Measurement and Evaluation Tool for Engagement and e-Participation (METEP)

Questionnaire

2014

Contents

INTRODUCTION

United Nations Department of Economic and Social Affairs (UNDESA) developed this self-assessment questionnaire in response to an emerging need for stronger and deeper participation in citizen engagement by all stakeholders, as identified in the Rio+20 Summit Report, "Realizing the Future We Want for All", and the work of the UN Task Team on the Post-2015 Development Agenda.

Engaging citizens is beneficial to governments throughout the public policy process: i) at the early stages to enhance public problem definition and to identify acceptable policy options; ii) through the implementation stages by facilitating dialogue to support policy inclusiveness; and iii) to receive feedback while monitoring and evaluating public policy programmes and their outcomes, which is key to continuous improvements in the delivery of public goods and services.

There is a growing volume of evidence world-wide pointing at the rapid expansion of e-participation technologies used to nurture governance innovations, both in developed and developing countries. The use of ICTs in support of participatory governance still remains, to a large degree, experimental and non-systematic. Increasing effort is put to measure and evaluate e-participation as a multi-dimensional social and political phenomenon.

UNDESA has accumulated substantial experience in promoting good governance world-wide in general and in assisting the Member States to reform their public administration systems for greater openness and accountability in particular. The Measurement and Evaluation Tool for Engagement and e-Participation (METEP) was developed by the UNDESA's Division for Public Administration and Development Management (DPADM) to help the Member States better understand the state of play in using ICTs for citizen engagement and public participation.

The METEP considers three major building blocks of citizen engagement – (a) provision of information to citizens, (b) consulting citizens on development matter, and (c) engaging citizens for decision-making. UNDESA proposes to consider the following areas of government activities as the main dimensions of public participation assessment, namely:

- *Legal Frameworks* – outline responsibilities to be undertaken by governments and delineate the roles of related public organizations. The existence or non-existence of legal frameworks determines whether public organizations will have the authority and support, in terms of resource allocation and development, to pursue engagement and e-participation. Legal frameworks also demonstrate governments' prioritization of engagement and e-participation development and capacity building. It is essential to formulate such frameworks in a participatory manner to strengthen the effectiveness of citizen engagement through stronger motivation, ownership and satisfaction.

- *Organizational Frameworks* – bring attention to organizational frameworks at the level of government institutions through which engagement and e-participation services are divided and coordinated. Organizational arrangements affect the utilization of resources allotted for

engagement and e-participation activities and determine their efficiency, productivity, and responsiveness.

- *Channels/Modalities* – address challenges of prioritizing and utilizing specific communication means for engagement and e-participation, which have cultural and financial implications; for example, smart investment in ICT development in a cost-effective way may result in significant efficiency impacts for public organizations. Cultural factors can help strategize the appropriateness of ICT investment in channels and modalities to foster inclusion.

- *Outreach* – directly impacts the inclusiveness of e-participation effort with a particular focus on stakeholder needs, especially of those who are disabled, displaced, aging or otherwise marginalized (e.g. minority groups); that is, whose lives are especially affected by policy options. Outreach measures in the field of engagement and e-participation need to be aligned with complementary education and ICT skills development.

As a self-evaluation Questionnaire, METEP can help governments to review their performance within the above dimensions of participation under each building block of citizen engagement. The outcome of such evaluation can be an important source of policy and practice recommendations aimed at engaging citizens more directly in key areas of development planning and public management.

INSTRUCTIONS

The METEP Questionnaire consists three parts:

Part A (*fact based questions*) - takes stock, based on a factual observation, of two dimensions: (a) the regulatory framework and (b) organizational framework for citizen engagement and e-participation. Each dimension examines the three building blocks of citizen engagement: information, consultation, and decision-making.[1]

Part B (agency specific questions) – evaluates the organizational experience of individual government agencies across the board, with special emphasis placed on the use of channels and modalities for citizen engagement and e-participation.

Part C (experience based assessment) - assesses, based on direct experience, four dimensions: the implementation of the regulatory framework, the organizational framework, and the functioning of channels and modalities, and outreach measures for citizen engagement and e-participation. The *Questionnaire* also provides a basis for determining technical assistance needs aimed towards building capacities for engagement and e-participation: the dissemination of public information, two-way consultations between government and citizens, as mentioned above, and citizens' participation in public policy decision-making.

The Questionnaire seeks opinion from two main categories of government employees. One group includes senior/mid-level government officials representing legal departments (or equivalent units) that are responsible for legal frameworks, development planning, public administration and the use of ICTs within their agencies. They will answer the questions of both parts, while other categories of public managers could answer Part B and C.

Questions that relate to the use of ICTs end with the suffix (e), for example, (b-e).

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[1] Based on UNDESA's conceptualization and work on Citizen Engagement

Part 1 and 2 contain binary questions Yes/No answers, whereas in Part C, respondents are asked to rank their answers from 0 to 5, where "0" means Not applicable (N/A), "1" is weak and "5" is strong. Answer 'Yes' is assigned 100 scores which means a maximum 100% availability.

METEP also contains a Glossary of Terms at the back of the Questionnaire. It may help understand the usage of the terms within the Questionnaire and thus improve the quality of the expected answers.

Before you start answering the METEP questions, we would like to know a little bit about your overall experience – both as a government professional and private person – in the broad field of citizen engagement and e-participation, on the one hand, and in a more specialized domain of ICT use in support of participatory governance, on the other hand. For example, you might have already known about the existence in your country policies that deal with engaging citizens into governance processes or you privately or professionally – directly and indirectly – participated in such real-life activities. Also, you might have heard about (or witnessed the implementation of) such policies, cases and practices including via the Internet.

Or, alternatively, you can visit the attached Glossary of Terms to understand the topics of the Questionnaire better. It won't affect the quality of your answers in any way, and we still encourage you to provide your answers to the best knowledge you have with regard to each question. It is also quite possible that you are familiar with some topics, while other issues are less known to you and would require getting additional information about them in order to answer the questions with a sufficient degree of certainty. In case of doubt, we advise to opt for lower rank: e.g. when choosing between 3 and 4 points, the conservative score 3 is more preferable than the more optimistic rank 4.

Before you start, please tell us that :

1. You are public/government senior official (policy maker) – Yes / No.

2. You are mid-level public/government official – Yes / No.

3. You are a specialist in the area of citizen engagement and/or e-participation – Yes / No.

4. As a public/government official you have experience in using Internet (web sites), email or social media (please underline the channel(s), if so) for connecting with citizens and their groups when performing your duties – Yes / No.

5. As a public/government official you have experience in dealing with public services including those delivered via ICT channels (please underline "ICT", if this is the case) when performing your duties – Yes / No.

6. As a public/government official you have experience (participated directly or indirectly) in public administration reform initiatives/projects – Yes / No.

