

## The Role of Non-Governmental Organizations in Development of Jordanian Society

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### ABSTRACT

The study aims at investigating the role of Non-Governmental Organizations (NGOs) in Jordanian society development in Jordan. A descriptive analysis methodology is used. The study uses a questionnaire to collect the required data which is designed in accordance with the research hypothesis and objectives. The targeted population is the NGOs officials. A random sample of 120 NGO officials in Jordan. Analysis of the collected data reveals that NGOs have a statistically significant role ( $\alpha < .05$ ) on the development of local society (local environment, families and government institutions). This illustrates the combined efforts of various NGOs in promoting the local community. The study recommends that NGOs in Jordan should coordinate their efforts in order to avoid duplication, and to distribute their services fairly to all local communities.

**Keywords:** Non-Governmental organizations; local community; Local environment; family development; government institutions.

### Introduction

Non governmental organization in general provide various social service research in many vital fields such as health, education, scientific and local development. Such services are performed through many institutions activities and NGOs forming the basic construct of voluntary and charity sector. NGOs play a significant role in social development in all fields. Non-governmental organizations (NGOs) are considered part of a civil society that includes multiple voluntary, civil and social organizations, which are a basis for comparison with the legislative, administrative and judicial authorities supported by the government. They provide people of all age groups with a range of perspectives and aspirations to express their views and draw attention to the problems of the community; they gather together those who hold certain convictions to take practical steps to achieve common goals through volunteering, conversation and dialogue, or good deeds. Although civil society organizations may collide with administrative authorities, their impact is historically significant for education and religion.

In Jordan, NGOs play a very important role to support the government in its developmental efforts targeting the disadvantaged population. Some of NGOs succeeded in their efforts for example 90% of kindergartens in rural areas are operated by NGOs (Fayez and Fawwaz 2008).

#### The Study Problem

NGOs play a role in promoting the development of local societies in general. The research problem can be summarized by answering the following question:

#### Do NGOs have a role in Jordanian society development?

#### Study objectives

The study aims at achieving the following:

To investigate the characteristics of NGOS in Jordan society and to show their objectives, the truth other than those declared

- Shed light on NGOs in Jordanian society and their historical development.
- Identify the relationship between Jordanian NGOs and the development of local society.
- Identify the most important obstacles impeding the effective role of Jordanian NGOs in local society development.

#### The importance of the study

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\* The University of Jordan. Received on 16/7/2018 and Accepted for Publication on 13/12/2018.

1. The importance of this study stems from the importance of the subject matter, which is the role of NGOs on local social development, one of the most important phases of development.
2. The importance of this study also stems from the fact that it is an attempt to fill the obvious gap in the field of research.
- 3-The study results and its recommendations may help NGOs officials and those who are interested

**Study Hypotheses**

**Main Hypothesis**

**H1:** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs on local society development (environmental, family or governmental) in Jordan.

The following sub-hypotheses were derived:

**H1-1:** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs on local environmental development in Jordan.

**H1-2:** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs on family development in Jordan.

**H1-3:** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs on the development of government institutions in Jordan.

**Research definitions**

**Non Governmental Organizations**

NGOs are defined as organizations established by the society and for its interest without or with limited intervening of the government (Al Shaikhaly, 2013)

**Development**

It is a multidimensional process involving radical change processes in social, behavioral, cultural, political and administrative systems along with increased economic growth rates, equity in the distribution of national income and eradication of absolute poverty in a society. ( Ramzi,1998)

**Local Society**

A social unit whose members are characterized by common characteristics, values and interests that distinguish them from the general society, feel them belonging and live in the same conditions and have the same concerns and service needs

