Communication & Media Strategy of the justice sector

The Hashemite Kingdom of Jordan

Judicial Council
Ministry of Justice
Judicial Institute

2022 - 2026

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Introduction

The concept of «justice» has always remained an essential part of the lives of peoples and the future of countries throughout the ages, which strongly imposed the importance of focusing on developing and strengthening all axes related to achieving «justice».

Based on maintaining the equation that requires that satisfaction with the application of «justice» practices be as much as it is seen, without prejudice to the independence and privacy of the other side of this concept, which is the «judiciary», the axis of media and communication has emerged, which plays a crucial role in enhancing public confidence in achieving the concept of «justice».

The justice sector in Jordan administers the regular courts, which exercise jurisdiction in civil, commercial, criminal, and administrative matters of law and have jurisdiction in all matters. Article 27 of the Constitution: «The judiciary is independent.» Article 97 of the Constitution states that «judges are independent and have no authority over them in their judgment other than the law.»

The State adopts a number of national policies and strategies related to the justice sector, the most important of which is the «Vision of Jordan 2025», where this vision dedicates a special chapter to «the rule of law» that emphasizes the importance of this basic principle to achieve security and stability in society, and to enhance citizens› confidence in the proper functioning of society and the state, in addition to the recommendations of the Royal Committee for the Development of the Judiciary and the Promotion of the Rule of Law for the year 2017, which came as a translation of what was stated in the sixth discussion paper entitled «The Rule of Law is the Foundation of the Civil State».

The report of the Royal Commission included a large number of specific recommendations, proposed legal infringements and proposals for new laws, as this report gave impetus to the process of change and modernization as it came with a clear political will, which led to a joint effort to implement the Royal Directives and the recommendations of the Commission. Not to achieve clear and tangible positive results at the level of many international indicators of great importance, as the ranking of the Judiciary was advanced by (3-3) degrees for the year 2021, i.e. an increase of (15) degrees compared to 48) 2014) degrees, and in the rule of law criterion, it increased from (0.34) in 2014 to (0.55) in 2021, while the percentage of citizens who believe that the law applies equally to all citizens increased from (%18) in 2014 to (%38) in 2021, and Jordan›s ranking in human rights advanced from (102) in 2014 to (67) in 2021.

The media landscape in the region and the world alike has witnessed a great and rapid development, as the media and communication have diversified and multiplied remarkably, but effective dealing with these means has become a major challenge for government communication teams , because the role of these teams must evolve beyond the formulation of public materials. Traditional logistics to include a more strategic role such as facilitating access to information to the public, enhancing transparency and professionalism with the media, and playing a more supportive role in the decision-making process.

The adoption of a strategy on communication and media by the justice sector in Jordan certainly reflects the keenness of the leadership of this sector to enhance the image of the Hashemite Kingdom of Jordan at home and abroad, with the aim of achieving a balance between effectively and urgently addressing the media issues facing this sector on the one hand, and building an integrated system of government communication that would promote communication efforts in the justice sector to the highest international practices, thus enhancing public confidence. Justice sector institutions.

Adapted from Justice Sector Strategy 2026-2022

Jordanian Judicial Council

The Jordanian Judicial Council is considered the hierarchy of the judicial authority in the Kingdom and embodies with the National Assembly and the Council of Ministers the principle of separation of powers, and it is the holder of the legal authority to supervise the administrative supervision of all regular judges in the Kingdom, and the related appointment, training, assignment, secondment, promotion, transfer, injury, discipline, and retirement.

The Council is also concerned with the development of the judiciary, and the submission of legislative proposals related to the judiciary, the Public Prosecution and litigation procedures to guide the government when preparing various draft laws and regulations, and the General Secretariat is the executive arm of the Judicial Council, and in accordance with the approved organizational structure of the General Secretariat, which includes (6) administrative units, including the Communication and Media Unit.

Ministry of Justice

The Ministry of Justice was established on 1921/4/11 under the name (Adliya Consultations) and this name was changed to become the Ministry of Justice on 1929/3/1, and the Ministry has begun its role in achieving the basic mission of the state of establishing justice, equality and protecting rights and freedoms.