7. As a public/government official you have experience in dealing with Open government and/or Open government data initiatives while performing your duties – Yes / No.

8. You are an ICT specialist (computers, networks, web administration, software applications, etc.) – Yes / No.

9. You have a legal background – Yes / No.

10. You have a public administration/public service background – Yes / No.

METEP SELF-EVALUATION QUESTIONNAIRE
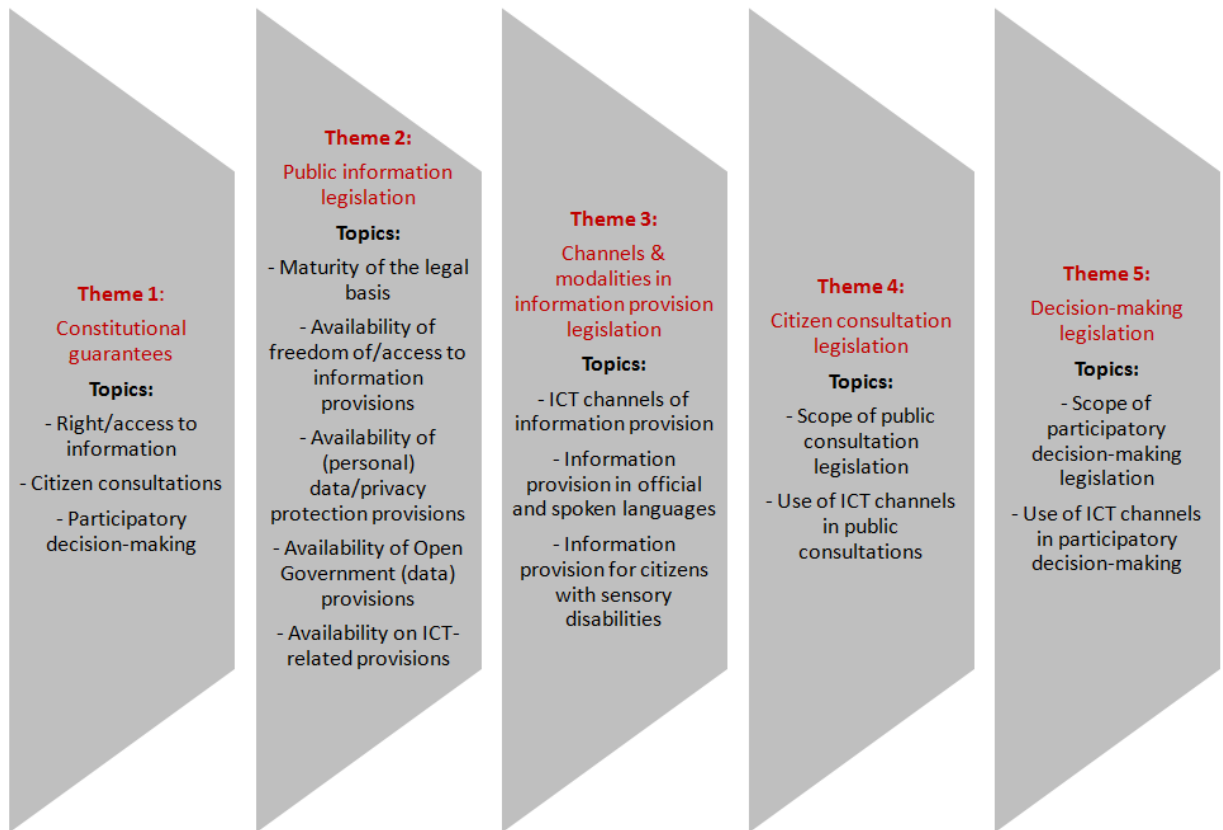
PART A – Fact based questions

Section A1: Regulatory Framework

This section requires certain knowledge of constitutional provisions, legislation, regulations and agency directives on access of citizens* to public information, consultations with citizens, and involvement of citizens in public policy and programme decision-making** .   Please answer Yes or No.

*without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

** the website "www.unpan.org/unpacs" provides related information.

The visual model of the main themes and respective topics is presented below.

Theme 1:
Constitutional guarantees
Topics:
- Right/access to information
- Citizen consultations
- Participatory decision-making

Theme 2:
Public information legislation
Topics:
- Maturity of the legal basis
- Availability of freedom of/access to information provisions
- Availability of (personal) data/privacy protection provisions
- Availability of Open Government (data) provisions
- Availability on ICT-related provisions

Theme 3:
Channels & modalities in information provision legislation
Topics:
- ICT channels of information provision
- Information provision in official and spoken languages
- Information provision for citizens with sensory disabilities

Theme 4:
Citizen consultation legislation
Topics:
- Scope of public consultation legislation
- Use of ICT channels in public consultations

Theme 5:
Decision-making legislation
Topics:
- Scope of participatory decision-making legislation
- Use of ICT channels in participatory decision-making

The measurement is based on the binary questions 'Yes' and 'No'. Answer 'Yes' is assigned 100 scores which means a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Theme 1: Constitutional guarantees of citizen engagement

Note: while many countries have such provisions in place, it is still important to have this as a separate topic with a possibility of gaining 100 scores as a matter of encouragement to keep on further improving the main law in this regard as technology evolves)

1.	Are there article/s in the Constitution that require/s or encourage/s your government to undertake without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status the following:		
	(a1) Guarantee citizens the right to information for (Yes=25, No=0)	Yes	No
	(a2) Provide access to information to citizens (Yes=25, No=0)	Yes	No
	(b) Consult citizens and citizen groups on development matters (Yes=25, No=0)	Yes	No
	(c) Involve citizens and citizen groups in decision-making on development matters (Yes=25, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
1.1 (a1/2) Right/access to information: 2 questions; each question Yes = 25
1.2 (b) Citizen consultations: 1 question Yes = 25
1.3 (c) Participatory decision-making: 1 question Yes = 25

Theme 2: Public information legislation/regulation

2.		Legal scope: Is there legislation/regulation (L/R) mandating your government to provide public information (through publications, libraries, archives, radio, television etc.)?		
	(a)	If yes, how many provisions mandate your government to provide public information?		
		1 – 3 laws/regulations (Yes=5, No=0)	Yes	No
		3 - 5 laws/regulations (Yes=10, No=0)	Yes	No
		More than 5 laws/regulations (Yes=15, No=0)	Yes	No
		If Yes, do these provisions include any of the following legislation regulating citizen's' access to government information?		
	(b)	Freedom of information or access to information (Yes=20, No=0)	Yes	No
	(c1)	Data/privacy protection (Yes=20, No=0)	Yes	No
	(c2)	If yes, the privacy protection related provisions include the protection of personal data held by your government in the digital form? (Yes=10, No=0)	Yes	No
	(d)	Open Government/Data (Yes=20, No=0)	Yes	No
	(e-e)	The available laws/regulations mandate your government to provide public information using information and communication technologies (ICTs) (Yes=15, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.

