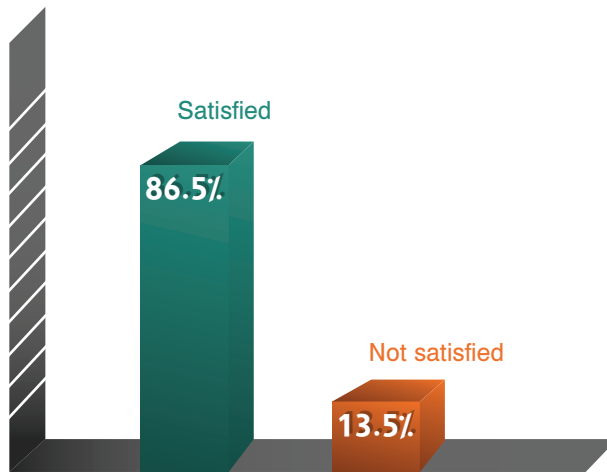


Illustration No. 2: Voter satisfaction rate regarding the secrecy of the voting process

Main Indicator 3: Party Pluralism and Fair Competition

3.1: Parties Participation Capability

The reports of the IEC and discussion sessions, which were based on consultations with legal researchers and a review of all objections submitted regarding candidate disqualification, were used to analyze this indicator. The review thoroughly examined the IEC's procedures from the application submission stage through to judicial referral.

The scoring for this indicator was structured into two levels:

A score of **10** is given if candidacy applications from all parties are accepted. A score of **0** is given if the candidacy application of any party that meets the requirements is rejected.

Following the review, all conditions were met, and no party was barred from running in the **2024** elections. Accordingly, a score of **10** was given.

3.2: Parties' Ability to Compete Freely and Fairly

Reports from local and international observers, along with field observations, monitoring, and follow-up, were relied upon. The scoring was divided into two levels:

A score of **10** was given if all parties were allowed unrestricted campaigning in all forms, without constraints or attempts to influence public opinion. A score of **0** was given if restrictions were imposed.

The center's team observed that all parties were granted the right to campaign and compete without restrictions. Therefore, all conditions were met, and a score of **10** was awarded for this indicator.

3.3: Presence of Observers and Party Representatives

This indicator reflects the IEC's full preparedness and its efforts to prevent manipulation and fraud, ensuring the integrity of the electoral process. The IEC's statements on election-related instructions across all stages, including the accreditation of observers, were monitored. Meetings between the IEC and political parties were also observed, aimed at clarifying procedures to party secretaries-general.

The evaluation of this indicator relied on reports from the IEC, observer feedback, and field observations. The scoring was divided into two levels:

A score of **10** was awarded if the presence of observers and party representatives was allowed.

A score of **0** was given if such presence was restricted. A score of **10** was awarded, as observers and party representatives were permitted to be present at all the electoral stages.

Main Indicator 4: Election Monitoring

4.1: Facilitating Access for International and Local Observers

The evaluation of this indicator was based on the presence of observers, assessed first through field observations and observer reports, and second by monitoring the IEC's procedures in this context. Performance index observers noted the first official announcement on this topic, titled "Announcement Issued by the Independent Election Commission for the Accreditation of International Observers," dated 13 May 2024. The center's team reviewed and tested the links provided in the announcement to assess the smoothness and efficiency of the procedures, and they interviewed representatives of international missions to confirm the ease of the accreditation process.

The scoring was divided into two levels:

A score of **10** was awarded if international and local observers were facilitated. A score of **0** was given if there were restrictions.

According to reports and observations, a score of **10** was given as all required conditions were met.

4.2: Transparency and Responsiveness to Observers' Feedback

This aspect was evaluated through field observations and observer reports. By reviewing summaries of field reports, as presented in the mid-day election statement by the Performance Index Center | KAFQA'A, all data was analyzed and scored on a five-point scale. A score of **10** indicated ideal transparency and responsiveness, **7.5** indicated a high level of responsiveness with some shortcomings, **5** indicated acceptable, **2.5** indicated weak, and **0** indicated no response or transparency. The observations and reports from the center's monitoring team showed a high level of responsiveness and transparency, though some shortcomings were noted, specifically delays in responses at some centers, leading to a recorded score of **7.5**.