According to the approved organizational structure, the Ministry includes (16) directorates, and the Communication Unit includes within its departments (7) employees.

Jordanian Judicial Institute

It is a rehabilitation edifice and a house of legal and judicial expertise, the Institute was established in 1988 as an official accredited institution to prepare qualified people to assume judicial positions with the highest standards of efficiency and professionalism, qualify judges and workers in the justice sector, and raise their competencies and legal skills in order to promote the principle of the rule of law, achieve justice, ensure the protection of rights and freedoms, and keep pace with economic and social developments, using the best training methods and modern technology.

The Institute includes a number of directorates and administrative units, namely the Directorate of Administrative and Financial Affairs - Directorate of Academic Programs and Training, the Planning and Institutional Development Unit - the Internal Control Unit - and the Communication and International Cooperation Unit, which includes (2) employees.
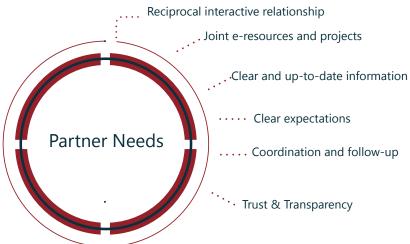
Methodology

This strategy was prepared with the participation of employees and stakeholders in order to achieve everyone's commitment to implement what was stated in it and mobilize efforts and energies to make it a success, and this was represented in the following steps:

• Formation of a corresponding working group from the administration of the justice sector.
• Develop a methodology for work and a plan for collecting and analyzing information.
• A desk study of the relevant reference documents, including but not limited to the strategic line of the justice sector 2026-2022 / 2021-2017, the strategy for developing the public sector, the vision of the Ministry of Government Communication, and the artificial intelligence strategy issued by the Ministry of Digital Economy.
• Learn about the best practices in the field of judicial and judicial communication globally and locally, for example, but not limited to practices in the European Union, Britain, the United Arab Emirates, the Republic of Egypt, and Tunisia.
• Holding brainstorming sessions with the employees of the sector administration and conducting interviews with the sector institutions separately, to identify the reality of the situation of communication units and their needs on the one hand, and to see their future trends and aspirations on the other hand.
• Interview a sample of partners of justice sector institutions and those concerned with communication and media, including but not limited to the Jordanian Bar Association
• A desk study of relevant reference documents, including but not limited to the Justice Sector Strategy 2026-2022 / 2021-2017.
• Conducting brainstorming sessions with the employees of the sector administration and conducting interviews with the sector institutions separately.
• Compiling, reading, and analyzing documents, data and reports related to the strategy, and inquiring from liaison officers and sector coordinators about the information contained therein.
• Browse and analyze the websites of the justice sector.
• Analyze the internal and external environment of the communication and media department using SWOT analysis with the participation of the team of officials and sector coordinators.
• Developing the vision, mission and values of the Communication and Media Department derived from the vision and mission of the justice sector strategy.
• Developing the main and sub-axes and strategic objectives of the Communication and Media Department, measuring indicators, projects and initiatives necessary to achieve them.
• Meet the team supervising the follow-up of the preparation of the strategy, discuss the objectives, projects, and indicators, and listen briefly to their observations.
• Updating and developing classified data and finalizing the strategy.
• Submit the final report of the strategy.

Added Value

Partner Needs

- Reciprocal interactive relationship
- Joint e-resources and projects
- Clear and up-to-date information
- Clear expectations
- Coordination and follow-up
- Trust & Transparency

Needs of Services Recipients & Community

- Transparency and objectiv
- Care and attention
- Ease of handling
- Responsiveness
- Communication and feedback
- Statistics & Information
- Reputation

Staff needs

- Professional Growth
- Respect for rights
- Care and care
- Knowledge Sharing
- Clarify expectations
- Clarity of tasks and responsibilities