Sub-scores are calculated by the theme's 5 topics:
2.1 (a) Maturity of the legal basis: 3 alternative sub-questions with Yes = 5, 10 or 15
2.2 (b) Availability of freedom of/access to information provisions: 1 question with Yes = 20
2.3 (c1/2) Availability of (personal) data/privacy protection provisions: 2 questions with Yes = 20 and 10 (30 scores in total)
2.4 (d) Availability of Open Government (data) provisions: 1 question with Yes = 20
2.5 (e-e) Availability of ICT-related provisions: 1 question with Yes = 15

Theme 3: Channels and modalities in public information legislation/regulation

3.	(a)	Are the following ICT channels mentioned/specified in existing legal/regulatory provisions (to ensure the principle of multichannel service delivery):			
		Government web-sites/portals (Yes =10, No=0)	Yes	No	
		Mobile platforms/devices (Yes =10, No=0)	Yes	No	
		Social media sites (Yes =10, No=0)	Yes	No	
	(b1)	In case there is more than one official language in your country, is there legislation/regulation mandating the government to make public information available to the citizens in each of these languages? (Yes = 20, No=0)	Yes	No	N/A
	(b2-e)	If Yes, is it possible to get information in all official languages on the government main portal, if any? [Yes = 10, No=(-10)]	Yes	No	N/A
	(b3-e)	Is it possible to get information in other widely spoken languages on the government main portal, if any? [Yes=10, No=(-10)]	Yes	No	N/A
	(c1)	Is there legislation/regulation mandating the government to provide public information and/or give access to information for citizens with sensory disabilities through special media? (Yes=20, No=0)	Yes	No	
	(c2-e)	If Yes, does the government provide public information and/or give access to information for citizens with sensory disabilities through the national portal? (Yes=10 No=0)	Yes	No	

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
3.1 (a) ICT channels of information provision: 3 questions, each question Yes = 10 (30 scores in total)
3.2 (b1), (b2-2), (b3-e) Information provision in official and spoken languages: 3 questions with Yes = 20, 10 and 10 (40 scores in total)
3.2 (c1), (c2-e) Information provision for citizens with sensory disabilities: 2 questions, with question Yes = 20 and question Yes = 10 (30 scores in total)

Theme 4: Citizen consultation legislation/regulation

4.	**Does your country have any of the following regulatory provisions mandating the government to consult with citizens on development matters such as?**			
	(a1) Draft legislation/regulation (Yes=30, No=0)		Yes	No
	(a2) Proposed official policy at national or local level (Yes=30, No=0)		Yes	No
	(b1-e) If yes, do the above provisions mandate or recommend the use of ICTs? (Yes=25, No=0)		Yes	No
	If yes, do the ICTs mention one or more of the following channels			

(b2-e)	Government web-sites/portals (Yes=5, No=0)	Yes	No
(b3-e)	Mobile platforms/devices (Yes=5, No=0)	Yes	No
(b4-e)	Social media sites (Yes=5, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 2 topics:
4.1 (a1/2) Scope of public consultation legislation: 2 questions with Yes = 30 each (60 scores in total)
4.2 (b1/3/2/4-e) Use of ICT channels in public consultations: 4 questions with Yes = 25 and 5 (40 scores in total)

Theme 5: Citizen participatory decision-making legislation/regulation

5.	**Does your country have any of the following regulatory provisions mandating the government to involve citizens in decision-making on development matters such as?**		
(a1)	Draft legislation/regulation (Yes=30, No=0)	Yes	No
(a2)	Proposed official policy (Yes=30, No=0)	Yes	No
(b1-e)	If yes, do the above provisions mandate or recommend the use of ICTs? (Yes=25, No=0)	Yes	No
	If yes, the mentioned ICTs are specified as follows (to ensure multichannel delivery model)		
(b2-e)	Government web-sites/portals (Yes=5, No=0)	Yes	No
(b3-e)	Mobile platforms/devices (Yes=5, No=0)	Yes	No
(b4-e)	Social media sites (Yes=5, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 2 topics:
5.1 (a1/2) Scope of participatory decision-making legislation: 2 questions (a) and (b) with Yes = 30 each (60 scores in total)
5.2 (b1/3/2/4-e) Use of ICT channels in public consultations: 4 questions with Yes = 25 and 5 (40 scores in total)

Section A2: Organizational Framework

This section requires certain knowledge of the government agencies mandated to implement or enforce policies and procedures for citizen engagement and e-participation through sharing information, giving access to information, facilitating consultations between citizens[2] and public officials, and involving citizens in decision-making on development management. Please answer Yes or No.

The visual model of the main themes and respective topics is presented below.

Theme 6:
Public information coordination agency
Topics:
- Availability of government coordination agency
- Agency independence
- Use of ICT channels

Theme 7:
Data/privacy protection agency
Topics:
- Availability of government coordination agency
- Agency independence
- Use of ICT channels

Theme 8:
Citizen consultation coordination agency
Topics:
- Availability of government coordination agency
- Agency independence, accessibility, effectiveness, responsiveness
- Use of ICT channels

Theme 9:
Decision-making coordination agency
Topics:
- Availability of government coordination agency
- Agency independence, accessibility, effectiveness, responsiveness
- Use of ICT channels

The measurement is based on the binary questions 'Yes' and 'No'. Answer 'Yes' is assigned 100 scores which means a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Theme 6: Institutional coordination of public information provision/access

6.	Does your country have a government agency mandated to coordinate the provision of public information?		
(a1)	If Yes, please name it _____ (Yes=15, No=0)	Yes	No
(a2)	Is this or other government agency mandated to coordinate the implementation and/or enforce freedom of information or access to information provisions (e.g. Information Commissioner's Office, etc.)? (Yes=15, No=0)	Yes	No
(b1)	If Yes, is this agency independent (e.g. reports directly to the head of government, head of state or the legislature)? (Yes=10, No=0)	Yes	No

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[2] As defined in Section 1.