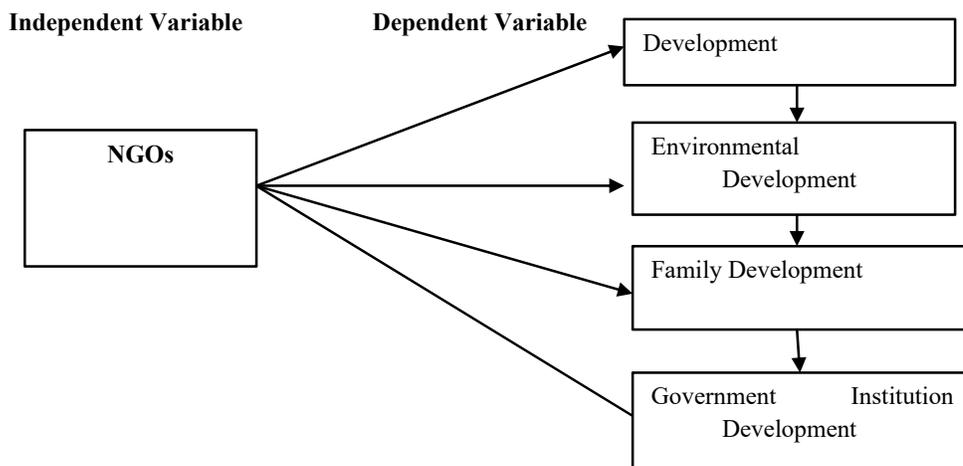
**Research Limits**

**Human Limits:** The study is limited on officials of Jordanian NGOs

**Geographic Limits:** The research is conducted within The Hashemite Kingdom of Jordan

**Scientific Limits:** The study is limited to NGOs and its in the development

**Theoretical Framework**



**Non-Governmental Organizations**

NGOs In Jordan

Voluntary social work in Jordan emerged at the beginning of 20<sup>th</sup> century with the following objectives: religious, Sectarianism, and political (Naser, 1989). NGOs were established on religious basis. In 1912 the Society Philanthropy House which was established. By 1925 the Renaissance of Orthodox which was established. These societies provided services to certain religious group. In 1931 Hijazi Society was established in order to provide services to Hijazi Community. In 1932 Circassian Society was established for the purpose of serving Circassian community. NGOs in Jordan are regulated by ministry of social affairs or ministry of interior, NGOs in Jordan are playing very solid and structured movement to support government in its development efforts for disadvantaged population. (Fayez and Fawwaz 2008).

#### **NGOs Definition**

It is worth to mention that many terms are given to non-governmental organizations, such as non-profit organizations, civil society organizations and voluntary organizations, and they vary from country to country. For example, the British use the term “public charities”, which means volunteer associations; Germans use the term “socioeconomic”, the Japanese “economic social”, French “nonprofits organizations” and others “private voluntary” or “civil society” organizations. In practice, NGOs are organizations that are non-profit, not related to government, work for social purposes and acquire their funding from private sources (Yazdanifard et al., 2013).

The World Bank defines NGOs as private organizations that carry out relief activities for the poor or care for the interests of the poor, protecting the environment, providing services or working in areas of social development. However, the common use of the expression includes a wide range of non-governmental organizations that are independent of the government. NGOs are often referred to as social, cultural, rights or advocacy groups, usually with non-commercial objectives. Traditionally, NGOs are founded on specific values, which is why they rely heavily on donations and volunteer services. They may receive part of their support from private sources.

The World Bank has divided NGOs involved in development into three categories: local organizations that serve a small segment of people in a limited geographic area; national organizations, operating at the state level; and international organizations, usually located in major countries and operating in one or more developing countries.

#### **Types of NGO**

NGOs can be further categorized into two groups: operational and advocacy NGOs. Operational NGOs have mobilized resources, in the form of financial donations, materials or volunteer labour, in order to sustain their projects and programmes. This requires complex organization. Finance obtained from grants or contracts, from governments, foundations or companies, requires time and expertise in planning, preparing applications, budgeting, accounting and reporting. Advocacy NGOs carry out much the same functions, but with a different financial balance. Fundraising is still necessary, but on a smaller scale, and it can serve the symbolic function of strengthening the donors’ identification with the cause. Persuading people to donate their time is necessary, but in addition to a small number of people giving a great deal of time, it is also necessary to be able to mobilize large numbers for brief periods. External donors may not impose onerous administrative burdens, but supporters still have to be supplied with information on an efficient regular basis. Major events aim to attract favourable publicity rather than raise funds. Therefore, despite their differences, both operational and advocacy NGOs need to engage in fundraising, mobilization of work by supporters, organizing special events, cultivating the media and administering a headquarters. Only the defining activities – implementing projects or holding demonstrations – serve to differentiate them. In reality, the distinctions are not as sharp as the labels suggest. Operational NGOs often move into advocacy when projects regularly face similar problems and the impact of the projects seems to be insufficient. All the large development and environment operational NGOs now run regular campaigns, at least by supporting campaigning networks. Similarly, advocacy NGOs often feel they cannot ignore the immediate practical problems of people in their policy domain. Human rights NGOs and women’s NGOs also have programmes to assist the victims of discrimination and injustice.