Main Indicator 5: Impact of Educational Programs

5.1: Percentage of Voters Aware of Their Rights

This indicator was evaluated based on a questionnaire in Section Four, which consisted of five questions aimed at assessing the percentage of voters aware of their rights through the following questions:

- Were you aware of your rights as a voter throughout the stages of the 2024 elections?
- Did you know the necessary procedures for registering as a voter?
- Did you know the specific dates for elections and voting?
- Did you know the procedures for filing a complaint or objection if needed?
- How did you learn about your voting rights?

The score was then distributed based on these questions and awarded accordingly. The results were as follows: The overall results, which included analysis of five detailed levels synchronized with the election process stages, as indicated in the previous questions, were divided in a stepwise manner beginning with the awareness evaluation of voter rights, moving to understanding registration procedures, awareness of voting dates, through knowledge of protocols for filing complaints or objections, and ending with overall awareness of voting rights. Analysis of the response tables indicated a high level of voter awareness of their rights, reaching 86.7%. By calculating the responses across all tables to measure the level of awareness of Jordanian voters of their electoral rights on a scale of 0-10, a score of 7.2 was recorded.

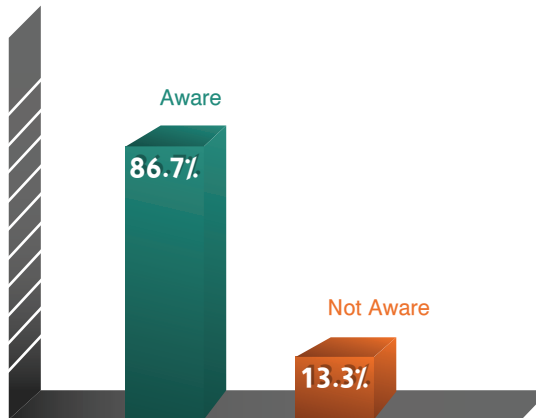


Illustration (3): Percentage of Voter Awareness of Their Rights.

5.2: Impact of Awareness Campaigns on Turnout

This indicator was evaluated in Section Five and consists of eight questions aimed at assessing the impact of awareness campaigns on election turnout in a survey with the following questions:

- Have you participated in elections before? If not, what was the reason for not participating?
- Where did you hear about the 2024 elections?
- Did you visit the Independent Election IEC's website for information?
- Do you believe that awareness campaigns influenced your decision to participate in the elections?

- Did you feel there were efforts to encourage you to vote, such as voting campaigns, seminars, phone calls, etc.?
- Do you think awareness campaigns should increase to encourage more citizens to participate in elections?
- What is the primary factor that could encourage you to participate in the next elections?

Given the number of questions, research on this aspect was intensified with a large number of questions targeting all stages and levels of awareness campaigns to achieve the highest standards in evaluating the impact of awareness closely related to voter participation in the electoral process. Analysis of the response tables to all questions indicated a low impact of awareness campaigns, with 52.3 % of respondents influenced by these campaigns.

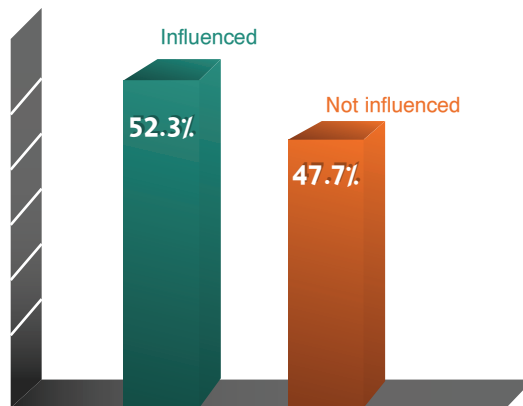


Illustration (4) : Influenced voters by advertising campaignsights.

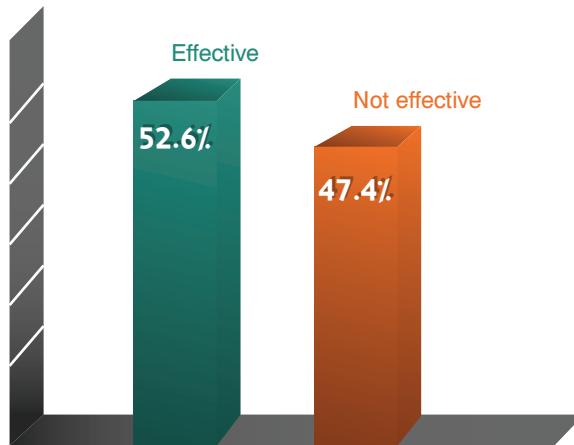
Reviewing the total response values related to the impact of awareness campaigns on election turnout and analyzing all tables resulted in a score of 3.9 on a scale from 0 to 10.