Internal and External Environment Analysis - Communication and Media Department

Jordanian Judicial Council	
Strengths	**Vulnerabilities**
The existence of a strategic plan for the justice sector in support of communication and media units	The need for specialized awareness campaigns to introduce the services provided by the Judicial Council
Independence and privacy of the judiciary	The need for modern technologies in the field of media and communication
The presence of a modern building and halls prepared to organize activities and events (Judicial Institute) to support the achievement of the objectives and implementation of the various programs of the Council	Limited specialized human resources in the field of media and communication
In-depth understanding by senior management of the reality and role of communication tasks	Limited financial resources for the implementation of media and communication events and activities
Visual Identity Guide	Limited financial resources for the implementation of media and communication events and activities
	The need for the organizational unit to communicate for restructuring
	The need for standards and procedures to deal with media challenges

Opportunities	Threats
Donors 'interest in supporting the activities and projects of the Communication and Media Unit	Rapid changes in technology and communication techniques
Availability of political will from the highest levels to support the justice sector and the concepts of the rule of law and the independence of the judiciary	Lack of public awareness of the Council›s role and performance

Ministry of Justice

Strengths	Vulnerabilities
The existence of a strategic plan for the justice sector in support of communication and media units	Limited financial resources for the implementation of media and communication events and activities
In-depth understanding by senior management of the reality and role of communication and media tasks	The need for specific standards for the visual identity of the Ministry
The existence of modern technologies and tools to implement media and communication events and activities	The need for standards and procedures to deal with media challenges and crises
The presence of specialized human expertise	There is no classification of audience groups and their needs

Opportunities	Threats
Donors 'interest in supporting the activities and projects of the Communication and Media Unit	Loss of tacit knowledge related to communication and media through retirement, resignation or leave without pay
Availability of political will from the highest levels to support the justice sector and the concepts of the rule of law and the independence of the judiciary	Rapid changes in the field of technology and communication and media techniques

Jordanian Judicial Institute

Strengths	Vulnerabilities
The existence of a strategic plan for the justice sector in support of communication and media units	The need for standards and procedures to deal with media challenges
Linking the Institute with the President of the Judicial Council, which contributes to the speed of achievements and decision-making	The need for modern technologies in the field of media and communication (Software, Studios)
In-depth understanding by senior management of the reality and role of communication and media tasks	Limited specialized human resources in the field of media and communication
The presence of a modern building and halls prepared to organize activities and events to support the achievement of goals and the implementation of various programs	Limited financial resources for the implementation of media and communication events and activities
The presence of an efficient administrative staff	Weak institutional communication with regard to awareness
The Institute›s ability to meet the requirements of international-regional accreditation	There is no classification of audience groups and their needs

Opportunities	Threats
Donor interest in supporting the activities and projects of the Communication and Media Unit	Cultural and economic factors of service recipients (the public) that limit our ability to reach them
Membership of the Institute in the Euro-Arab Judicial Training Network (General Secretariat - Jordan)	High competitiveness of regional and international institutes
The presence of specialized administrative expertise (part-time lecturers)	

General framework of the strategy

The Vision

Efficiency and effectiveness in communication for justice sector institutions.

Mission

Contribute to spreading the concept of justice, the rule of law and the independence of the judiciary, enhancing the confidence of the recipients of justice sector services, and building an effective partnership with those related to communication for legal awareness by raising the efficiency and effectiveness of communication and media, and qualifying and raising the capabilities of working employees.

Values

Justice and equality
Integrity and transparency
Communication and Effective Partnerships

Objectives of the Communication and Media Department

No.	Main axis	Profile
1	Development of communication and information units in the justice sector	Achieving this axis within the first time frames of the communication strategy in the justice sector constitutes the first and basic pillar for the consolidation and sustainability of internal and external communication work, through restructuring and developing work procedures and administrative systems for the proper functioning of work on the one hand, and empowering human resources and activating material and technical resources in organizational units for communication on the other hand, and conducting benchmarking with countries with best practices in the field of media and Communication to ensure efficient and effective communication and media outputs.
2	The role of communication in promoting access to justice	The achievement of this axis is aimed at increasing public confidence in the courts, the effectiveness and efficiency of the outputs of legal programs and systems and enhancing communication with service recipients using various communication tools, which contributes to raising awareness among the public and increasing confidence in the justice sector, in addition to keeping pace with the developments of the modern era in the field of technology in a way that enhances access to justice.
3	The role of communication in strengthening partnership with civil society organizations and the media	This axis aims to activate communication with partners, the media and civil society organizations in order to enhance the reputation and image of justice sector institutions, in addition to introducing the concerned partners and the public to the tasks, services, challenges and achievements of justice sector institutions.

