

## Chapter : 0601 Civil Service Bureau

**Creation :** The Civil Service Bureau was established after the issuance of Civil Personnel Bureau Law No. (11) for the year 1955 on 1st of April.

**Vision :** Leadership in human resources management and public job in the civil service.

**Mission :** Managing and developing the public job in their human, procedural, legal and control dimensions, in cooperation with partners, throughout the optimal usage of human resource, preparing training policies and strategies, capacity building, stimulating initiative, creativity and sharing knowledge in order to promoting performance and excellence in providing the service to its recipients.

**Legal Framework:** Civil Service Bylaw No. (9) for the year 2020.

### **Priorities and targeted results within the determined ceilings for the years 2024 - 2026 :**

#### **First Priority :**

- Civil service and talents administration.

#### **Key procedures to realize the first priority :**

- The methodology for the preparation of workload studies and the determination of the optimal number of human resources and the draft principles for the management of surplus and shortage in the civil service was prepared and the methodology was trained (50 national team member and 16 departments).
- The construction of an electronic system for third-class jobs has been completed, activated and applications for third-class applications received. The system has been completed to receive applications for third-class electronic municipalities and service councils as well. Approximately 20 municipalities have been trained in the use of the electronic screening system.
- The main areas of cognitive, specialized, professional and general competencies have been identified for a number of educational and health disciplines, as well as have been coded and balanced, and the assessment tools used to measure each adequacy in its various aspects and prepare questions on these disciplines from the competent committees and to judge and approve them and introduce them into the electronic examination system.
- The overall vision was prepared for the establishment of the Capacity and Capacity Assessment Centre and the normative comparisons work with the Dubai Electricity and Water Authority's experience in capacity assessment. The concept was adopted and the Capacity Assessment Centre was located. The design of the Centre's building was approved. The organizational framework of the Centre was finalized and the digital system options to be worked on at the Centre were examined.
- The Civil Service Job Evaluation Plan has been finalized and the quantitative and objective evaluation instructions for civil service posts have been prepared. The higher category instructions and comprehensive contracts have been approved by the Council of Ministers. The first, second and third category instructions have been submitted to the Service Board. The accreditation has been postponed.
- The training of all civil services on the individual performance management and evaluation system was completed and linked to institutional performance. The design and construction of an electronic system to link individual and institutional performance was initiated. The first phase was completed and piloted in five departments. The second phase of the electronic system (institutional and individual evaluation/first review phase) was designed and built.
- The winners of the Ideal Employee Award were honored at the fourteenth session. The Ideal Employee Award and the Ambassadors of Excellence Initiative were launched for the fifteenth session. Workshops were held for human resources officials in the civil service departments, ambassadors of excellence and delegates of the Board on the award, and an organized package of awareness messages were organized through (egov) and other means of all award segments. The instructions of the exemplary employee award have been amended, uploaded to the Bureau's board and approved by them. The e-system of the award has been updated in accordance with the latest developments.
- Preparation of the human resources strategy in the civil service and consultative meetings of key partners, as well as plenary meetings of all representatives of the civil service and the general framework of the strategy was lifted for the Service Council, approved by the Council and then submitted to His Excellency the Deputy Prime Minister for Economic Affairs and the Minister of State for the modernization of the public sector and approved by the Council of Ministers, operational plans and risk plans for the Strategy's initiatives were prepared.

#### First Priority Outcomes :

- A flexible civil service that is more effective and responsive to changes, commensurate in size and nature with actual needs to upgrade performance and readiness for the future.
- A civil service capable of selecting and identifying the required competencies and diversifying its sources in accordance with the principles of eligibility, competitiveness, transparency and equal opportunities, in order to quickly meet the needs of the departments and provide them with the necessary skills and competencies to improve performance and achieve priorities
- Reaching a modern and enabling working environment that provides opportunities for career and job promotion and growth and promotes a culture of accountability, performance motivation and results, thereby contributing to attracting and retaining competencies and improving staff satisfaction
- Civil servants capable to perform their tasks efficiently and effectively, possessing specialized future and digital skills with strategic and innovative skills to keep pace with the change in government management methods.
- Enhancing the efficiency and governance of human resources management in the civil service and enabling it to play its expected strategic role to improve government performance.

#### First priority-related program :

- Administration and Support Services
- Human resources management in the civil service.

#### Second Priority :

- Empowering leaderships capable of promoting the performance and realizing visions and national priorities

#### Key procedures to realize the second priority :

- The leadership skills framework has been developed and approved and sent to the Institute of Public Administration for the preparation of training bags.
- The review of the succession planning guide was completed and the completion of the Departments' succession plans was followed up in (39) departments.
- A report has been prepared showing the evaluation of succession plans for (39) departments whose plans have been pursued.

#### Second Priority Outcomes :

- Fostering a supportive environment for leadership and enabling them to achieve expected goals and results once they take office, by promoting a culture of performance associated with achieving results, adopting performance-based accountability and incentive policies, empowering them and providing ongoing development and education
- Enhancing ability to select qualified leaders and preparing the next generation of future and young leaders with the requisite competencies and practical experiences to compete for leadership positions, ensuring sustainability of meeting government's needs of competent leaders who are prepared and trained systematically in line with the government's vision.