	(b2)	Can all citizens complain or appeal to the agency when denied access to information by a government ministry or agency? (Yes=10, No=0)	Yes	No
	(b3)	Citizens do have a reasonable period to launch an appeal after being denied access to information? (e.g. 30 – 60 days) (Yes=10, No=0)	Yes	No
	(b4)	Can all citizens appeal to a third party or the courts if denied access also by the agency? (Yes=10, No=0)	Yes	No
	(c-e1)	Does the coordination mandate include the use of ICT channels of public information provision? (Yes=15, No=0)	Yes	No
	(c-e2)	Does the appeal/complaint mechanism include the use of ICT channels (Yes=15, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
6.1 (a1/2) Availability of government coordination agency: 2 questions with Yes = 15 each (30 scores in total)
6.2 (b1/2/3/4) Agency independence: 4 questions with Yes = 10 each (40 scores in total)
6.3 (c-e1/2) Use of ICT channels: 2 questions with Yes = 15 each (30 scores in total)

Theme 7: Institutional coordination of data/privacy protection

7.		**Is there a government agency mandated to coordinate the implementation and/or enforce data protection or protection of privacy provisions (e.g. office of data protection, privacy commissioner, etc.)? (Yes=25, No=0)**	Yes	No
	(a)	If Yes, the agency is independent (e.g. reports directly to the head of government, head of state or the legislature) (Yes=35, No=0)	Yes	No
	(b1)	Can all citizens complain or appeal to the agency when their personal information has been mishandled by a government ministry or agency (Yes=20, No=0)	Yes	No
	(b2)	Do citizens have a reasonable period to launch an appeal after being denied access to information (e.g. 30 – 60 days) (Yes=25, No=0)	Yes	No
_	(c-e)	Can citizens use ICT channels for complaints or appeals (Yes=20, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
7.1 (a1/2) Availability of government coordination agency: 1 question with Yes = 35
7.2 (b1/2) Agency independence: 2 questions with Yes = 20 and 25 (45 scores in total)
7.3 (c-e) Use of ICT channels: 1 question with Yes = 20

Theme 8: Institutional coordination of citizen consultations

8.	(a)	**Is there a government agency mandated to coordinate consultations with citizens on development matters (e.g. via designated public councils, national development forums, etc.)? (Yes=15, No=0)**	Yes	No
	(b1)	The agency is independent (e.g. reports directly to the head of government, head of state or the legislature) (Yes=15, No=0)	Yes	No
	(b2)	The structure and/or appointment procedures do allow for adequate representation of key economic and social groups (Yes=5, No=0)	Yes	No
	(b3)	The agency has issued guidelines/recommendations for use by other	Yes	No

		public bodies (Yes=5, No=0)		
	(b4)	The agency does provide the public with feedback (Yes=10, No=0)	Yes	No
	(b5)	The agency itself does undertake periodic consultations and document them for reference (Yes=15, No=0); if Yes, please specify the area/topic _____	Yes	No
	(c-e1)	The agency's guidelines/recommendations (if any) cover the use of ICT channels (Yes=5, No=0)	Yes	No
	(c-e2)	The agency does use ICT channels for providing public feedback and/or organizing online consultations (Yes=15, No=0)	Yes	No
		If yes, online consultations/feedback take place on:		
	(c-e3)	Government web-sites/portals (Yes=5, No=0)	Yes	No
	(c-e4)	Mobile platforms/devices (Yes=5, No=0)	Yes	No
	(c-e5)	Social media sites (Yes=5, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
8.1 (a) Availability of government coordination agency: 1 question with Yes = 15
8.2 (b1/2/3/4/5) Agency independence, accessibility, effectiveness, responsiveness: 5 questions with Yes = 15, 15, 10, 5 and 5 (50 scores in total)
8.3 (c-e1/2/3/4/5) Use of ICT channels: 5 questions with Yes = 15, 5, 5, 5, 5 (35 scores in total)

Theme 9: Institutional coordination of citizen participation in decision-making

9.	(a)	**Is there a government agency mandated to coordinate citizen participation in decision-making on development matters (e.g. public councils, national development forums)?** (Yes=15, No=0)	Yes	No
	(b1)	The agency is independent (e.g. reports directly to the head of government, head of state or the legislature) (Yes=15, No=0)	Yes	No
	(b2)	The structure and/or appointment procedures do allow for adequate representation of key economic and social groups, (Yes=5, No=0)	Yes	No
	(b3)	The agency has issued guidelines/recommendations for use by other public bodies (Yes=5, No=0)	Yes	No
	(b4)	The agency does provide the public with feedback (Yes=10, No=0)	Yes	No
	(b5)	The agency itself does periodically involves citizens for decision-making and document them for reference (Yes=15, No=0); if Yes, please specify the area/topic_____ _____	Yes	No
	(c-e1)	The agency's guidelines/recommendations (if any) cover the use of ICT channels (Yes=5, No=0)	Yes	No
	(c-e2)	The agency does use ICT channels to provide feedback to citizens on decision-making (Yes=15, No=0)	Yes	No
		If yes, online decision-making takes place on:		
	(c-e3)	Government web-sites/portals (Yes=5, No=0)	Yes	No

		Ye s	N o
(c-e4)	Mobile platforms/devices (Yes=5, No=0)	Ye s	N o
(c-e5)	Social media sites (Yes=5, No=0)	Ye s	N o

The scoring is calculated on a scale from 0 up to 100.

Sub-scores are calculated by the theme's 3 topics:

9.1 (a) Availability of government coordination agency: 1 question with Yes = 15

9.2 (b1/2/3/4/5) Agency independence, accessibility, effectiveness, responsiveness: 5 question Yes = 15, 15, 10, 5 and 5 (50 scores in total)

9.3 (c-e1/2/3/4/5) Use of ICT channels: 5 questions with Yes = 15, 5, 5, 5, 5 (35 scores in total)
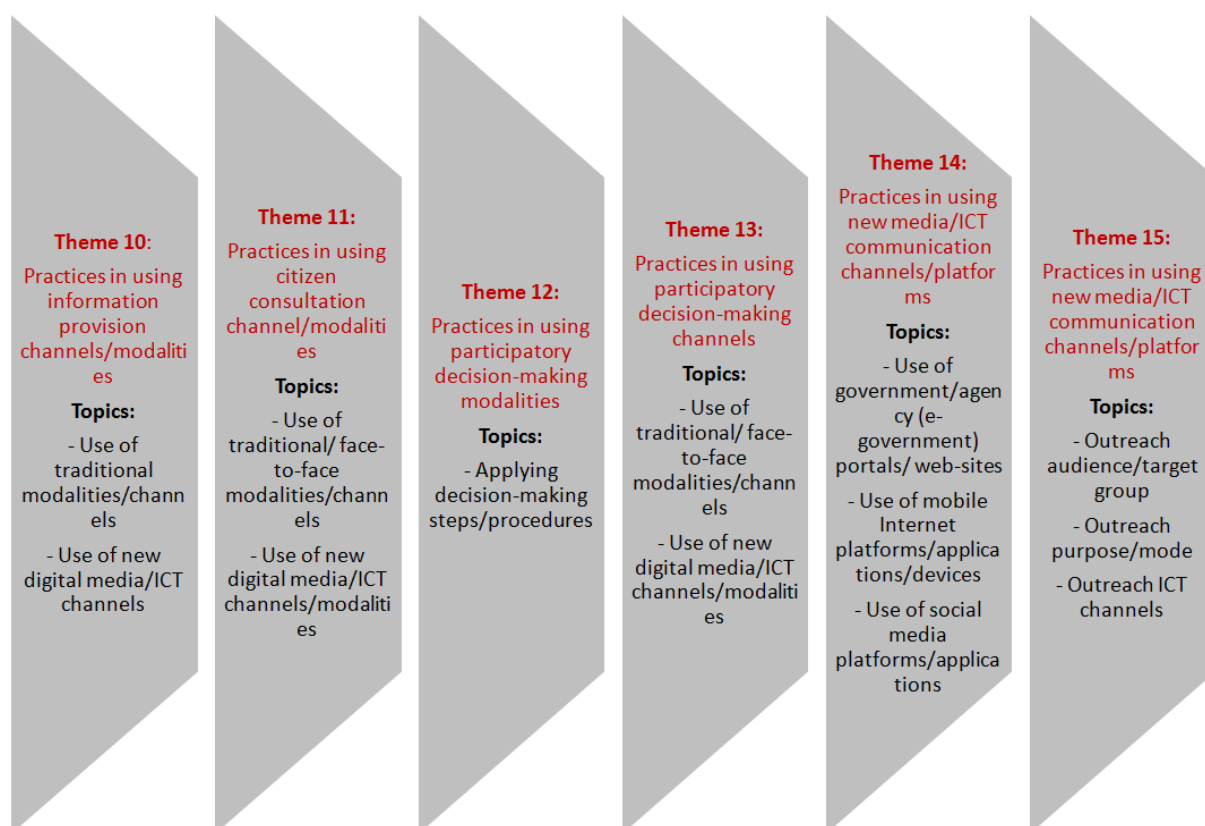
PART B – Agency Specific Assessment