Strategy Sub-Themes

No.	Main Themes	Sub-Themes
1	Development of communication and information units in the justice sector	Sub-Theme 1: General Secretariat of the Judicial Council. Sub-Theme 2: Ministry of Justice Sub-Theme 3: Jordanian Judicial Institute.
2	The role of communication in promoting access to justice	Sub-Theme 1: Awareness and Social Responsibility Sub-theme 2: Communication and Technology
3	The role of communication in strengthening partnership with civil society organizations and the media	Sub-theme 1: Communication and civil society organizations Sub-theme 2: Communication and Media

Main Theme
1: Development of communication and media units in the justice sector

Achieving this axis within the first time frames of the communication strategy in the justice sector constitutes the first and basic pillar for the consolidation and sustainability of internal and external communication work, through restructuring and developing work procedures and administrative systems for the proper functioning of work on the one hand, and empowering human resources and activating material and technical resources in organizational units for communication on the other hand. And conducting benchmarking with countries with best practices in the field of media and communication to ensure communication and media outputs efficiently and effectively.

Sub-Theme
1: General Secretariat of the Judicial Council

Strategic Objective: Raising the efficiency and effectiveness of the performance of the Communication and Media Unit in the General Secretariat of the Judicial Council

1.1 Sub-objective: To develop and modernize processes, procedures, and systems in the Secretariat

Project (1): Restructuring the organizational unit of communication to include defining roles, competencies, and responsibilities, and redistributing human resources to ensure efficient and effective performance.
Performance Index: Approval of the organizational structure / stakeholder satisfaction rate with the restructuring

Project 2: Development of work procedures for external and internal communication.
Performance Index: Certified Communication Procedures Guide / Number of Work Procedures   Developed

Project (3): Development of a manual for managing challenges and crises that includes identifying, analyzing and evaluating challenges that may affect the achievement of the objectives of communication activities and events and mechanisms for dealing with them.
Performance Index: - Adoption of the Challenge Management Manual - Communication Risk and Challenge Matrix and Response

Project (4): Development of a monitoring and evaluation system for communication activities and events that includes clear mechanisms of action in line with the system applied at the level of the justice sector as a whole, and allows follow-up, evaluation, and implementation of the communication strategy.
Performance Index: Percentage of implementation of the monitoring and evaluation plan - Number of monitoring and evaluation recommendations that have been closed

Project 5: Operationalizing the use of data and statistics to enhance public confidence in the «rule of law».
Performance Index: - Improving the issuance of annual report data in terms of timeliness
                        and quality
                    - Quarterly updated bulletin of basic statistics

1.2 Sub-Objective (2): Empowerment of human resources and activation of material and technical resources and optimal investment of them in the communication unit.
Project (1): Attracting competencies in the field of external and internal communication in order to achieve the objectives and projects of the communication strategy.
Performance Index: - Number of employees attracted from specialists in communication
                    - The percentage of implementation of projects and activities of the
                      communication strategy efficiently and effectively.

Project (2): Strengthening and developing the capabilities of the employees of   the Communication Unit in order to achieve the objectives of the communication strategy projects.
Performance Index: - Number of specialized courses of the Communication and Media Unit
                    - The number of training hours for each employee in the
                      Communication and Media Unit.
                    - Satisfaction rate of stakeholders with the employees of the
                      communication unit

Project (3): Develop and activate the necessary communication tools and techniques to achieve the objectives and projects of the communication strategy.
Performance Index: Number of communication channels used / Number of press interviews / Percentage of users of communication channels / Percentage of website conformity with best practices applied in this field

Project (4): Developing the classification of audience groups, their needs and the appropriate means of communication for each category.
 Performance Index: Audience Matrix / Audience Satisfaction Rate on the Extent to which Their Needs Are Met

Sub-Theme2:
Ministry of Justice

Strategic Objective: Raising the efficiency and effectiveness of the performance of the Ministry of Justice

3.1 Sub-Objective: Develop and modernize the processes, procedures and systems of the Ministry

Project (1): Development of a Challenges and Crisis Management Manual that includes identifying, analyzing and evaluating challenges that may affect the achievement of the objectives of communication activities and events, and developing plans to deal with these challenges and manage them effectively.
Performance Index: A matrix of risks and challenges for communication and media activities and events.

