



## Jordan Youth, Technology, and Jobs Project (P170669)

MIDDLE EAST AND NORTH AFRICA | Jordan | Finance, Competitiveness and Innovation Global Practice | IBRD/IDA | Investment Project Financing | FY 2020 | Seq No: 3 | ARCHIVED on 30-Oct-2021 | ISR48538 |

Implementing Agencies: Hashemite Kingdom of Jordan, Ministry of Digital Economy and Entrepreneurship

### Key Dates

#### Key Project Dates

Bank Approval Date: 20-Mar-2020

Effectiveness Date: 07-Apr-2020

Planned Mid Term Review Date: 31-May-2022

Actual Mid-Term Review Date:

Original Closing Date: 31-Mar-2025

Revised Closing Date: 31-Mar-2025

### Project Development Objectives

Project Development Objective (from Project Appraisal Document)

Improve digitally-enabled income opportunities and expand digitized government services in Jordan.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

### Components Table

Name

Support the supply of digital skills in Jordan:(Cost \$102.00 M)

Support the expansion of digital sector and digital government services in Jordan:(Cost \$93.00 M)

Project Management & Implementation support:(Cost \$5.00 M)

### Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Satisfactory
Overall Risk Rating	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

### Implementation Status and Key Decisions

The Ministry of Digital Economy and Entrepreneurship (MODEE), in partnership with Ministry of Education (MOE), and Ministry of Labor (MOL), is making good progress towards the implementation of the project activities. The below summarizes the main achievements under the project components:

#### Component 1: Support the supply of digital skills in Jordan

- Sub-component 1.1: Establishing a digital skills training ecosystem with private sector involvement: A digital skills business association (DigiSkills) was established in March 2021, to carry out the functions of the NSC-ICT. To facilitate the implementation of the functions, DigiSkills signed a memorandum of understanding with the Technical Vocational and Skills Development Commission (TVSDC) in April 2021. The PMU started the hiring process of DigiSkills' key staff members and selected the vendor for the supply and demand side assessment, which will be implemented in partnership with DigiSkills.



- 2. Sub-component 1.2: Enhancing digital skills competencies for public school students: MoE delivered a digital skills gaps analysis and readiness assessment for computer science (CS) reforms in Grades 7-12 and issued a ministerial decree to endorse a curriculum development and roll-out action plan in June 2021.

**Component 2: Expanding the digital sector and digital government services in Jordan**

- 1. Sub-component 2.1 -Expanding access to markets for digital firms: To support the growth plans of tech-enabled businesses, social enterprises, and CSOs in Jordan to develop digital functions and generate new income opportunities for underserved youth in tech-enabled activities, the project has supported 20 companies in the “talents” program to create 1,324 jobs, 21 companies in the “market expansion” program to create 661 jobs, and 6 Civil Society Organizations (CSOs) in the “Gig” program to create 687 income opportunities.
- 2. Sub-component 2.2 - Supporting digital transformation of service delivery to citizens and businesses: MoDEE finalized and shared with the World Bank a revised digital transformation strategy and implementation action plan. The cabinet of ministers approved the strategy in July 2021 and thus, DLI 4.1 is now unlocked for disbursement. The PMU selected a consultancy firm to conduct a public value assessment of the most important 25 e-services, following selection criteria agreed with the World Bank. The final report of the public value assessment is expected to be issued by not later than October 30, 2021. The PMU selected a consulting firm to conduct e-government and operations directorate organizational review. The firm submitted the final report and under review by MODEE. Two new key contracts are under preparation: i) design, development, implementation, and operation of SANAD Platform for e-services, and, ii) health and education digital transformation needs assessment.
- 3. Sub-component 2.3 - Digitization of government payments: MODEE, in collaboration with the Digital Payments Committee, launched the RFB process for developing back-end integration between government entities Core Financial Systems (CFS) and the billing modules to allow future linkages with different payment streams.

The World Bank project team commends the PMU for the progress over the last six months. Despite the repercussions of the COVID-19 pandemic, the project managed to create sources of growth in the economy, which are important in supporting Jordan's economic recovery, creating jobs and/or income opportunities, and increasing the revenues of technology-based activities.

