

The Extent of Jordanian Citizens Satisfaction about Government's Procedures to Face Corona During Year 2020

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<p>Article history Submitted: 11 June, 2021 Revised: 21 June, 2021 Accepted: 25 June, 2021</p> <p>Keywords: <i>Corona pandemic, citizens, government measures, Jordan.</i></p>	<p>Abstract This paper aims to identify the extent of Jordanian citizens 'satisfaction with the government's measures to confront Corona in the year 2020. Data was collected using a questionnaire. The questionnaire was distributed to 368 respondents. A total of 136 responses were collected. Missing value and outliers were removed. This has resulted in 98 complete and usable responses. The data analysis was conducted using SPSS version 25.0. The results of the study indicated that government measures worked to limit the Corona pandemic, and the Jordanian government was among the first in the world to confront the pandemic. Citizens' satisfaction was moderate with the measures applied. While this paper provides important information about the nature of the decisions taken by the Jordanian government to confront the crisis of the spread of the Corona virus, as well as the positive repercussions of the method of confronting the crisis of the spread of the Corona virus on citizens, as well as the testimony of international bodies and organizations of the Jordanian government to the crisis in a way that exceeds many great countries in the world. The study could benefit decision-makers and policy-makers in Arab countries to face crises and disasters.</p>
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1. Introduction

Covid-19 virus is a kind of virus in Beta-coronavirus, including Sars-Cov, and MERS-Cov, which appeared in year 2019 and it affected the whole world rapidly, and considered as "an epidemic" by the world health organization (WHO) in 2020 [1]. This virus causes major respiratory system infections, threaten the physical health of individuals, and can have long range and sever effects on mental health [2]–[4]. It has been noted that individuals notice increasing levels of fear agitation and tension for individuals, especially during cases appearance and no of epidemic cases [5]–[7]. In previous studies, it appeared that contagious diseases like severe dire respiratory failure syndrome (Sars) which can augment depression, worrying and tension for individuals [4], [8], [9]. In addition, social isolation, which is the measurement against the epidemic, it changed with a great deal the way of life and customs of individuals, it is believed that this change will be permanent to a certain degree on the long run, two of these changes are long distance learning and work places which provide chances to work from the house for employees, from one side this epidemic opened the door for a new era in which systems are tested through the internet in all parts of the world and the methods of practicing commercial works have changed, the social relationships have decreased and loneliness has increased because of obligatory isolation [10] [11]–[13], considering the protective role of social relationships in psychological health, the negative mental effects of the epidemic became inevitable [8], [14], [15].

The new corona virus appeared in year 2019 in China, and then this epidemic spread to almost all world countries, where countries have adapted protective severe measures to face danger of spreading the virus, and in the beginning some countries did not pay attention to these measures except very few, among which Jordanian kingdom, which made advanced steps in dealing with this crisis and epidemic that threaten the world with great danger. The government of Jordan has took several effect action to confront and stop the spread [16].

Many people in some countries do not know a lot about the potential abilities of their countries, also all efforts which were presented to informing about this epidemic and its danger on people, the wise leadership directed the government through strong management which is Jordanian crisis management [17]–[28]. The Corona crisis which arose because of the spreading of corona virus is the most difficult in modern human history, it led to restricting human movement and collapse of tourism and breaking of production chains in a manner that threatens economy and health [29], [30], the corona crisis became for months the focus of attention of all people's categories whether young or old and it became at the top of analysis and follow ups. Also one of the most important successes in management of (corona epidemic crisis)

since it started in Jordan was the national center for security and crisis management, which became vital in unifying decisions and coordinating efforts, everybody asserted the recognition at a glance of his majesty the king of Jordan when he ordered the establishment this center [31], [32].

This center was a direct cause in regaining citizens confidence in government and its decisions at that time, people transcended it by being convinced that decisions –even they were efforts– in the face of an epidemic unprecedented at international level, because it came out with a group effort that organized and coordinated, it is backed by trust due to the existence of armed forces and public security with exceptional coordination in administration of crisis inside the center, and on field in the street, which increased citizens and expatriates assurance and their trust in whatever decisions it may take [16].

The media and social media, and news reports and press conferences and meetings and speeches and external and internal dialogues which associated the start of the spread of corona virus, many countries governments did not haste to take strict measurements to get ready for the danger of spreading of the corona virus and face it. The bitter fact remains the spread of corona virus in all over the world and the problem does not lie with governments alone, but it includes citizens of the world, who insist to practice negative behavior in brutality and arrogance and disobeying orders and directives and instructions [8], [15], [33].

The problem lies in the extensions of this epidemic and its reflections on the national economy and its connection with international economy, beside the food security and security and its effect on citizens and the extent of Jordanian citizens satisfaction with government performance, the problem extends to cover the huge abundance of letters on social media, which many people used themselves to issue opinions, and suggest pharmaceutical and nutritional to kill the virus, and get into many discussions about the possibility of virus spreading through air or it is a virus that is limited in spreading, this is beside publishing sections that belittling of security personality, or other personalities, or resorting to markets to buy indescribable things, maybe to store, and what this causes the expansion of virus spreading chances, and the spreading of huge number of people in courtyards, complexes, and roads and mosques and other sites, and here, how can a corona crisis be managed in the shadow of these exceptional considerations.