Project (2): Development of a monitoring and evaluation system concerned with communication activities and events that includes clear mechanisms of action in line with the system applied at the level of the justice sector as a whole, and allows for the follow-up, evaluation and implementation of the communication and media strategy.
Performance Index: - Percentage of implementation of the monitoring and evaluation plan
-Number of M&E recommendations closed

Project 3: Using Data and Statistics to Enhance Public Confidence in the Rule of Law
Performance Index: -Improving the Release of Annual Report Data in terms of
Timeliness and Quality
– Quarterly Updated Bulletin with Basic Statistics

3.2 Sub-objective (2): Empowerment of human resources and activation of material and technical resources in organizational units for optimal communication and investment.

Project (1): Development of communication tools and techniques necessary to achieve the objectives and projects of the communication and media strategy.
Performance Index: Number of communication channels used / Number of press interviews / Percentage of users of communication channels / Percentage of website conformity with best practices applied in this field

Project (2): Development and activation of external and internal communication channels
Performance Index: Percentage of Channel Users – Number of Communication Channels Used

Project (3): Development and design of forms and publications and implementation of electronic or paper publications in order to achieve the objectives of awareness or introductory campaigns.
Performance indicator: percentage of print users - number of developed posts - number of interaction and follow-up cases The rate of satisfaction of the target groups with the campaigns.

Project (4): Developing the classification of audience groups, their needs and the appropriate means of communication for each category.
Performance Index: Audience Matrix

Sub-AxisJ3:
Judicial Institute

Strategic Objective: Raising the efficiency and effectiveness of the Judicial Institute

2.1 Sub-objective: Development and modernization of processes, procedures and systems at the Institute

Project (1): Development of work procedures for external and internal communication. Performance Index: Communication Business Procedures Manual - Partner Satisfaction with Internal Communication Performance/Employee Satisfaction with Internal Communication Performance .

Project (2): Restructuring the organizational unit of communication to include defining roles, competencies and responsibilities, and redistributing human resources to ensure efficient and effective performance.
Performance Index: Satisfaction rate of stakeholders with restructuring

Project (3): Development of a Challenge Management Manual that includes identifying, analyzing and evaluating challenges that may affect the achievement of the objectives of communication activities and events, and developing plans to deal with these
challenges and manage them effectively.
Performance Index: Challenges and Crisis Management Guide and Standards - Crisis and Risk Management Plan at two levels, one of which is strategic objectives and the second is operational operations.

Project (4): Development of a monitoring and evaluation system concerned with communication activities and events that includes clear mechanisms of action in line with the system applied at the level of the justice sector as a whole, and allows for the follow-up, evaluation and implementation of the communication strategy.
Performance Index: -Percentage of Implementation of the Monitoring and Evaluation Plan
                            -Number of M&E recommendations closed

2.2 Sub-objective (2): Empowering human resources and activating material and technical resources in organizational units for communication and optimal investment.

Project 1: Development of the Visual Identity Guide.
Performance Indicator: Visual Identity Guide

Project (2): Attracting competencies in the field of external and internal communication in order to achieve the objectives and projects of the communication strategy. Performance Index: Percentage of implementation of communication strategy projects and activities efficiently and effectively - the number of employees attracted from specialized in communication.

Project (3): Strengthening and developing the capabilities of the employees of the Communication Unit in order to achieve the objectives of the communication strategy projects.
Performance Index: Number of specialized courses for the Media and Communication Unit - Number of training hours for the employees of the Communication Unit

Project (4): Developing the communication tools and techniques necessary to achieve the objectives and projects of the communication and media strategy.
Performance Index: Number of communication channels used / Percentage of website conformity with industry best practices

Project 5: Development and activation of external and internal communication channels at the Judicial Institute
Performance Index: Percentage of users of communication channels - interaction with the Facebook platform, the website, and audio-visual communication technologies such as the number of visitors, voting, and WhatsApp groups.