5.3: Evaluation of the Effectiveness of Educational and Promotional Methods

This indicator was evaluated through Section Six of the questionnaire, which consists of six questions:

1. Did you have prior knowledge of the parliamentary elections in Jordan and their dates?
2. Did you find educational means such as awareness campaigns, advertisements, and TV programs helpful in understanding the importance and mechanism of participating in parliamentary elections?
3. Did you feel that the information provided was sufficient to make an informed decision about voting in the parliamentary elections?
4. Did you notice campaigns specifically encouraging citizens to participate in parliamentary elections?

The results were as follows: 52.6% of respondents indicated that educational and promotional means were ineffective, which aligns with the awareness impact Indicator discussed earlier. Data analysis showed a heavy focus on quantity over quality, negatively impacting this indicator, which scored 4.7.



Illustrator (5) : Effectiveness of Educational Means

Main Indicator 6: Voter Registration

6.1: Voter Registration Procedures

This indicator was assessed based on field observations and discussion sessions, examining the legislative texts, implementation procedures, and the display of electoral lists on designated electronic platforms. Scores were distributed on a 5-level scale, with a full score for automatic registration, 7.5 for online registration, 5 for fixed and mobile registration in accredited centers, 2.5 for registration on election day at the polling station. As the registration was automatic, thus the IEC scored 10.

6.2: Ease of Access to Records

This indicator was evaluated based on field observations by the center's monitoring team, their follow-ups with voters, and online monitoring of the Independent Election IEC's platforms, in addition to tracking the IEC's announcements and statements on the topic. In evaluating this indicator, a full score was awarded if records were published at least three months before the election date, allowing objections and amendments for more than 30 days. A score of 7.5 was given for records published two months prior with objection and registration options, a score of 5 for records published a month prior with a 14-day objection and amendment period, and 2.5 if records were published a month prior with no option for amendments or objections.

As the records were published three months before the election date, with an allowance for more than 30 days for objections and amendments, the IEC scored a 10.

Main Indicator 7: Accuracy and Updating of Electoral Records

7.1: Percentage of Objections to Voter Records

This indicator addresses the percentage of objections to voter records, analyzing the total number of objections against the number of records. A high objection rate indicates problems in record accuracy, such as incorrect names or omissions of eligible individuals. This indicator evaluates the effectiveness of the record management and correction system. If objections were less than 0.02%, a full score was awarded, 7 if between 0.02-0.08%, 3 if 0.081-0.1%, and 2.5 if above 0.1%. Monitoring and evaluation results indicated 542 objections, which equals to 0.011%, resulting in a full score of 10 for this indicator.

7.2: Updates to the Voter Register

This indicator was evaluated based on the IEC's reports, field observations, and monitoring by the Performance Index Center | KAFAT. Scores were distributed on a 5-level scale, awarding a full score if the latest update was within six months, 7.5 if within nine months, 5 if within 12 months, 2.5 if between 12 and 18 months, and 0 if more than 18 months. A full score of 10 was recorded as updates were made every six months, twice a year.

Main Indicator 8: Efficiency of Complaint Management

8.1: Response Speed to Complaints and Objections

This indicator was evaluated through Section Seven of the questionnaire, consisting of the following four questions:

- Did you file a complaint or objection to the Independent Election IEC in Jordan regarding the 2024 elections?
- If yes, how long did it take for the IEC to respond to your complaint or objection?
- How would you rate the speed of the Independent Election IEC's response to your complaint or objection?
- Was the IEC's response to your complaint or objection satisfactory?

The result was as follows: **88.6%** of respondents did not file any complaint or objection, while the remaining **11.4%** was almost evenly split between males and females. Of the complaints and objections, **42** out of **87**, or about half, were responded to within **24** hours. Nine complaints were addressed within **72** hours, and four were responded to within more than **72** hours but less than a week, while **29** respondents reported not receiving a response by the time of the survey. Analyzing all response data resulted in a score of **6.7** for this indicator.