It is known that difficult or dangerous crises lead to occurrence of sharp effects on individuals lives, the folks and close friends can become a victim of the virus spreading of the corona epidemic, which reflects badly on hearts and souls, some specialists see that corona worked to disturb the lives of most people in the world [34]. It started ideas for them that made them look at life after the crisis from a different perspective, and many of them –especially in great nations– felt a decline in the their self-value and internal weak position, some of them announced their complete surrender, some leaders resorted to their enemies to find a cure from this epidemic, some of them –in order to gain a position – fell a victim to fake commercials about cures that will kill the virus and provide healing for the patients, few of them resorted to heavens to ask the creator to remove this sadness away from them, some people used epidemic circumstances to pass agendas, and some leaderships used circumstances to collect huge money in the interest of organizations and bodies secret or overtly, it appeared from many situations the need of grate countries for the simplest preparations to face health disasters like masks and gloves, artificial respiratory machines, medicines and injections and such things, also providing health centers, shelters and hospitals to cure patients or isolate them in suitable health sockets [35]–[39].

The study aims at estimating the satisfaction of Jordanians about government procedures to face corona epidemic, on top of that, the study aims at understanding the different governmental procedures which were carried out to protect citizens and expatriates from negative effects due to the spread of the virus and corona epidemic on their lives, their families and society through instructions.

2. Research Methodology

The researcher relied in the current study on qualitative research which comes out asking citizens and the extent of satisfaction with government satisfaction. In addition, the extent of citizens application of government's decisions and instructions to save citizens and expatriates and proving government's ability for good care and good crisis management, on the other hand, qualitative research is based on questioning that is restricted by researcher's values and this beliefs, because of that the researcher showed that application of qualitative course represents his deep conviction and appreciation for the phenomena under research, which is the good government management in face of spreading of corona virus that causes world epidemic (COVID-19). The results of qualitative research are essentially a matter of opinion, also the qualitative research –especially in this study– has descriptive nature, and definite, subjective, and biased, it has accurate standards, with exploratory and estimation special quality, it can depend on content analysis of what comes out of information through social media or different media about corona epidemic.

3. Findings

The number of males reached (59) with a percentage (60.2%), where female number (39) with a percentage (39.8%). To assure credibility of instrument construction, it was applied in survey sample which consists of (30) individuals from study community, but from outside targeted sample, and that is to calculate connection treatments Pearson's value for the items relationship with the dimension it belongs to like it is in table (1).

Table1: connection of study instrument items with whole degree of instrument

Item's number	Pearson's connection coefficient	Item's number	Pearson's connection coefficient
1	.676**	6	.745**
2	.629**	8	.649**
3	.655**	9	.575**
4	.522**	10	.567**
5	.704**	11	.450**

The validity of study instrument was tested, which expresses the settling of results and its dependability and ability to forecast the extent of agreement or coordination in questionnaire result for it was applied more than once in similar circumstances, The Cronbach Alpha measures the coordination extent in researched answers in all questions of the measurement, also (alpha) can be interpreted as internal constancy coefficient between answers, its rise in value indicates the degree of constancy, it ranges from (1-0) and its value is accepted at (60%) and above, and in other studies it is accepted at (70%) and above and the next table shows that. Cronbach's Alpha for the instrument of this study is 0.819 and it is a large indicator, and it indicates high constancy degree to perform study.

Q1: Do you think that Jordanian citizens take virus seriously and adhere to infection prevention methods?

To answer this question the repetitions were calculated and percentages for answers of the study samples individuals. The result shows percentage do you think that Jordanian citizens take the virus seriously and adhere to infection protection measures, therefore the answer (no) obtained the highest percentage (56.1), and the answer(yes) had a percentage (43.9%).

Q2: Are you satisfied generally about governmental performance and taken decisions to face corona epidemic?

Table result percentage of you satisfied generally about governmental performance and taken to combat corona epidemic whereas answer percentage (no) obtained highest percentage (54.1), and the percentage of (yes) answer (45.9 %).

3.1 Statistical methods used in analysis:

To analyze the data gathered in this study, and that is to answer study's question and testing its hypothesis, a group of statistical methods were used, which is included in the statistical bundle for social sciences (SPSS) which is represented in frequencies, percentages, and that is to describe traits of researched individuals, also mathematical medians , and standard deviations to know the know the degree of agreement of the researched individuals with items of study's performance.

- 1- What is the extent of Jordanians satisfaction with governmental procedures to face corona during year 2020 (covid 19) and its perception of the thoughts in the media and in social media which are considered for unofficial education?

And to know the extent of Jordanians satisfaction about the governmental procedures to face corona epidemic 2020 individually, following is the results presentation. Table 2: Mathematical medians and standard deviations for the study's sample individuals about the items of the extent of Jordanians satisfaction with governmental procedures in facing corona epidemic 2020 arranged in descending order according to mathematical median (N=98).