**Risks**

**Systematic Operations Risk-rating Tool**

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	Substantial	Moderate	Moderate
Macroeconomic	Moderate	Moderate	Moderate
Sector Strategies and Policies	Moderate	Moderate	Moderate
Technical Design of Project or Program	Substantial	Moderate	Moderate
Institutional Capacity for Implementation and Sustainability	Substantial	Moderate	Moderate
Fiduciary	Substantial	Moderate	Moderate
Environment and Social	Moderate	Moderate	Moderate
Stakeholders	Substantial	Moderate	Moderate
Other	Substantial	Moderate	Moderate
Overall	Substantial	Moderate	Moderate

**Results**

**PDO Indicators by Objectives / Outcomes**



Increase access to digitally-enabled income opportunities for youth in Jordan				
<b>► Number of beneficiaries, of those trained on employable digital skills, reporting new income opportunities (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	10,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Number of individuals (out of which are females, Syrians) supported by the project that reported that they - Started their own IT related business - Started a business that benefited from IT support provided by the project - Got a part-time ICT related work (including consulting work) or - Got a full-time employment contract with an ICT related business			
<b>□ Out of which are females (Jordanian) (Number, Custom Supplement)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	3,000.00
<b>□ Out of which are Syrians (Number, Custom Supplement)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	1,500.00
Improve the delivery of selected digitized government services in Jordan				
<b>► Number of transactions from new and/improved government e-service introduced (Number) (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	5,000,000.00
Date	31-Dec-2019	22-Jun-2020	22-Jun-2020	31-Dec-2024
Comments:	number of transactions from new/improved government e-service digitized by the project			
<b>► Percentage of government payment services enabled for digital payments (Percentage) (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5.00	0.00	0.00	80.00
Date	31-Dec-2019	22-Jun-2020	22-Jun-2020	31-Dec-2024
Comments:	percentage of government payment services enabled for digital payments			
<b>► Volume of new private sector investment mobilized in digital services (Amount(USD), Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	0.00	0.00	20,000,000.00
Date	31-Dec-2019	22-Jun-2020	22-Jun-2020	31-Dec-2024
Comments:	Private sector investment in expanding IT operations in underserved communities, annual contributions to digital skills development activities, and investment in expansion of startup activities and platforms operations.			

### Overall Comments

The results will be collected and reflected in the next ISR

### Intermediate Results Indicators by Components

Support the supply of digital skills in Jordan				
▶ Number of individuals trained by training service providers supported by digital skills development activities (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	15,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Income opportunities refers to employment, fulltime or part-time, or freelancing/self-employment whether that be a) entrepreneurship (startup of a digital firm by a beneficiary), b) work within digital firms , c) work on digital technology in other than digital firms, or d) work through digitally enabled online platforms.			
☐ Out of which are females (Jordanian) (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	4,800.00
☐ Out of which are Syrians (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	3,000.00
▶ Number of individuals trained by Khidmat Watan program on ICT skills (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	15,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
☐ Out of which are females (Jordanian) (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	0.00	0.00	6,000.00
<b>► Number of students (grade 7-12) receiving digital skills curriculum in schools (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	300,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	31-Dec-2024
Comments:	Students grade 7-12 receiving digital skills curriculum in schools			
<input type="checkbox"/> Out of which are females (Jordanian) (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	150,000.00
<input type="checkbox"/> Out of which are Syrians (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	18,000.00
<b>► Number of beneficiaries using Tech Hubs (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	12,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	30-Nov-2024
Comments:	Number of beneficiaries using tech-hubs co-working space for freelancing and training purposes.			
<input type="checkbox"/> Out of which are females (Jordanian) (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	4,000.00
<input type="checkbox"/> Out of which are Syrians (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	1,800.00
<b>Project Management and Implementation Support</b>				
<b>► Percentage of registered grievances that are addressed within the timeframe specified in the project operations manual (Percentage, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	0.00	0.00	90.00
Date	31-Dec-2019	22-Jun-2020	22-Jun-2020	31-Dec-2024
Comments:	# of grievances received/ # of grievances addressed By PMU and MODEE			

Support the expansion of digital sector and digital government services in Jordan

► Number of individuals with digital skills benefiting from ITO/BPO businesses supported (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	1,326.00	2,500.00
Date	01-Jan-2020	22-Jun-2020	30-Jun-2021	28-Nov-2024
Comments:	Number of individuals with digital skills gained from supply side of the project benefiting from ITO/BPO businesses/platforms supported			

□ Out of which are females (Number, Custom Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	583.00	1,000.00

► Number of ITO/BPO firms supported on business plan expansion (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	20.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Number of ITO/BPO companies that have received incentive package from the project against their expansion plan focusing on eligible expenditure according to the POM.			