Project (6): Developing and designing forms and publications and implementing electronic or paper publications in order to achieve the objectives of the Judicial Institute›s awareness or introductory campaigns.
Performance Index: Percentage of print users and their satisfaction rate.

Project (7): Developing the classification of audience groups, their needs and the appropriate means of communication for each category.
Performance Index: – Judicial Institute Audience Categories Classification Matrix
                        – Percentage of Judicial Institute Audience Satisfaction with the
                           Extent to which Their Needs Are Met

2.3 Sub-objective: To improve the perception of the Judicial Institute and to raise public confidence in its institutional performance

Project 1: –Development of a Corporate Reputation Management Plan Performance
             Index: Percentage of Plan Implementation Institutional Reputation
             Management
          – Number of Awareness Lectures Held by the Judicial Institute

Project (2): Develop a marketing plan in order to use the Institute's facilities in holding conferences and various activities.
Performance indicator: -Percentage of completion of the marketing plan
                      - Occupancy rate of the Institute's facilities
                      - Satisfaction rate of users of the Institute's facilities.

Theme 2:
The role of communication in promoting access to justice

The achievement of this axis is aimed at increasing public confidence in the courts, the effectiveness and efficiency of the outputs of legal programs and systems, and enhancing communication with service recipients using various communication tools, which contributes to raising awareness among the public and increasing confidence in the justice sector, in addition to keeping pace with modern developments in the field of technology in a way that enhances access to justice.

Sub-theme 2.1:
Awareness and Social Responsibility

Strategic Objective: Raising the efficiency and effectiveness of awareness and social responsibility processes in the justice sector

Sub-Objective: Develop and implement a comprehensive plan for awareness and social responsibility

Project (1): Developing an integrated communication plan (internal and external) to improve the image of social responsibility for the justice sector and enhance the role of cadres of justice sector institutions in community service.
Performance Index: Percentage of Implementation of CSR Activities and Events

Project (2): Implementation of internal and external awareness plans on the concepts of justice and using modern means of communication, with continuous follow-up and evaluation of the levels of implementation and achievement of objectives, so that this includes the implementation of a number of awareness campaigns directed to target groups such as society as a whole, judges, and Daria supporting and highlighting aspects of development and improvement.
Performance Index: – Percentage of Awareness Campaign Implementation
                             – Level of Increase in Awareness of Awareness Campaigns

Sub-Objective: Raising awareness of the outputs of the sector›s strategic plan programs and what arises from them as projects

Project (1): Development of a comprehensive guide on awareness methods for relevant groups in justice sector institutions on the outputs of legal programs and systems.
Performance Index: Adoption of the Awareness Guide

Project (2): Developing integrated awareness programs and plans that include materials and programs to spread awareness of the system of alternatives to custodial penalties and their benefits and positive effects on the individual, society and the state to ensure their adoption, support, and proper application, such as the preparation of (videos, promotional and advertising materials).
Performance Index: -Number of campaigns implemented/Number of campaign beneficiaries
-Percentage of interaction with the applied awareness tools

Project 3: Sensitization of judges on fast-track procedures according to training needs.
Performance Index: -Number of campaigns implemented/Number of campaign beneficiaries
- Percentage of interaction with the applied awareness tools
- Level of increase in judges› awareness

Project(4): Educating supporting cadres on fast-track procedures according to training needs.
Performance Index: - Level of increase in awareness of cadres
- Number of campaigns implemented / number of beneficiaries of campaigns
- Percentage of interaction with the applied awareness tools

Project 5: Sensitizing service recipients to the introduction of fast-track procedures for minor misdemeanors.
Performance Index: - Percentage of increase in awareness of service recipients
- Number of campaigns implemented / number of beneficiaries of campaigns
- Percentage of interaction with the applied awareness tools

Project (6): Educating service recipients about the importance and benefits of mediation and changing the culture to adopt it.
Performance Index: - The rate of increase in the level and knowledge of service recipients of the importance of mediation and its benefits
- Number of campaigns implemented / number of beneficiaries of campaigns
- Percentage of interaction with the applied awareness tools

Project (7): Educating service recipients about the importance and effectiveness of alternative community sanctions.