#### Second priority-related program :

- Human resources management in the civil service.

#### Third Priority :

- Providing government services easily accessed with high quality.

#### Key procedures to realize the third priority :

- This priority is followed up and implemented by the Prime Minister's Achievement Follow-up Unit in accordance with the public sector modernization map.

**Third Priority Outcomes :**

- \_ Developing the government services system and review legislations and policies related to the system.**
- \_ Integrated and interconnected government services with easy access, fast implementation and easy procedures.**
- \_ An institutional culture centred on citizen service and experience in accessing services, based on training, qualification, service providers' empowerment, accounting, accountability, reward and motivation.**
- \_ Maintaining continuous modernization and improvement at the level of services.**

**Third priority-related program :**

- \_ Administration and Support Services**

**Priority of gender, youth and persons with disabilities :**

- \_ Promoting the role of women and its participation in the different government departments and institutions.**

**Key procedures to realize the priority of gender, youth and persons with disabilities :**

- \_ Preparation of a report on the plan to promote gender integration in the Civil Service Bureau. It was submitted to senior management and reversed its amendments. The matrix of activities for the gender plan was initiated.**
- \_ Visiting the Women's Military Training Centre through a delegation of 20 staff members of the Bureau to learn about the role of women in the Jordanian armed forces.**
- \_ Participation in the training workshop held by the Legislative and Opinion Bureau in cooperation with the Program for the Promotion of Leadership Skills (Tawazon) and the National Commission for Women's Affairs.**
- \_ Training of newly graduated youth with a view to strengthening the Bureau's community role.**

**The following outcomes are expected to be realized for the priority of gender, youth and persons with disabilities :**

- \_ Raising the percentage of women occupancy of leadership positions in the public sector.**

**Priority-related program of gender, youth and persons with disabilities :**

- \_ Administration and Support Services.**
- \_ Human resources management in the civil service.**

#### **Tasks of the Ministry / Department :**

- Following up the implementation of civil service bylaw provisions and verifying the implementation of the departments of the provisions of legislations related to civil service properly.
- Preparation of projects for the selection and appointment of civil servants and submission to the Council for approval
- Preparing and submitting to the Council for adoption the instructions containing the terms of reference for civil service careers.
- Participating with the Department in preparing a career path based on functional competencies in accordance with instructions prepared by the Bureau and approved by the Council.
- Nomination of persons to fill vacancies in the civil service and participation in the selection process and the establishment of the basis for competitive examinations among applicants for appointment to and supervision of posts.
- Participating in proposing legislations related to civil service affairs.
  
- Build a centralized database and information systems for human resources management, activate and develop smart systems in the civil service and contribute to the standardization of job information systems and public employee in cooperation with the relevant authorities and departments.
- Considering complaints and grievances submitted to the Bureau by the staff, candidates and applicants for the occupancy of posts and taking appropriate action in accordance with the provisions of this bylaw, with the obligation not to disclose information on the identity of complainants and grievances.
- Taking the procedures necessary for correcting administrative decisions violating the provisions of this bylaw.
- Expressing an opinion for departments on actions related to applying the provisions of this bylaw.
  
- Contributing to human resources management in the Civil Service Department and setting mechanisms to increase the effectiveness of these departments.
- Any subject relating to the civil service shall be referred to the Bureau by the Cabinet, the Prime Minister, the Council or its President.
- Contributing in laying the foundations for optimal use of human resources in the public sector and needed plans and programs for their implementation.
- Contributing to preparing training policies and strategies and capacity building in the public sector
  
- Preparing human resources planning instructions and raise recommendation about it to the council for approval
- Developing technical and functional competencies manual and continuous updating in cooperation with the concerned departments
- Providing technical support to human resources units in the field of human resources management and planning to enable them to carry out their mandated tasks.
- Developing and submit to the Board for approval the bases and methodology for quantitative and objective evaluation and analysis of civil service posts in categories I, II and III and systems contracts.

#### **Ministry/Department Contribution to the Achievement of the National Objectives :**

- Developing the government services to meet the ambitions of Jordanian citizen.
- Upgrading the efficiency of civil service.
- Supporting creativity and excellence.

#### **Major Issues and Challenges which face the Ministry / Department :**

- Harmonizing the outputs of the Public Sector Reform Committee and implement its developmental initiatives (2022-2025)