#### **Jordanian society development**

Jordanian society development involves a number of issues, including improving the quality of life, eliminating the

burden of poverty, conserving resources and protecting the environment, and the culture of human rights, eliminating all forms of discrimination and improving governance and society. NGOs can make a real contribution to development if they succeed in building development awareness, stability and employment through real and effective participation in the development process, and if they succeed in dedicating collective action and moving away from individual selfishness. Many NGOs need continuous communication to identify the problems they face, and the experience of international organizations in order to benefit from their expertise and resources (Amal, 2004).

According to Mosa(2012) NGOs' role in local development can be summarized in the following points:

**-Providing services:** the traditional tasks that have been carried out by NGOs for decades, including by charities (Mosa, 2012).

**-Contributing to the Development Process** through empowering local communities. Their role here is in capacity building, skills development and training in various developmental fields such as strategic planning, formulation and implementation of development programmes and broadening popular participation.

**-Contributing to the formulation of policies and general plans at national and local levels**, through proposing alternatives and negotiating or influencing public policies to include these alternatives.

#### **Previous Studies**

Abu Adwan (2013) aimed to shed light on the reality of the Palestinian civil society organizations, to identify the relationship between these organizations and human development, and to investigate the impact of these organizations on human development. The study found that civil society organizations failed to reach the level that the Palestinian people had been anticipating, although this does not undermine the importance of these organizations and their vital role in the building process of the Palestinian civil society, or in providing the main requirements of honourable living, freedom, stability and security.

Erfan and Othman(2013) research aimed to specify Oman's civil society characteristics and functions. The research is descriptive and analytical, and is based on social surveying of members of the boards of directors of civil society organizations in the Muscat governorate. The research used an interview schedule administered during the Fall 2012 semester. The research found out that civil society organizations face a range of obstacles that prevent them from achieving their goals. These include constraints due to the goals of the organization, administrative and organizational structure, funding and financial resources, regulations and work systems, the organization's programmers, training, coordination and networking. The research suggests some mechanisms with a view to addressing these constraints.

Anup et al. (2012) investigated the impact of NGOs on the community development strategy in Tangting, one of the underprivileged rural communities in the trans-Himalayan region of Nepal. The study findings revealed that NGOs opened the door for developmental activities in the village. Before the involvement of NGOs, villagers were deprived of basic rights such as education, social, health, economic and political opportunities. After NGO involvement, the livelihood of the locals changed significantly, from opportunities such as empowering illiterate women and disadvantaged groups.

Sabine (2011) aimed to analyze the roles of local NGOs in agricultural development in Sub-Saharan Africa. The study analyzed and compared the requirements of different roles and typical activities in agricultural development on the one hand, with motivations and characteristics of local NGOs on the other hand. It concluded that the potential of local NGOs can be best put into practice through pluralistic institutional arrangements.

Yassin's (2010) study aimed at identifying the role played by NGOs in supporting education in Jordan. The study population consisted of all local and international NGOs active in the field of education in Jordan. An objective sample was drawn up, consisting of four local and two international NGOs, based in Amman, with direct questions related to the organization's aspects and functions. The results showed that NGOs have an impact on the process of positive change. Empowerment and community development are strategic objectives activated by educational programmes for different age groups, most notably kindergarten and basic education. In addition to the improvement and development in school systems, curricula and buildings, was the development of methods of teaching and training. However, there was a lack of

funding in support of the ongoing programmes and projects.

Omonmwan and Odi (2009) examined some of the strategies for community development in the state of Edo in Nigeria, with a particular emphasis on the role of NGOs. The study used interview, observations, intensive local field studies and extensive travel throughout the state. The beneficiaries of the activities of NGOs and donor agencies (students, teachers, NGO functionaries, fire-burnt victims and heads of households) were interviewed. The study found that: 1. a number of these NGOs supported various aspects of community development; 2. some of the NGOs are self-financing while others rely on support from donor agencies; 3. donor agencies in Edo state include the World Bank, European Union and Niger Delta Development Commission (NDDC) and some individuals; 4. NGOs whose activities are prominent in Edo state include Body Enhancement, Annual Reconstructive Surgery (BEARS) Foundation, Lift above Poverty Organization (LAPO), Girls' Power Initiative (GPI) and Preheat International.