8.2: Complainants' Satisfaction with Complaint Management Process

This indicator was measured through Section Eight of the questionnaire and the following questions:

- How was your experience with filing the complaint?
- Were the required procedures for filing the complaint clear to you?

Scores were distributed on a **10-level** scale, and the results were as follows: The indicator was evaluated in two parts: the ease of the complaint filing procedure and satisfaction with the IEC's response. An analysis of both parts indicated that approximately **85%** of respondents had not filed any complaint and did not proceed through the procedures to assess them. Among those who did, **89.4%** expressed satisfaction with the ease of filing a complaint, while **65.5%** were satisfied with the IEC's response. A score of **7.7** was recorded after analyzing all respondents' data for this indicator.

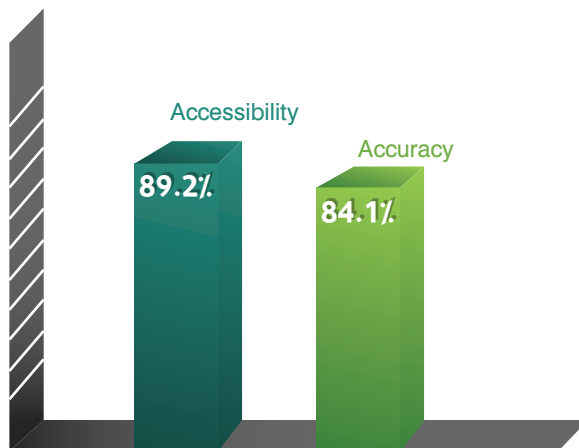
Main Indicator 9: Accuracy of Electoral Information Provided

9.1: Accuracy and Clarity of Information Provided to the Public

This indicator's results were based on the questionnaire response and Section Nine, which consisted of six questions:

- How would you rate the accuracy of the information provided by the Independent Election IEC regarding the upcoming parliamentary elections?
- Did you find the information useful and easy to access?
- Was the information sufficient to highlight the importance of participating in the parliamentary elections?
- Did the information cover all main aspects of the parliamentary elections, such as voting, registration, and candidacy procedures?
- Do you think there is a need to improve the quality of information provided about the upcoming parliamentary elections?
- If yes, please mention

The assessment focused on various criteria, targeting the accuracy, efficiency, and accessibility of information provided by the IEC. Respondents indicated a high level of satisfaction with the accuracy of information from the IEC, scoring 84.1%. Similar satisfaction was noted with information accessibility and efficiency, scoring 89.2%. Accordingly, a score of 7.5 was recorded for this indicator.



Illustrator 6 : Satisfaction with accessibility and accuracy of information

9.2: Timing of Information Dissemination

This indicator was evaluated based on the IEC's reports and the monitoring team's tracking of publication times and schedules. The scoring scale was set at four levels: **10** for perfect adherence to the pre-published schedule, **6** for minor delays (up to two days), **3** for significant delays (exceeding one week), and **0** for critical delays. The IEC adhered to the pre-set timeline, resulting in a score of **10**.

9.3: Inclusiveness of Information Coverage for All Groups

The comprehensiveness score was based on responses to related questions in section 9 of the survey. About two-thirds of respondents confirmed that the information provided was comprehensive, covering **74.8%** of all main election-related aspects. After analyzing the collected data, a score of **7.5** was recorded for this indicator.

Main Indicator 10: Compliance with Data Protection Laws

10.1: Incidents Related to Data Breaches

The scoring scale for this indicator had four levels: **10** for no recorded incidents, **6** for "low" incidents, **3** for "medium" incidents, and **0** for high incidents. No data violations were recorded, resulting in a score of **10**.

10.2: Compliance with Data Protection Laws

In terms of cybersecurity, the IEC resisted governmental intervention in its IT networking systems. Performance Index monitors confirmed that election results and servers are solely hosted by the IEC. Notably, the IEC refrained from implementing the Prime Minister's directive, which advised transferring all electronic connections and the main server to the Ministry of Digital Economy. This indicator measures compliance with local and international data protection laws, including protocols for data collection, storage, and processing. A score of **10** was assigned for full compliance with local laws, global practices, and additional preventive measures.