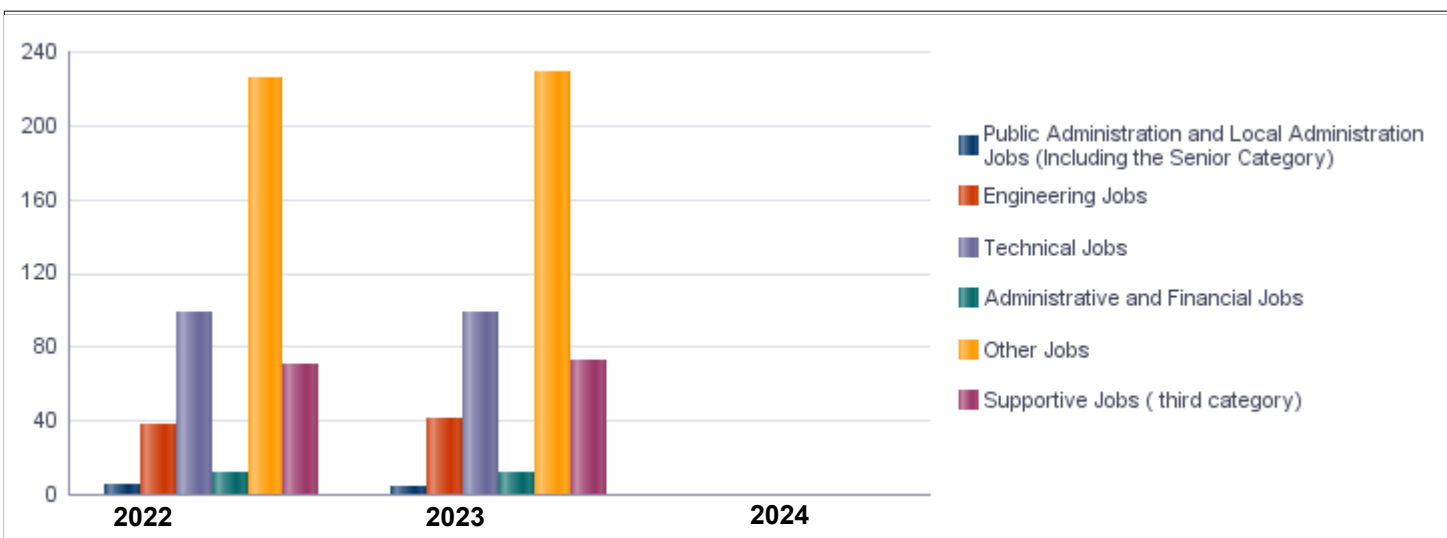
**Chapter : 0601 Civil Service Bureau**

**Strategic goals of the Ministry/ Department/ Unit and Performance Measurement Indicators**

Strategic Objective	Performance Indicator	Base year	Value	Actual Value	Target Value	Preliminary Self Evaluation	Target Value		
				2022	2023	2023	2024	2025	2026
1 - Ensuring that all services are provided according to quality, efficiency and transparency standards.	1 Percentage of service recipients satisfaction.	2020	%77.6	%87.36	%86	%86	-	-	-
	2 Percentage of rightful complaints submitted by service recipients.	2020	%0.37	%0.028	%0.03	%0.02	-	-	-
2 - Enhancing the efficiency and effectiveness of human resources in the civil service and consolidating creativity and excellence.	1 Percentage of departments participating in the Ideal Employee Award.	2020	%81	%72	%81	%79.4	-	-	-
	2 Percentage of applying the job competencies on the processes of human resources management in the civil service (employment, advertisement, examination, interview, job description card, performance evaluation, succession, training, career path).	2020	%40	%83	%90	%90	-	-	-
	3 Percentage of increase in the number of participants in the Ideal Employee Award.	2020	%78	-%1.19	%1	%5	-	-	-
3 - Enhancing capacity for the proper planning, efficient distribution and good use of human resources.	1 Percentage of achievement of the general framework of human resources strategy in the civil service.	2022	%25	%25	%75	%75	-	-	-
4 - Raising the efficiency and effectiveness of polarization systems to meet the services' human resources needs according to the required functional competencies.	1 Percentage of recruitment and appointment violations received from monitoring bodies.	2020	%0	%0	%0	%0	-	-	-
	2 Percentage of satisfaction of civil service departments of the quality of recruitment outputs.	2020	%72	%76.8	%76	%76	-	-	-
5 - Strengthening the supervisory, media and community role of the Civil Service Bureau.	1 Percentage of rightful grievances.	2020	%1.5	%4.2	%1	%2	-	-	-
	2 Percentage of increase in the positive comments from audience on the different media platforms.	2021	%5	%9	%10	%10	-	-	-
	3 Percentage of increase in the media momentum associated with the Bureau (total number of news, media meetings, media messages ..) /time period year.	2021	%5.85	%11	%10	%10	-	-	-
	4 Percentage of increase in the number of the Bureau's electronic website visitors.	2020	%50	%88	%10	%20	-	-	-
	5 Percentage of increase in the followers of the Bureau's social media platforms.	2021	%29	%24	%5	%4	-	-	-
	6 Percentage of achievement of the media strategy of the Bureau.	2021	%22.5	%0	%77.5	%50	-	-	-

**Number of Staff in the Ministry/ Department/ Unit**

Group	Job	2022			2023			Preliminary 2024		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
Public Administration and Local Administration J		5	0	5	4	0	4	0	0	0
Engineering Jobs		26	12	38	28	13	41	0	0	0
Technical Jobs		45	54	99	45	54	99	0	0	0
Administrative and Financial Jobs		11	1	12	11	1	12	0	0	0
Other Jobs	Human Resources Adminis	149	76	225	151	77	228	0	0	0
Supportive Jobs ( third category)		49	21	70	50	22	72	0	0	0
<b>Total</b>		<b>285</b>	<b>164</b>	<b>449</b>	<b>289</b>	<b>167</b>	<b>456</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Cost of Salaries</b>		2297491	1364685	3662176	2683171	1583829	4267000	0	0	0