Assessment of the use of channels and modalities employed by the agency in order to engage citizens[3] in development management.

Section B1: Channels/Modalities

This section requires certain knowledge of the government agencies mandated to implement or enforce policies and procedures for citizen engagement and e-participation activities through sharing information, giving access to information, facilitating consultations between citizens[4] and public officials, and involving citizens in decision-making on development management. Please answer Yes or No.

The visual model of the main themes and respective topics is presented below.

Theme 10: Practices in using information provision channels/modalities

Topics:
- Use of traditional modalities/channels
- Use of new digital media/ICT channels

Theme 11: Practices in using citizen consultation channel/modalities

Topics:
- Use of traditional/face-to-face modalities/channels
- Use of new digital media/ICT channels/modalities

Theme 12: Practices in using participatory decision-making modalities

Topics:
- Applying decision-making steps/procedures

Theme 13: Practices in using participatory decision-making channels

Topics:
- Use of traditional/face-to-face modalities/channels
- Use of new digital media/ICT channels/modalities

Theme 14: Practices in using new media/ICT communication channels/platforms

Topics:
- Use of government/agency (e-government) portals/web-sites
- Use of mobile Internet platforms/applications/devices
- Use of social media platforms/applications

Theme 15: Practices in using new media/ICT communication channels/platforms

Topics:
- Outreach audience/target group
- Outreach purpose/mode
- Outreach ICT channels

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[3] As defined in Part A, Section 1.

[4] As defined in Section 1.

The measurement is based on the binary questions 'Yes' and 'No'. Answer 'Yes' is assigned 100 scores which means a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Theme 10: Hands-on practices in using information provision channels/modalities

10.	(a)	**Did your agency provide information and data to the public by using one of the modalities/channels listed below in the last one year regarding development matters?**		
	(a1)	Print/Newspapers (Yes=5, No=0)	Yes	No
	(a2)	Telephone (Yes=5, No=0)	Yes	No
	(a3)	Billboards/ Flyers Yes=5, No=0)	Yes	No
	(a4)	Radio (including FM/digital) (Yes=10, No=0)	Yes	No
	(a5)	Television (Yes=5, No=0)	Yes	No
	(a6)	Face-to-face meetings (public councils, town-hall meetings, etc.) (Yes=10, No=0)	Yes	No
	(a7)	Email (Yes=10, No=0)	Yes	No
	(b1-e)	World-wide web/Internet (Yes=40, No=0)	Yes	No
	(b2-e)	Is there a formal (approved) plan for information provision of using the internet channels in future? (Yes=10, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
10.1 (a1-7) Use of traditional modalities/channels (print, broadcasting, face-to-face): 7 questions with Yes = 5, 5, 5, 10, 10 (50 scores in total)
10.2 (b1/2-e) Use of new digital media/ICT channels: 2 questions Yes = 10, 40 (50 scores in total)

Theme 11: Hands-on practices in using citizen consultation channel/modalities

11.	(a)	**Did your agency engage the public by consulting with citizens on development matters by using one of the modalities/channels listed below in the last one year?**		
	(a1)	Town-hall and other public meetings (Yes=10, No=0)	Yes	No
	(a2)	Referenda/voting (Yes=5, No=0)	Yes	No
	(a3)	Traditional citizen consultation fora (e.g. village councils, tribal leadership, etc.) Yes=10, No=0)	Yes	No
	(a4)	Expert/ focus groups (Yes=10, No=0)	Yes	No
	(a5)	Citizen advisory councils/ panels/ scorecards (attached to government	Yes	N

		agencies) (Yes=10, No=0)		o
	(a6)	Email (Yes=5, No=0)	Yes	No
	(b1-e)	World-wide web/Internet (Yes=40, No=0)	Yes	No
	(b2-e)	Is there a formal (approved) plan for information provision of future using the internet channels in future? (Yes=10, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
11.1 (a1-6) Use of traditional/ face-to-face modalities/channels (print, broadcasting, face-to-face): 6 questions with Yes = 10, 5, 10, 10, 5 (50 scores in total)
11.2 (b1/2-e) Use of new digital media/ICT channels/modalities: 2 questions Yes = 40, 10 (50 scores in total)

Theme 12: Hands-on practices in using participatory decision-making modalities

12.	(a)	**Did your agency engage citizens in decision-making on development matters by using one of the modalities listed below in the last one year?**		
	(a1)	Defining policy problems (Yes=20, No=0)	Yes	No
	(a2)	Prioritizing policy options (Yes=15, No=0)	Yes	No
	(a3)	Designing public services or programmes (Yes=15, No=0)	Yes	No
	(a4)	Delivering public services (e.g. public works, etc.) (Yes=10, No=0)	Yes	No
	(a5)	Programme evaluation (Yes=10, No=0)	Yes	No
	(a6)	Public expenditure monitoring (Yes=20, No=0)	Yes	No
	(a7)	Audit/Audit follow-up (Yes=10, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 1 topic:
12.1 (a1-7) Applying decision-making steps/procedures: 7 questions with Yes = 20, 15, 15, 10, 10, 20, 10 (100 scores in total)

Theme 13: Hands-on practices in using participatory decision-making channels

13.	(a)	**Did your agency engage citizens in decision-making on development matters by using one of the channels listed below in the last one year?**		
	(a1)	Town-hall and other public meetings (Yes=10, No=0)	Yes	No
	(a2)	Referenda/voting (Yes=5, No=0)	Yes	No
	(a3)	Traditional citizen consultation fora (e.g. village councils, tribal	Yes	N