Main Indicator 11: Transparency in Election Campaign Funding

11.1: Procedures for Monitoring Campaign Funding Sources

The monitoring team tracked the formation of a committee overseeing campaign funding and financial spending. Committee meetings, announcements, and disclosures regarding campaign expenses were reviewed under articles 25, 26, and 27 of the Elections Law.

In this context, the full mark is recorded if the effectiveness of the procedures for following up on funding sources is ideal, meaning that there is an immediate and rapid follow-up and accountability mechanism without bias, and 7.5 for “high” effectiveness if the mechanism is fully activated with some minor remarks, and 5 for “medium” effectiveness if the mechanism is activated to varying degrees, and 2.5 for “weak” effectiveness if there is a mechanism but it is not very effective, and 0 if there is no mechanism or it is not always effective.

A score of 7.5 was recorded for this indicator.

11.2: Legal Action on Funding Violations

Article (11) of the Financial Contribution System to Support Political Parties No. (15) 2024 is the main reference for the instructions for providing financial support to political parties for the year 2024, while paragraph (b) of Article (72) of the Election Law for the House of Representatives No. (4) of 2024 was the main reference for the package of executive instructions for disclosing the sources of financing the electoral campaign of the lists and controlling their spending for the year 2024.

On the procedural side, the Commission records the involvement of more than one relevant party in the committee concerned with monitoring the financial spending of the candidate lists, including the Central Bank, the Audit Bureau, and the Integrity and Anti-Corruption Commission, where a committee was formed headed by the Secretary-General of the Independent Election Commission for this purpose. A group of cases were monitored that were transferred from the Commission to the Public Prosecution related to financing violations.

The score for this indicator was graded within two degrees: 10 if the legal requirement was taken in all violations and referred to the judiciary, and 0 if the answer was no.

Based on the evaluation and monitoring process, a score of 10 was given to this indicator

11.3: The Authority's Procedures in Monitoring Party Expenditure

The Commission has, pursuant to Articles 9A, 9B, 10, 11, 12, according to Paragraph (B) of Article (72) of the House of Representatives Election Law No. (4) of 2024, the primary reference, a package of powers specific to following up on the implementation of the disclosure of electoral campaign funding resources for lists and controlling their spending for the year 2024, and the procedures that follow.

For this indicator, the mark was distributed in a gradual manner similar to the gradation mechanism for the electoral campaign funding sources monitoring indicator, where the full mark is recorded if the procedures for monitoring the spending of party funds are effective, meaning there is an immediate and rapid monitoring and accountability mechanism without bias, and 7.5 for "high" effectiveness if the mechanism is fully activated with some minor observations, and 5 for "medium" effectiveness if the mechanism is activated to varying degrees, and 2.5 for "weak" effectiveness if there is a mechanism but it is not very effective, and 0 if there is no mechanism or it is not always effective.

Based on the analysis and evaluation process, a mark of 7.5 was recorded for this indicator.

Main Indicator 12: Balance of Media and Advertising Coverage

12.1: Equal Media Coverage for Parties and Candidates on Official Channels

This indicator was evaluated based on the observers' reports, the Center's team's monitoring process, and the official media monitoring.

The Center issued a statement on the specialized programs and their follow-up by the Performance Index monitoring team and addressing media institutions to correct errors, if any, as in the Center's letter No.: 110/ MAMKTV/2024 dated May 3, 2024, addressed to Al-Mamlaka Channel regarding the debate program at the time.

The score was graded to 4 degrees, so that the full score of 10 is given if the Authority guarantees and follows up on the official channels with equal media appearance, 6 if the Authority follows up but does not guarantee equality, 3 is an initial follow-up without any guarantees, and 0 if there is no follow-up.

By reviewing the data and observers' reports, the score of 6 was recorded if this was followed up but equality was not guaranteed and some violations occurred in some programs on the official channels

12.2: Media Monitoring During Election Silence Period

Paragraph (a) of Article 20 of the Election Law of 2022 stipulates that "election propaganda shall be free in accordance with the provisions of the law, and shall be permitted from the date of acceptance of the candidacy application, provided that it ends 24 hours before the specified voting day." The electoral silence began at midnight on Sunday, September 8, 2024, during which any electoral propaganda is prohibited, and all forms of electoral propaganda, such as hanging banners and billboards, and publishing advertisements, are stopped. This indicator was evaluated through reports from the monitoring team and the center's operations room, in addition to the observers' reports. The distribution of marks was graded into 4 degrees, with 10 being given for monitoring and ensuring the control of channels, websites, and newspapers, 6 for follow-up, ensuring, and partial control of channels and newspapers, 3 for controlling official media only, and 0 for no monitoring operations.