#### Most notable information about the Ministry/Department/Unit

No.	Description	2020	2021	2022	2023	2024
1	Number of job applications received by the Bureau.	34231	38339	36285	37312	0
2	Number of recruited (males).	1778	2348	2063	2206	0
3	Number of recruited (females).	3599	2826	3213	3019	0
5	Number of recruited (integrated).	5377	5174	5276	5225	0
6	Decisions of the central committee.	1768	2096	1932	2014	0
7	Number of scholarships.	81	94	88	91	0
8	Number of training courses for the public sector.	12	19	16	17	0
9	Number of legal consultations on which opinion was expressed.	1200	1341	1271	1306	0

## Chapter : 0601 Civil Service Bureau

( In JDs )

Current Activities Appropriations According to Program								
Prog.	Activites		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2022	2023	2023	2024	2025	2026
0901	601	Administrative and Support Services	1963935	2277000	2151000	0	0	0
	Total of Program		1963935	2277000	2151000	0	0	0
0905	601	Personnel Affairs and Public Job Administration	2105506	2559000	2352000	0	0	0
	Total of Program		2105506	2559000	2352000	0	0	0
<b>Total</b>			<b>4069441</b>	<b>4836000</b>	<b>4503000</b>	<b>0</b>	<b>0</b>	<b>0</b>

Capital Projects Appropriations According to Program								
Prog.	Projects		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2022	2023	2023	2024	2025	2026
0905	002	Completing the Human Resources Administration Information System Project/ Stage 2	34480	190000	190000	0	0	0
	019	Automation and E-services	139491	260000	260000	0	0	0
	Total of Program		173971	450000	450000	0	0	0
<b>Total</b>			<b>173971</b>	<b>450000</b>	<b>450000</b>	<b>0</b>	<b>0</b>	<b>0</b>

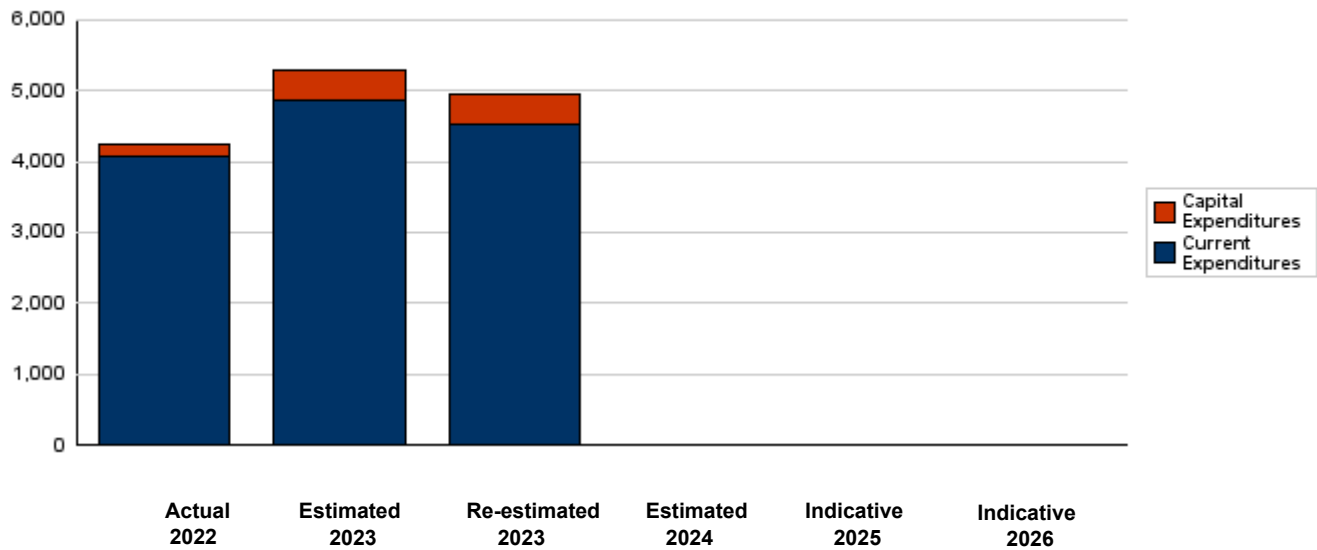
**Overall Summary of Expenditures for Chapter 0601- Civil Service Bureau  
for the Years 2022 - 2026**

( In JDs )

Description	Actual	Estimated	Re-estimated	Estimated	Difference between estimated 2024 and re- estimated 2023	Indicative	
	2022	2023	2023	2024		2025	2026
Current Expenditure	4,069,441	4,836,000	4,503,000	0	-4,503,000	0	0
Capital Expenditure	173,971	450,000	450,000	0	-450,000	0	0
<b>Total current and capital expenditure</b>	<b>4,243,412</b>	<b>5,286,000</b>	<b>4,953,000</b>	<b>0</b>	<b>-4,953,000</b>	<b>0</b>	<b>0</b>

( Thousands of JDs )