			Yes	No
		leadership, etc.) Yes=10, No=0)		o
	(a4)	Expert/ focus groups (Yes=10, No=0)	Yes	No
	(a5)	Citizen advisory councils/ panels/ scorecards (attached to government agencies) (Yes=10, No=0)	Yes	No
	(a6)	Email (Yes=5, No=0)	Yes	No
	(b1-e)	World-wide web/Internet (Yes=40, No=0)	Yes	No
	(b2-e)	Is there a formal (approved) plan for information provision of using the internet channels in future? (Yes=10, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
13.1 (a1-6) Use of traditional/ face-to-face modalities/channels (print, broadcasting, face-to-face): 6 questions with Yes = 10, 5, 10, 10, 5 (50 scores in total)
13.2 (b1/2-e) Use of new digital media/ICT channels/modalities: 2 questions Yes = 40, 10 (50 scores in total)

Theme 14: Hands-on practices in using new media/ICT communication channels/platforms?

14.		**Did your agency engage citizens by using one of the new media/ICT communication channels/platforms listed below in the last one year?**		
	(a-e)	**Government/agency (e-government) portal**		
	(a1-e)	e-Information (Yes=10, No=0)	Yes	No
	(a2-e)	e-Consultations (Yes=10, No=0)	Yes	No
	(a3-e)	e-Decisions (Yes=10, No=0)	Yes	No
	(b-e)	**Mobile Internet platforms/applications/devices**		
	(b1-e)	e-Information (Yes=10, No=0)	Yes	No
	(b2-e)	e-Consultations (Yes=10, No=0)	Yes	No
	(b3-e)	e-Decisions (Yes=10, No=0)	Yes	No
	(c-e)	**Social media platforms/applications**		
	(c1-e)	e-Information (Yes=10, No=0)	Yes	No
	(c2-e)	e-Consultations (Yes=10, No=0)	Yes	No
	(c3-e)	e-Decisions (Yes=10, No=0)	Yes	No
	(d-e)	Is there a formal (approved) plan for using any of the above new media/ICT communication channels/platforms in future? (Yes=10, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.

Sub-scores are calculated by the theme's 4 topics:

14.1 (a1-3) Use of government/agency (e-government) portals/ web-sites: 3 questions with Yes = 10 for each question (30 scores in total)

14.2 (b1-3-e) Use of mobile Internet platforms/applications/devices: 3 questions Yes = 10 for each question (30 scores in total)

14.3 (c1-3-e) Use of social media platforms/applications (crowd-sourcing, ranked voting, etc): 3 questions Yes = 10 for each questions (30 scores in total)

14.4 (d-e) Sustainability of using new media/ICT communication channels/platforms: 1 question Yes = 10 scores

Theme 15: Hands-on practices in using new media/ICT communication channels/platforms?

15.		**Did your agency undertake any of the engagement activities to reach out to the following social categories through new media/ICT communication channels/platforms in the last one year?**		
	(a)	***Outreach audience/target groups***		
	(a1)	Non-governmental organizations (NGOs)/ Civil society organizations (CSOs) (Yes=10, No=0)	Yes	No
	(a2)	Non-organized citizens (Yes=10, No=0)	Yes	No
	(a3)	Youth (Yes=10, No=0)	Yes	No
	(a4)	Women (Yes=10, No=0)	Yes	No
	(a5)	Jobless (Yes=10, No=0)		
	(a6)	Vulnerable/socio-economically disadvantaged groups (Jobless, low income groups, illiterates, elderly, people with disabilities, indigenous people, etc.) (Yes=10, No=0)	Yes	No
	(a7)	Small-business entrepreneurs (Yes=10, No=0)	Yes	No
	(b-e)	***Outreach purpose/mode***		
	(b1-e)	e-Information (Yes=5, No=0)	Yes	No
	(b2-e)	e-Consultation (Yes=5, No=0)	Yes	No
	(b3-e)	e-Decisions (Yes=5, No=0)	Yes	No
	(c-e)	***Outreach ICT channels***		
	(c1-e)	Government/agency (e-government) portals/ web-sites (Yes=5, No=0)	Yes	No
	(c2-e)	Mobile Internet platforms/applications/devices (Yes=5, No=0)	Yes	No
	(c3-e)	Social media platforms/applications (Yes=5, No=0)	Yes	No

The scoring is calculated on a scale from 0 up to 100.

Sub-scores are calculated by the theme's 3 topics:

15.1 (a1-3) Outreach audience/target groups: 7 questions with Yes = 10 for each question (70 scores in total)
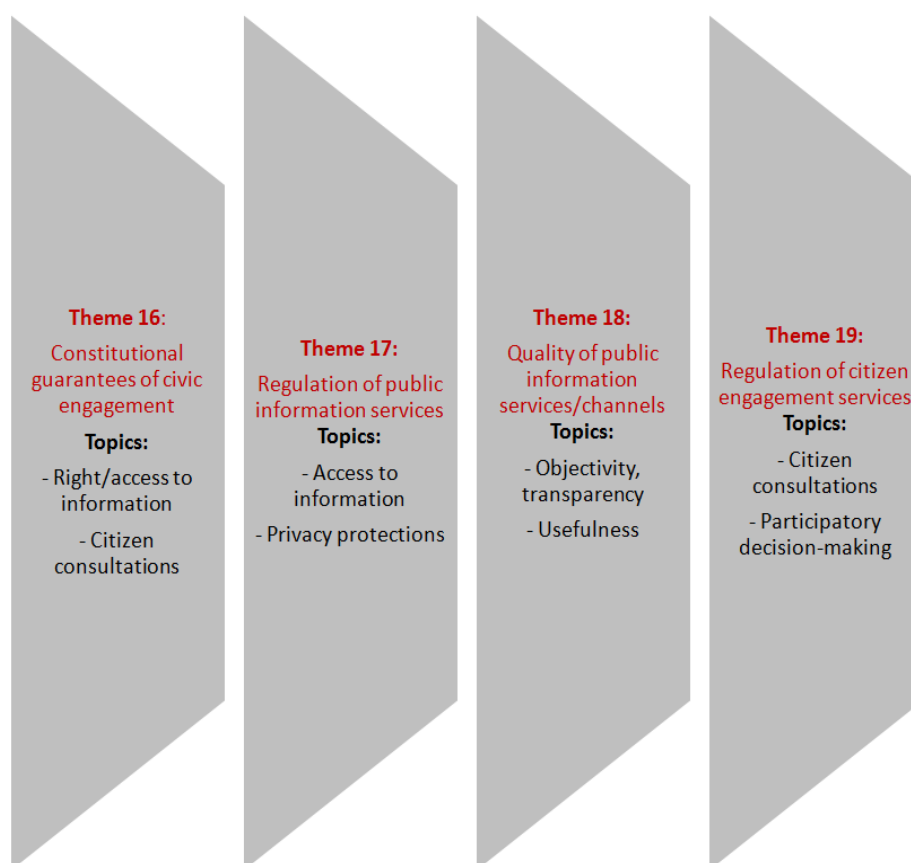
15.2 (b1-3-e) Outreach purpose/mode: 3 questions with Yes = 5 for each question (15 scores in total)
15.3 (c1-3-e) Outreach ICT channels: 3 questions with Yes = 5 for each question (15 scores in total)