□ Out of which receiving matching grants (Number, Custom Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	15.00

► Number of individuals with digital skills benefiting from technology adoption by nonprofit company/civil society organizations (CSOs) supported (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	2,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Number of individuals with digital skills gained from supply side of the project benefiting from technology adoption by nonprofit companies/CSOs supported by the project			

□ Out of which are females (Jordanian) (Number, Custom Supplement)



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	850.00
<input type="checkbox"/> Out of which are Syrians (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	300.00
<b>► Number of start-ups supported with business matchmaking (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	250.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Number of established companies (tech start-ups) at an early growth stage and higher that will aim to raise investments through B2B linkages under the matchmaking program			
<input type="checkbox"/> Out of which are Jordanian females or Jordanian Female led businesses (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	125.00
<input type="checkbox"/> Out of which are Syrians or Syrian led businesses (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	38.00
<b>► Number of individuals trained to access and offer their services on digital platforms (Number, Custom)</b>				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	6,000.00
Date	01-Jan-2020	22-Jun-2020	22-Jun-2020	28-Nov-2024
Comments:	Number of individuals who will be trained by CSOs/Platforms on how to use freelancing platforms effectively to generate opportunities			
<input type="checkbox"/> Out of which are females (Jordanian) (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	2,040.00
<input type="checkbox"/> Out of which are Syrians (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	900.00



▶ Number of new government services digitized (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	43.00	0.00	118.00	100.00
Date	01-Jan-2020	22-Jun-2020	30-Jun-2021	28-Nov-2024
Comments:	Number of new services for citizens and businesses automated at UN Level 3 or 4 available on the portal			
□ Out of which were procured to private sector firms (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	43.00	0.00	0.00	100.00
▶ Number of improved e-government services (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	20.00
Date	28-Nov-2019	22-Jun-2020	22-Jun-2020	31-Dec-2024
▶ Number of government payment services digitized (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	200.00	0.00	113.00	500.00
Date	01-Jan-2020	22-Jun-2020	30-Jun-2021	28-Nov-2024
Comments:	Number of payment services tested and digitized (available online)			

### Overall Comments

The results will be collected and reflected in the next ISR

### Performance-Based Conditions

▶ PBC 1 Digital skills developed through private sector collaboration (Text, Intermediate Outcome, 40,000,000.00, 0.00%)				
	Baseline	Actual (Previous)	Actual (Current)	2024
Value	No private sector role to support digital skills development.	No progress yet on the delivery of digital skills development	No progress yet on the delivery of digital skills development	DLI 1.2 On an annual basis, between CY 2 and CY 5, NSC-ICT





				performs the following core functions as specified in the NSC- IT's Charter: (a) conduct a gap analysis for digital skills; (b) maintain a comprehensive customer relationship management system for the trainees benefitting from the training programs; (c) publish an annual performance report; and (d) publish an annual list of certified training service providers; DLI 1.3 Number of performance-based contracts signed with training service providers (TSPs)
Date	--	22-Jun-2020	22-Jun-2020	--

► PBC 2 Number of graduates trained and hired (Text, Intermediate Outcome, 24,000,000.00, 0.00%)				
	Baseline	Actual (Previous)	Actual (Current)	2024
Value	0.00	No progress	No progress	DLI 2.1 Number of graduates from the training programs established to provide digital skills development activities; DLI 2.2 Number of graduates from the training programs established to provide digital skills development activities who obtained full time employment
Date	--	22-Jun-2020	22-Jun-2020	--

► PBC 3 Enhancing digital skills competencies for public school students (Text, Intermediate Outcome, 33,000,000.00, 0.00%)				
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	Baseline	Actual (Previous)	Actual (Current)	2024
Value	ICT curriculum is outdated	No progress	No progress	DLI 3.3 Ministry of Education develops and adopts a digital skills learning curriculum content for grades 7-12; DLI 3.4 Ministry of Education completes teacher training on new digital skills courses for 70% of ICT grade 7-12 teachers; DLI 3.6 At least 60% of students enrolled in digital skills classes in public schools pass assessment in CY 5
Date	--	22-Jun-2020	22-Jun-2020	--

► PBC 4 Support digital transformation of service delivery to citizens and businesses (Text, Intermediate Outcome, 72,000,000.00, 0.00%)

	Baseline	Actual (Previous)	Actual (Current)	2024
Value	0.00	No progress	No progress	DLI 4.2 Number of new transactional e-services being made available to citizens and businesses through respective government agencies' e-portals; DLI 4.3 Responsible government agencies adopt recommendations of the public value assessment for at least 20 transactional e-services; DLI 4.4 MoDEE launches a new citizen feedback system for transactional e-services; DLI 4.5 MoDEE launches e-service performance dashboard for e-services
Date	--	22-Jun-2020	22-Jun-2020	--