Graph of the current and capital expenditures for the years 2022 - 2026





**Overall Summary of Current Expenditures for the Years 2022 - 2026**

**Chapter : 0601 Civil Service Bureau**

( In JDs )

Group	Item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
<b>21</b>		<b>Compensations of Employees</b>						
<b>2111</b>		<b>Salaries, Wages and Allowances</b>						
	101	Classified Employees	53485	51000	51000	0	0	0
	102	Unclassified Employees	470782	498000	476000	0	0	0
	103	Comprehensive Contract Employees	144049	293000	186000	0	0	0
	105	Personal Cost of Living Allowance	562604	658000	589000	0	0	0
	106	Family Cost of Living Allowance	46447	52000	48000	0	0	0
	110	Overtime Allowance	52743	55000	55000	0	0	0
	111	Additional Allowance	571436	645000	620000	0	0	0
	113	Transportation Allowance	93000	110000	105000	0	0	0
	114	Transport Allowance	39998	60000	60000	0	0	0
	116	Employees' Bonuses	895000	975000	975000	0	0	0
	120	Contract Employees	321312	420000	369000	0	0	0
		<b>Total</b>	<b>3250856</b>	<b>3817000</b>	<b>3534000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2121</b>		<b>Social Security Contributions</b>						
	301	Social Security	411320	450000	415000	0	0	0
		<b>Total</b>	<b>411320</b>	<b>450000</b>	<b>415000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>22</b>		<b>Use of Goods and Services</b>						
<b>2211</b>		<b>Use of Goods and Services</b>						
	202	Telecommunications Services	24667	29000	29000	0	0	0
	203	Water	5000	6000	6000	0	0	0
	204	Electricity	113000	137000	125000	0	0	0
	205	Fuels	30803	35000	35000	0	0	0
	206	Maintenance of Machines, furniture and acce	17624	20000	20000	0	0	0
	207	Maintenance of vehicles, equipment and acce	5588	15000	15000	0	0	0
	208	Repair and maintenance of buildings and acc	7389	10000	10000	0	0	0
	209	Stationery,Publications and Office Supplies	21447	37000	37000	0	0	0
	210	Substances and raw materials (medicines, cl	3106	8000	5000	0	0	0
	211	Cleaning services and supplies including cle	64317	90000	90000	0	0	0
	212	Insurance	3531	5000	5000	0	0	0
	213	Official Travel Missions	5543	11000	11000	0	0	0
	214	Goods and services expenses	42319	71000	71000	0	0	0
		<b>Total</b>	<b>344334</b>	<b>474000</b>	<b>459000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>28</b>		<b>Other Expenditures</b>						
<b>2821</b>		<b>Other Current Expenditures</b>						
	302	Contributions	0	4000	4000	0	0	0
	303	Scientific scholarships and training courses	7665	24000	24000	0	0	0
	305	Non-Employees' Bonuses	55266	67000	67000	0	0	0
		<b>Total</b>	<b>62931</b>	<b>95000</b>	<b>95000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Chapter</b>	<b>4069441</b>	<b>4836000</b>	<b>4503000</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Overall Summary of Capital Expenditures for the Years 2022 - 2026

Chapter : 0601 Civil Service Bureau

( In JDs )

Group	Item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
		<b>Expenditures</b>						
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures	113838	157000	157000	0	0	0
<b>Total</b>			<b>113838</b>	<b>157000</b>	<b>157000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Fixed Assets</b>						
31		<b>Non-financial Assets</b>						
3111		<b>Buildings and Constructions</b>						
	508	Works and Constructions	13888	25000	25000	0	0	0
<b>Total</b>			<b>13888</b>	<b>25000</b>	<b>25000</b>	<b>0</b>	<b>0</b>	<b>0</b>
3112		<b>Devices, Machinery and Equipment</b>						
	505	Equipment, Machines and Devices	39945	198000	198000	0	0	0
	506	Vehicles and Equipment	0	50000	50000	0	0	0
<b>Total</b>			<b>39945</b>	<b>248000</b>	<b>248000</b>	<b>0</b>	<b>0</b>	<b>0</b>
3113		<b>Other Fixed Assets</b>						
	511	Equipping and furnishing	6300	20000	20000	0	0	0
<b>Total</b>			<b>6300</b>	<b>20000</b>	<b>20000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total of Chapter</b>			<b>173971</b>	<b>450000</b>	<b>450000</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Appropriations directed for females and child according to chapter : 0601 Civil Service Bureau**

( In JDs )

<b>Description</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Females</b>	<b>1,364,685</b>	<b>1,583,829</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Child</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Appropriations distributed according to population index</b>					
<b>Females</b>	<b>273,181</b>	<b>478,930</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Child</b>	<b>209,245</b>	<b>366,840</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total appropriations directed for females</b>	<b>1,637,866</b>	<b>2,062,759</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total appropriations directed for Child</b>	<b>209,245</b>	<b>366,840</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Chapter 0601 - Civil Service Bureau**

**0901 Administration and Support Services Program**

**Objective of the program :**

- Providing all administrative and financial support services to all directorates of Bureau .

**The strategic objective related to the program :**

Ensuring that all services are provided according to quality, efficiency and transparency standards.