Part C - Experieance-based assessment

Section C1: Regulatory Framework

Assessment of the implementation of constitutional provisions, legislation, regulations and agency directives that require or promote the provision of and access to public information for citizens,[5] call for consulting citizens, and mandate involving citizens in public policy and programme decision-making. This section requires experience in delivering or receiving services based on the above-mentioned provisions. When answering the questions, please choose of the following options: 0 (Not Applicable/N/A), 1 (very poor), 2 (poor), 3 (average), 4 (good), 5 (excellent), with the exception of Question 6, which requires Yes or No answers. It is advised to apply the score "0" only if you have no knowledge at all about the asked matter; in other cases, please make an effort to provide your informed opinion (additional explanations supported with evidence at the back of the sheet would be highly desirable).

The visual model of the main themes and respective topics is presented below.

Theme 16:
Constitutional guarantees of civic engagement
Topics:
- Right/access to information
- Citizen consultations

Theme 17:
Regulation of public information services
Topics:
- Access to information
- Privacy protections

Theme 18:
Quality of public information services/channels
Topics:
- Objectivity, transparency
- Usefulness

Theme 19:
Regulation of citizen engagement services
Topics:
- Citizen consultations
- Participatory decision-making

The measurement is based on a 5-point scale. The sum of answers '5' is a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Based on your experience, please rank the implementation of the following :

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[5] As defined in Part A, Section 1.

Theme 16: Constitutional guarantees of citizen engagement

16.			Constitutional provisions on						
	(a1)		The right to information for all citizens	N/A	1	2	3	4	5
	(a2)		The access to information for all citizens	N/A	1	2	3	4	5
	(b)		The consultation of citizens on development matters, without distinction to sex	N/A	1	2	3	4	5
	(c)		The involvement of citizens in decision-making on development matters	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The total possible number of scores is 20 (=100)
Sub-scores are calculated by the theme's 3 topics:
16.1 (a1-2) Right/access to information: 2 questions (10 scores in total)
16.2 (b) Citizen consultations: 1 question
16.3 (c) Participatory decision-making: 1 question

Theme 17: Regulation of public information services

17.		Your country's regulations of citizen's access to government information through						
	(a1)	Freedom of information	N/A	1	2	3	4	5
	(a2)	Access to information/ Open data	N/A	1	2	3	4	5
	(b1)	Personal data protection/privacy protection	N/A	1	2	3	4	5
	(b2-e)	Protection of digital privacy	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
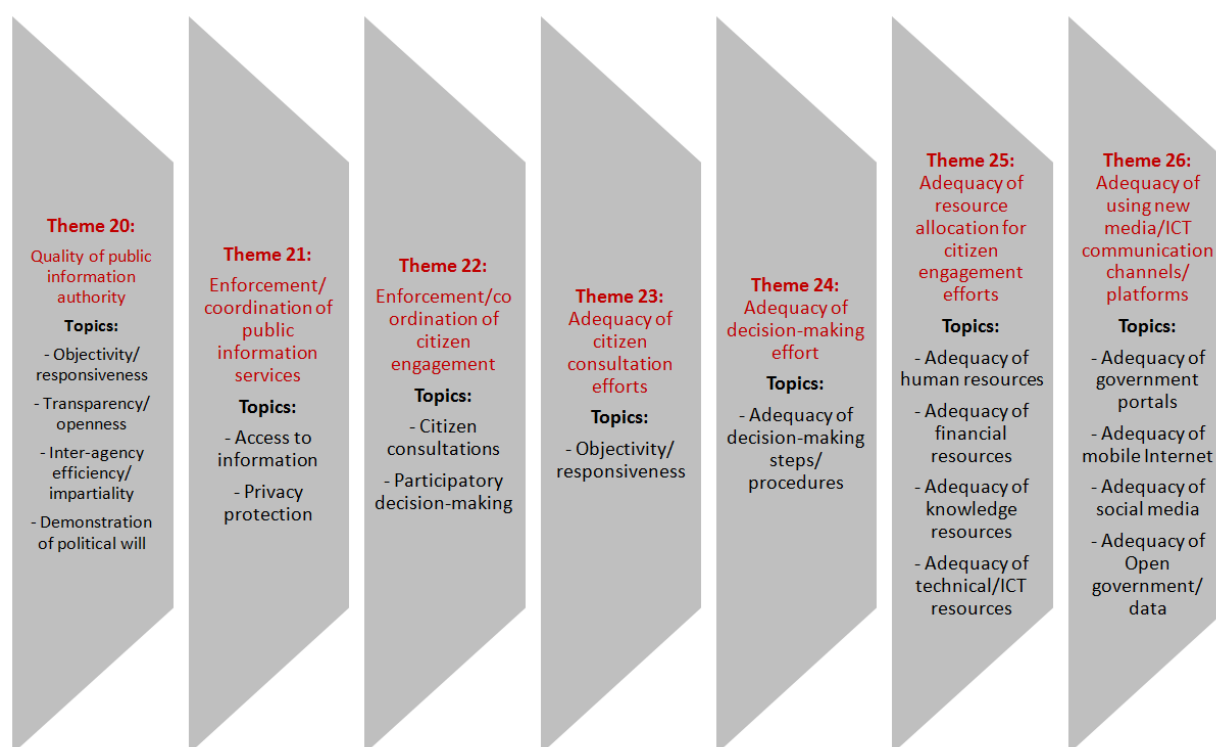17.1 (a) Access to information: 2 sub-questions (10 scores in total)
17.2 (b1/2-e) Privacy protection: 2 sub-questions (10 scores in total)

Theme 18: Quality of public information services/channels

18.		Information dissemination channels established by your government						
	(a)	*Objectivity, transparency of*						
	(a1)	Government publications (e.g. daily gazette, register or journal, etc.)	N/A	1	2	3	4	5
	(a2)	Public radio/ television broadcasting	N/A	1	2	3	4	5
	(a3)	Libraries and archives	N/A	1	2	3	4	5
	(a4)-e	Internet (government main portal/ agency web sites)	N/A	1	2	3	4	5
	(b)	*Usefulness of*						
	(b1)	Government publications (e.g. daily gazette, register or journal, etc.)	N/A	1	2	3	4	5