**Data on Financial Performance**

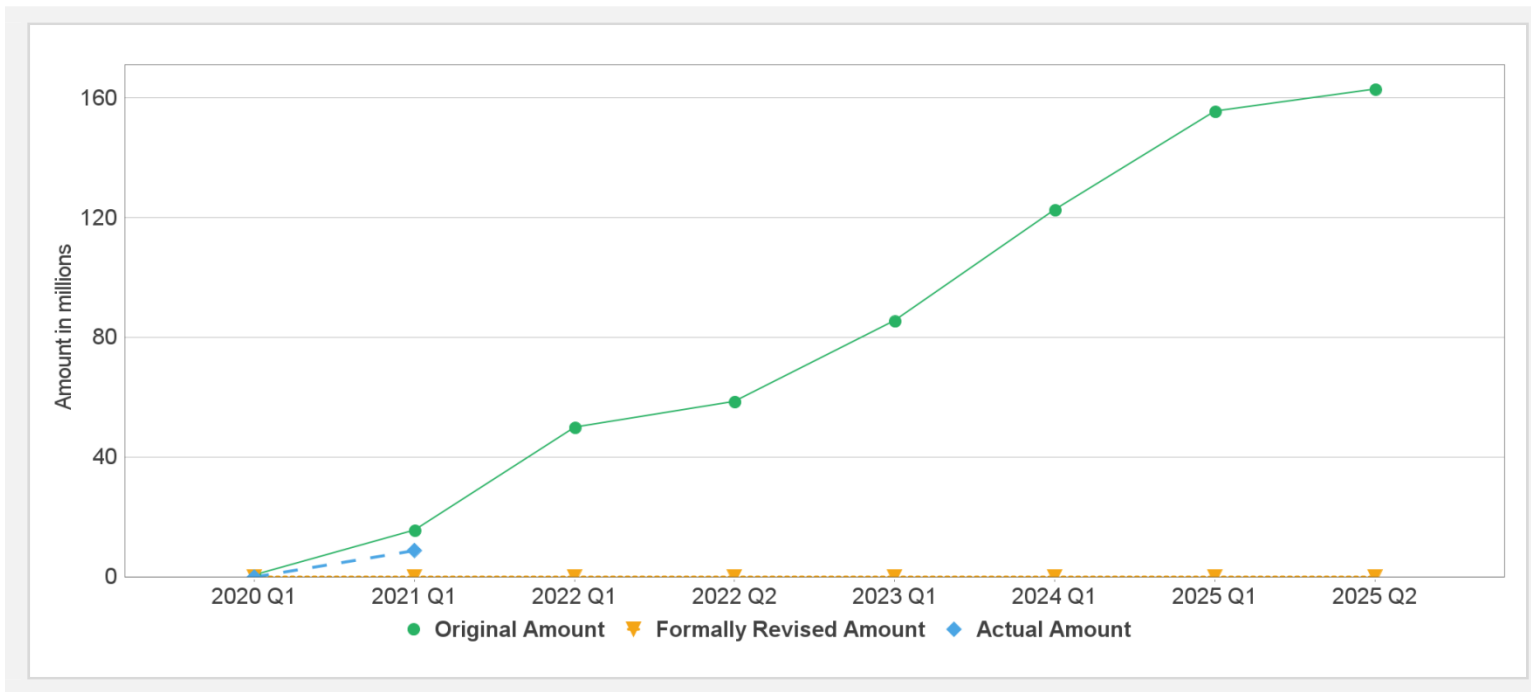
**Disbursements (by loan)**

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P170669	IBRD-90610	Effective	USD	163.10	163.10	0.00	7.62	155.48	4.7%
P170669	TF-B2559	Effective	USD	36.90	36.90	0.00	1.64	35.26	4.4%

**Key Dates (by loan)**

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P170669	IBRD-90610	Effective	20-Mar-2020	07-Apr-2020	07-Apr-2020	31-Mar-2025	31-Mar-2025
P170669	TF-B2559	Effective	20-Mar-2020	07-Apr-2020	07-Apr-2020	31-Mar-2025	31-Mar-2025

**Cumulative Disbursements**



**PBC Disbursement**

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC
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### **Restructuring History**

There has been no restructuring to date.

### **Related Project(s)**

There are no related projects.

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