**Directorates associated with the program :**

- Administrative and Financial Affairs Directorate.
- Internal Control Unit.
- IT Directorate.

**Services provided by the program :**

- Preserving the safety of public facilities of the Bureau.
- Providing the Bureau with furniture, equipment, software and stationery.
- Connecting with E-government programs and improve services provided through the E-portal.
- Improving the efficiency and develop the human resources.
- Monitoring and auditing the financial and administrative performance of the Civil Service Bureau.
- Reflecting the Bureau's achievements and programs in the various means of media.

**Staff working in the program :**

The program is implemented through a functional staff in 2023 estimated with ( 167 ) staff, including ( 98 ) males and ( 69 ) females .

**Appropriations directed for females and child**

**( In JDs )**

Description	2022	2023	2024	2025	2026
Females	685,190	763,545	0	0	0
Child	0	0	0	0	0
<b>Appropriations directed according to population index</b>					
Females	143,621	201,630	0	0	0
Child	110,008	154,440	0	0	0
<b>Total appropriations directed for females</b>	<b>828,811</b>	<b>965,175</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total appropriations directed for Child</b>	<b>110,008</b>	<b>154,440</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Key Performance Indicators for Program**

Performance Measurement Indicator	Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value		
			2022	2023		2023	2024	2025
1 Number of automated services for service recipients.	2020	21	23	24	24	-	-	-

**Appropriations 0901 Of Administration and Support Services Program as Per Activities and Projects.**

**( In JDs )**

Activities and Projects	Actual	Estimated	Re-estimated	Estimated	Indicative	
	2022	2023	2023	2024	2025	2026
<b>Current Expenditures</b>	<b>1,963,935</b>	<b>2,277,000</b>	<b>2,151,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
601 Administrative and Support Services	1,963,935	2,277,000	2,151,000	0	0	0
<b>Capital Expenditures</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Program / Treasury	0	0	0	0	0	0
<b>Total Program</b>	<b>1,963,935</b>	<b>2,277,000</b>	<b>2,151,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Current Expenditures According to Program and Activities for the Years 2022 - 2026**

Chapter : 0601 - Civil Service Bureau

(In JDs)

Program : 0901 - Administration and Support Services								
Activity : 601 - Administrative and Support Services								
Group	Item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
<b>21</b>		<b>Compensations of Employees</b>						
<b>2111</b>		Salaries, Wages and Allowances						
	101	Classified Employees	29485	30000	30000	0	0	0
	102	Unclassified Employees	244874	273000	251000	0	0	0
	103	Comprehensive Contract Employees	61000	83000	55000	0	0	0
	105	Personal Cost of Living Allowance	283524	340000	293000	0	0	0
	106	Family Cost of Living Allowance	15455	19000	19000	0	0	0
	110	Overtime Allowance	52743	55000	55000	0	0	0
	111	Additional Allowance	323282	352000	336000	0	0	0
	113	Transportation Allowance	42000	47000	45000	0	0	0
	114	Transport Allowance	17999	31000	31000	0	0	0
	116	Employees' Bonuses	375000	370000	370000	0	0	0
	120	Contract Employees	87996	113000	113000	0	0	0
		<b>Total</b>	<b>1533358</b>	<b>1713000</b>	<b>1598000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2121</b>		Social Security Contributions						
	301	Social Security	125000	135000	135000	0	0	0
		<b>Total</b>	<b>125000</b>	<b>135000</b>	<b>135000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>22</b>		<b>Use of Goods and Services</b>						
<b>2211</b>		Use of Goods and Services						
	202	Telecommunications Services	13000	17000	17000	0	0	0
	203	Water	5000	6000	6000	0	0	0
	204	Electricity	95000	118000	110000	0	0	0
	205	Fuels	18968	24000	24000	0	0	0
		001 Heating	9968	11000	11000	0	0	0
		002 Saloon vehicles	9000	13000	13000	0	0	0
	206	Maintenance of Machines, furniture and accessories	9997	10000	10000	0	0	0
	207	Maintenance of vehicles, equipment and accessories	5588	15000	15000	0	0	0
	208	Repair and maintenance of buildings and accessories	7389	10000	10000	0	0	0
	209	Stationery, Publications and Office Supplies	13603	29000	29000	0	0	0
	210	Substances and raw materials (medicines, clothes, food, films, etc.)	3106	8000	5000	0	0	0
	211	Cleaning services and supplies including cleaning contracts	64317	90000	90000	0	0	0
	212	Insurance	3531	5000	5000	0	0	0
	213	Official Travel Missions	3543	6000	6000	0	0	0
	214	Goods and services expenses	31885	46000	46000	0	0	0
		001 Events and hospitality	6000	6000	6000	0	0	0
		008 Advertisements and subscriptions	1443	1000	1000	0	0	0
		013 Services, security and guarding contracts	12240	24000	24000	0	0	0
		121 Administrative expenses	12202	15000	15000	0	0	0
		<b>Total</b>	<b>274927</b>	<b>384000</b>	<b>373000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>28</b>		<b>Other Expenditures</b>						
<b>2821</b>		Other Current Expenditures						
	302	Contributions	0	4000	4000	0	0	0
		011 Foreign contributions	0	4000	4000	0	0	0
	303	Scientific scholarships and training courses	3650	4000	4000	0	0	0
	305	Non-Employees' Bonuses	27000	37000	37000	0	0	0
		<b>Total</b>	<b>30650</b>	<b>45000</b>	<b>45000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Activity</b>	<b>1963935</b>	<b>2277000</b>	<b>2151000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Program</b>	<b>1963935</b>	<b>2277000</b>	<b>2151000</b>	<b>0</b>	<b>0</b>	<b>0</b>

**0905 Human Resources Management in Civil Service Program****Objective of the program :**

- Strengthening the role of the Bureau as a national center for all aspects related to the civil service affairs.