A score of 6 was recorded as some parties and candidates did not adhere to the electoral silence, and the propaganda messages continued to arrive on citizens' phones until the Election Day.

Main Indicator 13: Accuracy and Transparency of Election Results

13.1: Time Taken to Announce Results

This indicator was evaluated based on the Commission's reports, where the distribution of marks was graded into 4 degrees, with full marks awarded if a date was set in advance and adhered to, 6 for being one day late from the specified day and within 48 hours, being late for more than one day and less than 3 days (mark 3), and 0 for being late for more than 72 hours. Compliance was achieved as the Commission published the preliminary results within 48 hours of the election day and a mark of 10 was recorded.

13.2: Percentage of Appeals and Objections by Candidates

The evaluation in this indicator was based on the reports, data, and announcements of the IEC, and the score was graded to 4 grades so that the score of 10 is awarded in the event of no appeals or the appeals represent less than 1% of the number of candidates/lists, and 6 if the percentage of appeals represents more than 1% and less than 1.5%, and the score of 3 if the percentage is more than 1.5% and less than 2%, and 0 if the percentage is more than 2%. Referring to the Authority's reports, the number of appeals on the general list reached 5 objections compared to 697 candidates at a rate of 0.7% and 7 appeals at the local list level compared to 954 candidates at a rate of 0.7%.

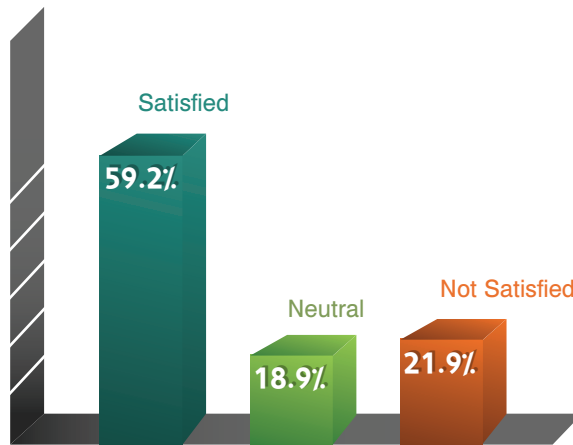
Accordingly, a score of 10 was awarded for this indicator.

13.3: Public Trust and Satisfaction with Results

This indicator was evaluated based on the results of the questionnaire distributed to the previously mentioned sample, in the second section, which consisted of the following 9 questions:

- Did you vote in the elections?
- How do you evaluate the level of organization of the Independent Election Commission for electoral procedures?
- Do you think that the Independent Election Commission was neutral in managing the elections?
- Did you face any problems or difficulties during the voting process?
- How satisfied are you with the election results?
- Do you think that the election results reflect your aspirations as a voter?
- How do you evaluate the transparency of the vote counting process and announcing the results?
- What is your opinion of the performance of the Independent Election Commission from the moment the elections were announced until the results appeared?
- Do you feel that the official media provided fair, neutral and objective coverage of the elections?

Results showed 59.2% of respondents were confident and satisfied with the election results, 21.9% expressed dissatisfaction, and 18.9% remained neutral. After reviewing the survey responses, a score of 7.1 was recorded for this indicator.



Illustrator 7 : Satisfaction with election results

Summary

Based on a thorough review of all assessment pillars outlined in detail, and following an examination of each procedure undertaken by the Independent Election IEC through the thirteen primary indicators and their subdivisions, this study arrived at a series of findings that established a comprehensive evaluation of the electoral process.