Table 2: Descriptive Information of Items

No.	Rank	Item	Median	Std	level
4	1	The government cured the medical position at the expense of economic position	3.60	0.92	Medium
8	2	I think that the government was late in securing vaccine for its citizens	3.47	1.19	Medium
1	3	The government did well in its decisions only at epidemic start	3.38	1.08	Medium
2	4	The government did well generally in all its decision related to the epidemic	3.35	1.15	Medium
10	5	The government fell short in providing the material support for individuals unemployed and establishments because of the epidemic	3.26	1.13	Medium

11	6	The government decision in the shadow of epidemic to postpone bank's installments and not jailing the debtor was right	3.23	0.97	Medium
5	7	The government should keep the strict treatment procedure with the crisis among which is closing borders and sectors and complete ban.	3.21	0.98	Medium
3	8	The government could balance between health challenges and the economic challenges	3.15	0.97	Medium
9	9	What is your position on taking vaccine or scion of corona currently?	2.95	1.14	Medium
6	10	The government should cancel the partial and total ban to save the economy	2.71	1.04	Medium
		The distance as a whole	3.23	0.65	Medium

Table 2 shows that mathematical medians for the estimations of sample individuals about items “the extent of satisfaction of Jordanians in facing corona epidemic 2020” ranged between (3.60-2.71). As the first place item no(4) which states that the government cured the health position at the expense of the economic position with mathematical median (3.60) and came out second the item no(8) which states “I think that the government was late in securing vaccine for its citizens ?with a mathematical median(3.47) while item No(6) made the last rank which states that” the government should cancel the partial and the complete ban completely to save the economy, with a mathematical median (2.71), and the mathematical media for the dimension as a whole (3.23) with a medium evaluation degree.

4. Discussion

This paper researched in the extent of satisfaction of the Jordanians with government procedures in face of corona epidemic for year 2020, where the descriptive analytical course was used, and a questionnaire was constructed to achieve study's goals, where the analysis results pointed that the researched people agree in a middle degree on the performance to face corona virus. Moreover, it appeared that the nature of different governmental procedures is experiments results of previous countries, but the government was stricter than those countries, in addition to applying defense orders to protect citizens and expatriates from negative effects of virus spreading, where the corona epidemic preserves the safety of citizens and their families and the community too.

Previous studies agreed with this findings the expresses the administration role in management of crisis and catastrophes, which agrees with the results of this paper for it explained that the administration and despite of its occupancies and priorities, it gives good weight for the administration of crisis and catastrophes, and interferes in it strongly and effectively [3], [34], [40]–[42]. A study for year 2017 about the role of international and local laws and regulations in face of crises of catastrophes that it is important to provide clear and direct laws and regulations ,to face catastrophes crisis , and the nonexistence of these laws and regulations causes big mistakes in facing catastrophes and crisis and causes bad results, also the international laws and regulations are instruments that help to overcome the crisis effectively in different parts of the world, and that it is possible to adapt these laws and regulations to serves local goals in crisis and catastrophes management [40]–[42].

This was confirmed by several previous studies that expressed the importance of providing plans in schools to manage crisis and catastrophes which his majesty the king confirmed to face crisis, stated that facing crisis and catastrophes needs to be backed by scientific methods instead of prevalent traditional methods in many practices. At the same time the Jordanian government strived to apply leadership in facing crisis and catastrophes, [16] confirmed that some administrations and devices have leadership characteristics in facing different crisis and that this not impossible ,but rather it is a subject dependent on current leadership on what the workers and partners enjoy of belonging and sequence for the current system, also this paper's results agrees with study about the communication role in crisis management and explained that related factors with providing communication methods and its good use during crisis is one of the most important and successful administration of crisis and catastrophes [2], [3], [40].

5. Conclusion

This study focuses on the 2020, which concentrates on the extent of Jordanians satisfaction with the government's procedures to face corona during year 2020 for spreading of corona virus, where this paper is considered scientific contribution in defining the big place of the leadership and the Jordanian government which they enjoy on the internal and external levels, also presenting the thought and proactive readiness of the Hashemite kingdom of Jordan under the leadership of king Abdullah the second and the Jordanian government in getting ready and execution to face the dangers of virus corona spreading.

The paper also presented important information about decisions nature made by Jordanian government to face the crisis of corona virus spreading importance of which is the main foundation causing corona epidemic, also its discussing the extent of people's satisfaction with these decisions, it appears that most Jordanians are satisfied with government performance to face corona where the response of Jordanian people to the defense and adhering to them had the largest role in limiting the spread of the virus in year 2020, above that the study presented the positive reflection to the method of facing corona virus spreading on people, also the certification of international bodies and organizations for the Jordanian government in a manner that surpasses many great nations of the world, and lastly, this study's results can participate in directing decision makers and policies makers in Arab countries to face crises and catastrophes, where the importance of internal and external policy and benefiting from cure method of the government and its facing the crisis of corona virus spreading.

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