**The strategic objective related to the program :**

- Enhancing the efficiency and effectiveness of human resources in the civil service and consolidating creativity and excellence.
- Enhancing the ability to properly plan, distribute and utilize human resources.
- Raising the efficiency and effectiveness of polarization systems to meet the services' human resources needs according to the required functional competencies.
- Strengthening the supervisory, media and community role of the Civil Service Bureau.

**Directorates associated with the program :**

- Human Resources Affairs Directorate.
- Employment Directorate.
- Human Resources Development Directorate.
- Institutional Development Unit.
- Applications & Competencies Marketing Directorate.
- Functional Planning Directorate.
- Organization & Functional Performance Management Directorate.
- Measurement & Evaluation Directorate.
- Public Relations & Communication Directorate.
- Legal Affairs Directorate.
- Human Resources Directorate.
- Internal Control Unit.
- Media Unit.
- Political & Parliament Affairs Unit.
- North Region Branch (Mafrq Office ).
- South Region Branch (Maan Office/ Aqaba Office ).

**Services provided by the program :**

- Developing and qualifying the staff of human resources units in the departments.
- Managing and maintaining the e-data base for all Civil Service bodies files.
- Providing indicators to assist in drawing up policies related to human resources.
- Tackling the imbalances in civil service staff salaries.
- Evaluating the real situation of human resources units organizationally, administratively and professionally.
- Studying the real situation of human resources in a number of ministries.

**Staff working in the program :**

The program is implemented through a functional staff in 2023 estimated with ( 289 ) staff, including ( 191 ) males and ( 98 ) females .

**Appropriations directed for females and child****( In JDs )**

Description	2022	2023	2024	2025	2026
Females	679,495	820,284	0	0	0
Child	0	0	0	0	0
<b>Appropriations directed according to population index</b>					
Females	129,560	277,300	0	0	0
Child	99,237	212,400	0	0	0
<b>Total appropriations directed for females</b>	<b>809,055</b>	<b>1,097,584</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total appropriations directed for Child</b>	<b>99,237</b>	<b>212,400</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Key Performance Indicators for Program**

Performance Measurement Indicator	Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value		
			2022	2023		2023	2024	2025
1 Percentage of achievement of the public framework of human resources strategy in the civil service.	2022	%25	%25	%75	%75	-	-	-
2 Percentage of achievement of the electronic system to link the individual performance with the institutional performance.	2022	%25	%25	%75	%70	-	-	-

**Chapter 0601 - Civil Service Bureau**

**0905 Human Resources Management in Civil Service Program**

Appropriations 0905 Of Human Resources Management in Civil Service Program as Per Activities and Projects.

( In JDs )

Activities and Projects		Actual	Estimated	Re-estimated	Estimated	Indicative	
		2022	2023	2023	2024	2025	2026
<b>Current Expenditures</b>		<b>2,105,506</b>	<b>2,559,000</b>	<b>2,352,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>601</b>	Personnel Affairs and Public Job Administration	2,105,506	2,559,000	2,352,000	0	0	0
<b>Capital Expenditures</b>		<b>173,971</b>	<b>450,000</b>	<b>450,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>002</b>	Completing the Human Resources Administration Information System Project/ Stage 2	34,480	190,000	190,000	0	0	0
<b>019</b>	Automation and E-services	139,491	260,000	260,000	0	0	0
<b>Program / Treasury</b>		<b>173,971</b>	<b>450,000</b>	<b>450,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Program</b>		<b>2,279,477</b>	<b>3,009,000</b>	<b>2,802,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Current Expenditures According to Program and Activities for the Years 2022 - 2026**

Chapter : 0601 - Civil Service Bureau

(In JDs)