Fayez and Fawwaz (2008) tried to clarify clients' satisfaction with NGOs' services in Jordan in terms of gender, kind of organization and source of support for these organizations. The study sample consisted of 373 subjects. The results indicated that all these variables had significant effects on the clients' satisfaction, and that females were more satisfied than males.

#### **Research Methodology**

The research used descriptive analytical methodology, which consists of quantitative and qualitative approaches. The methodology involved collections of quantitative information.

#### **Research instrument**

A questionnaire was used to find the impact of NGOs on community development. It was based on previous studies . The research used five-point Likert- scale to measure responses ranging from strongly disagree (1) to strongly agree (5). Two versions were made , one in Arabic Language for those who don't master English , and the second in English language. The questionnaire was distributed by the research himself .

#### **Population and Sampling**

The targeted research population is represented by NGOs staff , in Jordan. A random sample was selected from the targeted population. The sample consisted of 120 randomly selected employees of different NGOs with different activities.

#### **Data collection methods**

Secondary data collection was used to obtain the basic information related to the research topic. Books , theses , journals and the Internet were used to collect the secondary data . As for primary data they were collected through the questionnaire.

#### **Data analysis method**

Data were entered into SPSS 20.0; regression analysis was used to test the research hypotheses and multiple regression analysis to examine the role of NGOs on local society development.

#### **Descriptive Analysis**

Descriptive analysis were used. Demographic data cgaractrestice were analysed through using frequency and percent as in **table (1)**:

**Table (1)**  
**Sample distribution according to Demographic information**

<b>Variables</b>	<b>Options</b>	<b>Frequency</b>	<b>Percentage %</b>
<b>Gender</b>	Male	72	60
	Female	48	40
<b>Age</b>	Less than 25	12	10
	25 -34	60	50
	35 -44	30	25

Variables	Options	Frequency	Percentage %
	45+	18	15
<b>Education level</b>	Diploma	12	10
	BSC	84	70
	Higher studies	24	20
<b>Position</b>	Manager	24	20
	Supervisor	36	30
	Head Section	60	50
<b>Experience</b>	Less than 5 years	18	15
	5 -9 years	54	45
	10-14 years	30	25
	15+	18	15

The analysis indicated that 60% of the sample were males and 40% percent female. 10% were younger than 25, 50% were in the group 25 to 34, 25% were 35 to 44, and 18% were 45 or over. 12% of respondents had a diploma degree, 70% a bachelor degree and 20% higher qualifications. 20% of the total sample were managers, 30% were supervisors and 50% were section heads. 15% of the subjects had less than 5 years' experience, 45% 5 to 9 years, 25% 10 to 14 years and 15% 15 or more years.

#### Hypothesis Testing

##### .Main Hypothesis Test Result

Regression analysis was used since it is the best that show the relation between research variables

**H-1** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs in local society development in Jordan.

**Table 2**  
**Main Hypothesis Test Results**

Result	Sig	F	F	R <sup>2</sup>	R
Reject	0.000	2.50	33.580	0.761	0.895

Table 2 indicates that  $R=0.895$ , indicating a strong relationship between NGOs and local society development.  $R^2=0.761$ , meaning that the NGO variable explains 76.1% of local society variance. The table also indicates that  $F_{calculated}=33.580$ , which is more than  $F_{tabulated}=20.5$ , a significant value at the ( $\alpha < .05$ ) level. Therefore we reject the null hypothesis and accept the alternative one which states that "There is statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs on local society development in Jordan.

##### First sub-hypothesis testing

**H1-1** There is no statistically significant ( $\alpha < .05$ ) evidence for the role of NGOs in local environment development in Jordan.