A summary of the findings reveals the following:

1. **Four indicators achieved a perfect evaluation score of 10**, demonstrating that the IEC's management of records and updates met standards of accuracy, transparency, and empowerment with high efficiency. This also ensured a fair environment for party competitiveness, which was reflected in the IEC's ideal score concerning data breaches and compliance with data protection laws.
2. **Four indicators achieved a high-quality rating** approaching the full mark, with scores ranging between 8 and 10. This result highlights the IEC's success in fulfilling its commitments to the accuracy and transparency of elections, measured through voter satisfaction surveys and on-the-ground monitoring by the Center's staff. This also includes the ease with which election monitoring was implemented by both local and international observers.
3. The IEC received **good scores in indicators** related to complaint management efficiency, ensuring the secrecy of votes, and the effectiveness of handling reports on breaches of voting confidentiality, along with voter satisfaction concerning related procedures.
4. The **IEC's weakest performance** was noted in areas of media outreach and public awareness. The analysis of sub-indicator results demonstrated a significant weakness in this area, particularly in terms of voter response and turnout resulting from awareness campaigns and promotional efforts. Enhancing the effectiveness of these methods is crucial. An impactful media campaign and strong public awareness efforts are key to encouraging higher voter turnout. Public awareness campaigns can enhance voters' understanding of the election process and foster their belief in the importance of electing a legislative council that can support beneficial policies for individuals and society at large.
5. **Lack of participation from Jordanian expatriates** was recorded due to legal restrictions. Addressing this legislative gap would align with the principle of equality, especially given the large number of Jordanian expatriates outside the kingdom.
6. For citizens with disabilities, there is **an infrastructure deficiency in polling centers** that limits accessibility and services.

Appendix (1): Detailed Results of the Main and Sub Indicators.

					Full mark 83%
#	Main Indicators	Sub-Indicators		Sub-Indicator Mark	Main Indicator Mark
1	Access to Polling Stations	1.1	Average Number of Voters per Polling Station	6.0	6.6
		1.2	Accessibility for People with Disabilities	7.5	
		1.3	Right of Expatriates to Vote	3.0	
		1.4	Suitability of Polling Stations Operating Hours	10.0	
2	Ensuring Voting Secrecy	2.1	Efficiency in Addressing Voting Secrecy Violations Reports	6.0	8.0
		2.2	Security Measures at Polling Stations	10.0	
		2.3	Voter Satisfaction with Voting Secrecy	7.9	
3	Party Pluralism and Fair Competition	3.1	Parties Participation Capability	10.0	10.0
		3.2	Parties' Ability to Compete Freely and Fairly	10.0	
		3.3	Presence of Observers and Party Representatives	10.0	
4	Election Monitoring	4.1	Facilitating Access for International and Local Observers	10.0	8.8
		4.2	Transparency and Responsiveness to Observers' Feedback	7.5	
5	Impact of Educational Programs	5.1	Percentage of Voters Aware of Their Rights	7.2	5.3
		5.2	Impact of Awareness Campaigns on Turnout	4.0	
		5.3	Evaluation of the Effectiveness of Educational and Promotional Methods	4.7	
6	Voter Registration	6.1	Voter Registration Procedures	10.0	10.0
		6.2	Ease of Access to Records	10.0	
7	Accuracy and Updating of Electoral Records	7.1	Percentage of Objections to Voter Records	10.0	10.0
		7.2	Updates to the Voter Register	10.0	
8	Efficiency of Complaint Management	8.1	Response Speed to Complaints and Objections	6.7	7.2
		8.2	Complainants' Satisfaction with the Complaint Management Process	7.7	
9	Accuracy of Electoral Information Provided	9.1	Accuracy and Clarity of Information Provided to the Public	7.5	8.3
		9.2	Timing of Information Dissemination	10.0	
		9.3	Inclusiveness of Information Coverage for All Groups	7.5	
10	Compliance with Data Protection Laws	10.1	Incidents Related to Data Breaches	10.0	10.0
		10.2	Compliance with Data Protection Laws	10.0	
11	Transparency of Election Campaign Funding	11.1	Procedures for Monitoring Campaign Funding Sources	7.5	8.3
		11.2	Legal Action on Funding Violations	10.0	
		11.3	The Authority's Procedures in Monitoring Party Expenditure	7.5	
12	Balance of Media and Advertising Coverage	12.1	Equal Media Coverage for Parties and Candidates on Official Channels	6.0	6.0
		12.2	Media Monitoring During Election Silence Period	6.0	
13	Accuracy and Transparency of Election Results	13.1	Time Taken to Announce Results	10.0	9.0
		13.2	Percentage of Appeals and Objections by Candidates	10.0	
		13.3	Public Trust and Satisfaction with Results	7.1	