Program : 0905 - Human Resources Management in Civil Service								
Activity : 601 - Personnel Affairs and Public Job Administration								
Group	Item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
<b>21</b>		<b>Compensations of Employees</b>						
<b>2111</b>		Salaries, Wages and Allowances						
	101	Classified Employees	24000	21000	21000	0	0	0
	102	Unclassified Employees	225908	225000	225000	0	0	0
	103	Comprehensive Contract Employees	83049	210000	131000	0	0	0
	105	Personal Cost of Living Allowance	279080	318000	296000	0	0	0
	106	Family Cost of Living Allowance	30992	33000	29000	0	0	0
	111	Additional Allowance	248154	293000	284000	0	0	0
	113	Transportation Allowance	51000	63000	60000	0	0	0
	114	Transport Allowance	21999	29000	29000	0	0	0
	116	Employees' Bonuses	520000	605000	605000	0	0	0
	120	Contract Employees	233316	307000	256000	0	0	0
		<b>Total</b>	<b>1717498</b>	<b>2104000</b>	<b>1936000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2121</b>		Social Security Contributions						
	301	Social Security	286320	315000	280000	0	0	0
		<b>Total</b>	<b>286320</b>	<b>315000</b>	<b>280000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>22</b>		<b>Use of Goods and Services</b>						
<b>2211</b>		Use of Goods and Services						
	202	Telecommunications Services	11667	12000	12000	0	0	0
	204	Electricity	18000	19000	15000	0	0	0
	205	Fuels	11835	11000	11000	0	0	0
	001	Heating	6835	6000	6000	0	0	0
	002	Saloon vehicles	5000	5000	5000	0	0	0
	206	Maintenance of Machines, furniture and accessories	7627	10000	10000	0	0	0
	209	Stationery, Publications and Office Supplies	7844	8000	8000	0	0	0
	213	Official Travel Missions	2000	5000	5000	0	0	0
	214	Goods and services expenses	10434	25000	25000	0	0	0
	001	Events and hospitality	6542	4000	4000	0	0	0
	008	Advertisements and subscriptions	588	1000	1000	0	0	0
	162	Ideal employee award	3304	20000	20000	0	0	0
		<b>Total</b>	<b>69407</b>	<b>90000</b>	<b>86000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>28</b>		<b>Other Expenditures</b>						
<b>2821</b>		Other Current Expenditures						
	303	Scientific scholarships and training courses	4015	20000	20000	0	0	0
	305	Non-Employees' Bonuses	28266	30000	30000	0	0	0
		<b>Total</b>	<b>32281</b>	<b>50000</b>	<b>50000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Activity</b>	<b>2105506</b>	<b>2559000</b>	<b>2352000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Program</b>	<b>2105506</b>	<b>2559000</b>	<b>2352000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Chapter</b>	<b>4069441</b>	<b>4836000</b>	<b>4503000</b>	<b>0</b>	<b>0</b>	<b>0</b>



# Capital Expenditures According to Program and Projects for the Years 2022 - 2026

Chapter : 0601 Civil Service Bureau

( In JDs )

Program 0905 Human Resources Management in Civil Service								
Project		002 Completing the Human Resources Administration Information System Project/ Stage 2						
Fund Source		102001 Capital (Treasury)						
Group	item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	013	Services contracts	0	35000	35000	0	0	0
	015	Operating systems and software	34480	35000	35000	0	0	0
		<b>Total of Item</b>	<b>34480</b>	<b>70000</b>	<b>70000</b>	<b>0</b>	<b>0</b>	<b>0</b>
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices						
	001	Computers and accessories	0	120000	120000	0	0	0
		<b>Total of Item</b>	<b>0</b>	<b>120000</b>	<b>120000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Project / Treasury</b>	<b>34480</b>	<b>190000</b>	<b>190000</b>	<b>0</b>	<b>0</b>	<b>0</b>
Project		019 Automation and E-services						
Fund Source		102001 Capital (Treasury)						
Group	item	Description	Actual 2022	Estimated 2023	Re-estimated 2023	Estimated 2024	Indicative 2025	Indicative 2026
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	012	Subscriptions, insurances	34577	20000	20000	0	0	0
	013	Services contracts	29942	45000	45000	0	0	0
	015	Operating systems and software	14839	22000	22000	0	0	0
		<b>Total of Item</b>	<b>79358</b>	<b>87000</b>	<b>87000</b>	<b>0</b>	<b>0</b>	<b>0</b>
31		Non-financial Assets						
3111		Buildings and Constructions						
	508	Works and Constructions						
	014	Buildings additions	13888	25000	25000	0	0	0
		<b>Total of Item</b>	<b>13888</b>	<b>25000</b>	<b>25000</b>	<b>0</b>	<b>0</b>	<b>0</b>
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices						
	001	Computers and accessories	39945	68000	68000	0	0	0
	003	Office supplies and equipment	0	5000	5000	0	0	0
	068	Solar cells generating the electric energy	0	5000	5000	0	0	0
		<b>Total of Item</b>	<b>39945</b>	<b>78000</b>	<b>78000</b>	<b>0</b>	<b>0</b>	<b>0</b>
	506	Vehicles and Equipment						
	001	Saloon cars	0	50000	50000	0	0	0
		<b>Total of Item</b>	<b>0</b>	<b>50000</b>	<b>50000</b>	<b>0</b>	<b>0</b>	<b>0</b>
3113		Other Fixed Assets						
	511	Equipping and furnishing						
	006	Furnishing and equipping the buildings and facilities	6300	20000	20000	0	0	0
		<b>Total of Item</b>	<b>6300</b>	<b>20000</b>	<b>20000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Project / Treasury</b>	<b>139491</b>	<b>260000</b>	<b>260000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Program</b>	<b>173971</b>	<b>450000</b>	<b>450000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Chapter</b>	<b>173971</b>	<b>450000</b>	<b>450000</b>	<b>0</b>	<b>0</b>	<b>0</b>