**Table (3)**  
**First sub-hypothesis test results**

Result	Sig	F	F	R <sup>2</sup>	R
Reject	0.001	2.001	2.434	0.186	0.420

Table 3 indicates that  $R=0.420$ , so there is a strong relationship between NGOs and local environment development.  $R^2=0.186$ , meaning that the NGO variable explains 18.6% of variance in local environment development.  $F_{calculated}=2.434$  which is more than  $F_{tabulated}=2.001$ , significant at ( $\alpha < .05$ ) level. Therefore the null hypothesis is rejected and

the alternative one is accepted:“There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on local environment development in Jordan.

**Second sub-hypothesis testing**

**H1-2:** There is no statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on family development in Jordan.

**Table 4**  
**Second sub-hypothesis test results**

Result	Sig	F	F	R <sup>2</sup>	R
Reject	0.002	2.001	2.199	0.153	0.356

Table 4 indicates that R=0.356, which means that there is a strong relationship between NGOs and local family development. R<sup>2</sup>=0.153, so the NGO variable explains 15.3% of variance in family development calculated= 2.199 which is more than F tabulated = 2.001, a significant value at the ( $\alpha<.05$ ) level. Therefore the null hypothesis is rejected and the alternative one is accepted:“There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on family development in Jordan.

**Third sub-hypothesis testing**

**H1-3:** There is no statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on the development of governmental institutions in Jordan.

**Table 5**  
**Third sub-hypothesis test results**

Result	Sig	F	F	R <sup>2</sup>	R
Reject	0.000	2.001	4.60	0.335	0.552

Table 5 indicates that R=0.552, meaning that there is a strong relationship between NGOs and the development of governmental institutions. R<sup>2</sup> =0.335, so the NGO variable explains 33.5% of variance in governmental institutions development. The table also indicates the F calculated= 4.60 which is more than F tabulated = 2.001, significant at the ( $\alpha<.05$ ) level. Therefore the null hypothesis is rejected and the alternative one is accepted:“There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on the development of institutions in Jordan.

**Results and Recommendations**

Based on this analysis, the following results are drawn:

-There is statistically significant ( $\alpha<.05$ ) evidence for the role of the combined efforts of NGOs in promoting the Jordanian society (development of the local environment, family and government institutions) in Jordan. The result agrees with Anup (2012), and Omoformnwen (2010). The result indicates the NGOs efforts contribute to local society development through funding or supporting small projects

-There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on local environment development in Jordan. The results indicate that one of the main roles of NGOs is protecting the environment

-There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on family development in Jordan. NGOs play a major role in improving families’ standard of living by various means. The result agrees with Anup (2012), and Omoformnwen (2010) and indicate NGOs activities in family development through supporting family small projects figement and marketing.

There is statistically significant ( $\alpha<.05$ ) evidence for the role of NGOs on institutional development in Jordan. NGOs assist government organizations through bridging the gap in delivering services for remote areas.

The study recommends that NGOs in Jordan should coordinate their efforts in order to avoid duplication and to distribute their services fairly to all local communities. NGO officials are requested to conduct periodic research in order to identify the priorities in delivering their services.

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## دور المنظمات غير الحكومية في تنمية المجتمع الأردني

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### ملخص

هدفت الدراسة إلى التعرف على دور المنظمات غير الحكومية في تنمية المجتمع الأردني في الأردن. تم استخدام المنهج الوصفي التحليلي. استخدمت الدراسة استنباطاً لجمع البيانات المطلوبة التي تم تصميمها وفقاً لفرضيات وأهداف الدراسة وتكون مجتمع الدراسة من المسؤولين في المنظمات غير الحكومية. وقد تم اختيار عينة عشوائية بلغت 120 من المنظمات غير الحكومية في الأردن. وكشف تحليل البيانات التي تم جمعها أن للمنظمات غير الحكومية دوراً ذات دلالة إحصائية في تنمية المجتمع المحلي (البيئة المحلية والأسر والمؤسسات الحكومية). ويوضح هذا الجهود المشتركة للمنظمات غير الحكومية المختلفة في تعزيز المجتمع المحلي. وأوصت الدراسة بأن تقوم المنظمات غير الحكومية في الأردن بتنسيق جهودها من أجل تجنب الازدواجية ، وأن توزع خدماتها بصورة عادلة على جميع المجتمعات المحلية.

**الكلمات الدالة:** المنظمات غير الحكومية. المجتمع المحلي ، البيئة المحلية ، التنمية الأسرية ، المؤسسات الحكومية.