Performance Index: - Rate of increase in the application of new alternative community sanctions
- Number of campaigns implemented to raise awareness of alternative community sanctions / Number of beneficiaries of campaigns
- Percentage of satisfaction of those concerned with the use of alternative community sanctions introduced

Project (8): Educating service recipients about the procedures governing the work of legal aid.

Performance Index: - Rate of increase in requests for electronic assistance
- Number of campaigns carried out to raise awareness of legal aid / Number of beneficiaries of campaigns
- Percentage of beneficiaries' satisfaction with requests for legal assistance

Project 9: Sensitizing service recipients to the rule of law and the independence of the judiciary

Performance Index: - The rate of increase in the level of trust in the rule of law and the independence of the judiciary
- Number of campaigns implemented to introduce the rule of law and the independence of the judiciary / Number of beneficiaries of the campaigns
- Increase in confidence in court proceedings

Project (10): Educating service recipients about cybercrime and its risks .

Performance Index: - The rate of increase in the level and knowledge of service recipients about cybercrime and its risks
- Number of campaigns implemented to raise awareness of cybercrime / Number of beneficiaries of campaigns

Sub-theme 2.2:
Communication and technology

Sub-Objective: Development and activation of modern communication technology systems

Project (1): Adoption and activation of modern technology tools for digital communication for justice sector institutions
Performance Index: - Number of modern technology tools used
- The level of satisfaction with modern technology tools.

Project (2): Preparing a study on the classification of social media and identifying the most used and interactive means among users of court services and recipients of the Ministry›s services.
Performance Index: - Number of materials published on social media
- The number of followers and interacting with the means of communication is not widely used

Project (3): Create an interactive YouTube channel.
Performance Index: - Number of materials published on the interactive channel
- Number of followers and interacting with the YouTube channel

Project (4): Developing a plan to activate social networks in external communication .
Performance Index: -Number of social media channels used
-The number of followers and interacting with these channels
- The rate of satisfaction of stakeholders (partners and beneficiaries) with social networks.

Project (5): Developing an electronic window for educating people with disabilities about legal terms and concepts.
Performance Index: - Number of awareness workshops for people with disabilities
- The rate of use of the site by people with disabilities.

Main Theme 3: The role of communication in strengthening partnership with civil society organizations and the media

This axis aims to activate communication with partners, the media and civil society organizations in order to enhance the reputation and image of justice sector institutions, in addition to introducing the concerned partners and the public to the tasks, services, challenges and achievements of justice sector institutions.

Sub-theme 1:
Communication and civil society organizations

Project (1): Development and implementation of a   media campaign to publicize the tasks, services and achievements of justice sector institutions and distinguish between their roles
Performance Index: - Response rate to the media campaign
- The rate of satisfaction of stakeholders (partners and civil society organizations) with the means and mechanisms of communication and communication.

Project (2): Holding periodic meetings with relevant partners and civil society organizations to discuss the challenges and achievements of external and internal communication.
Performance Index: - Number of agreements and memoranda of understanding with relevant parties (partners, civil society organizations...)
- Satisfaction rate of stakeholders (partners and beneficiaries) with solving communication problems and challenges

Project 3: Activating activities and events with partners and civil society organizations
Performance Index: - Number of joint activities carried out with stakeholders (partners, civil society organizations...)
- Number of agreements and memoranda of understanding with relevant parties (partners, civil society organizations...)

Sub-theme 2:
Communication and Media

Project (1): Holding periodic meetings with relevant media stakeholders to discuss the challenges and achievements of external and internal communication.
Performance Index: - Number of interviews with the media
- The rate of satisfaction of stakeholders (media) with the means and mechanisms of communication and communication

Project (2): Developing a media classification matrix and identifying their needs and communication mechanisms.
Performance Index: - Classification Matrix Setup
- The level of media satisfaction with communication mechanisms and tools

Project 3: Developing a general policy for the sector to deal with the media
Performance Index: - Policy adoption .
- Number of policy awareness workshops.