(b2)	Public radio/television broadcasting	N/A	1	2	3	4	5
(b3)	Libraries and archives	N/A	1	2	3	4	5
(b4-e)	Internet (government main portal/ agency web sites)	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 40 (=100).
Sub-scores are calculated by the theme's 2 topics:
18.1 (a1/4) Objectivity, transparency: 4 sub-questions (20 scores in total)
18.2 (b1/4) Usefulness: 4 sub-questions (20 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Theme 19: Regulation of citizen engagement services

19.	**Your country's regulation of engaging citizens through public consultation and participation in decision-making**							
	(a1)	Citizen consultations in general	N/A	1	2	3	4	5
	(a1-e)	ICT-based e-Consultation services	N/A	1	2	3	4	5
	(b1)	Participation in decision-making in general	N/A	1	2	3	4	5
_	(b2-e)	ICT-based e-Decision-making services	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
19.1 (a1/2-e) Citizen consultations: 2 sub-questions (10 scores in total)
19.1 (b1/2-e) Participatory decision-making: 2 sub-questions (10 scores in total)

Section C2: Organizational Framework

Assessment of the performance of government agencies mandated to implement or enforce policies and procedures for citizen[6] engagement and e-participation activities through sharing information, giving access to information, facilitating consultations between citizens and public officials, and involving citizens in decision-making on development management. When answering the questions, please choose of the following options: 0 0 (Not Applicable/N/A), 1 (very poor), 2 (poor), 3 (average), 4 (good), 5 (excellent).It is advised to apply the score "0" only if you have no knowledge at all about the asked matter; in other cases, please make an effort to provide your informed opinion (additional explanations supported with evidence at the back of the sheet would be highly desirable).

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[6] As defined in Part A, Section1.

The visual model of the main themes and respective topics is presented below.

| Theme 20:
Quality of public information authority
Topics:
- Objectivity/ responsiveness
- Transparency/ openness
- Inter-agency efficiency/ impartiality
- Demonstration of political will | Theme 21:
Enforcement/ coordination of public information services
Topics:
- Access to information
- Privacy protection | Theme 22:
Enforcement/co ordination of citizen engagement
Topics:
- Citizen consultations
- Participatory decision-making | Theme 23:
Adequacy of citizen consultation efforts
Topics:
- Objectivity/ responsiveness | Theme 24:
Adequacy of decision-making effort
Topics:
- Adequacy of decision-making steps/ procedures | Theme 25:
Adequacy of resource allocation for citizen engagement efforts
Topics:
- Adequacy of human resources
- Adequacy of financial resources
- Adequacy of knowledge resources
- Adequacy of technical/ICT resources | Theme 26:
Adequacy of using new media/ICT communication channels/ platforms
Topics:
- Adequacy of government portals
- Adequacy of mobile Internet
- Adequacy of social media
- Adequacy of Open government/ data |

The measurement is based on a 5-point scale. The sum of answers '5' is a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Based on your experience, please rank the performance of the following

Theme 20: Quality of public information authority

20.		Objectivity, transparency, efficiency of the public information authority/regulator (ministry/agency/commission)						
	(a)	Objectivity/responsiveness	N/A	1	2	3	4	5
	(b)	Transparency/openness	N/A	1	2	3	4	5
	(c)	Efficiency/impartiality of inter-agency coordination	N/A	1	2	3	4	5
_	(d)	Political will to enforce implementation of access to/ freedom of information regulations	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100). Sub-scores are calculated by the theme's 4 topics:
20.1 (a) Objectivity/responsiveness: 1 sub-question (5 scores in total)
20.2 (b): Transparency/openness 1 sub-question (5 scores in total)
20.3 (c) Inter-agency efficiency/impartiality: 1 sub-question (5 scores in total)
20.4 (d) Demonstration of political will to enforce law: 1 sub-question (5 scores in total)

Theme 21: Enforcement/coordination of public information services

21.		Enforcement of public information regulations in your country							
INFORMATION	(a1)	Freedom of information	N/A	1	2	3	4	5
	(a2)	Access to information/ Open data	N/A	1	2	3	4	5
	(b1)	Personal data protection/privacy protection	N/A	1	2	3	4	5
	(b2-e)	Digital privacy protection	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
21.1 (a) Access to information: 2 sub-questions (10 scores in total)
21.2 (b1/2-e) Privacy protection: 2 sub-question (10 scores in total)

Theme 22: Enforcement/coordination of citizen engagement

22.		Enforcement of your country's regulations in engaging citizens through public consultations and participation in decision-making							
	(a1)	Citizen consultations in general	N/A	1	2	3	4	5
	(a1-e)	ICT-based e-Consultation services	N/A	1	2	3	4	5
	(b1)	Participation in decision-making in general	N/A	1	2	3	4	5
	(b2-e)	ICT-based e-Decision-making services	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
19.1 (a1/2-e) Citizen consultations: 2 sub-questions (10 scores in total)
19.1 (b1/2-e) Participatory decision-making: 2 sub-questions (10 scores in total)

Theme 23: Adequacy of citizen consultation efforts

23.		Citizen consultations, in your country, are adequate respectively on							
	(a1)	National budget	N/A	1	2	3	4	5
	(a2)	Economic/social/ urban development	N/A	1	2	3	4	5
	(a3)	Environmental protection	N/A	1	2	3	4	5
	(a4)	Employment/labour relations	N/A	1	2	3	4	5
	(a5)	Public services	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 25 (=100).
Sub-scores are calculated by the theme's 1 topics
23.1 (a1/5) Objectivity/responsiveness: 5 sub-questions (25 scores in total)

Theme 24: Adequacy of decision-making efforts

24.		Citizens' participation, in making decisions, in your country, is adequate respectively in							
	(a1)	Defining policy problems	N/A	1	2	3	4	5
	(a2)	Prioritizing policy options	N/A	1	2	3	4	5
	(a3)	Designing policies	N/A	1	2	3	4	5
	(a4)	Designing public services or programmes	N/A	1	2	3	4	5
	(a5)	Delivering public services (e.g. public works, etc.)	N/A	1	2	3	4	5

(a6)	Programme evaluation	N/A	1	2	3	4	5
(a7)	Public expenditure monitoring	N/A	1	2	3	4	5
(a8)	Audit/Audit follow-up	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 40 (=100).
Sub-scores are calculated by the theme's 1 topic:
24.1 (a1-7) Adequacy of decision-making steps/procedures: 8 questions   (40 scores in total)

Theme 25: Adequacy of resource allocation for citizen engagement and e-participation

25.	The following resources are adequate							
(a)	*For providing information for citizens*							
(a1)	Human resources	N/A	1	2	3	4	5
(a2)	Financial resources	N/A	1	2	3	4	5
(a3)	Knowledge resources	N/A	1	2	3	4	5
(a4)	Technical resources including ICTs	N/A	1	2	3	4	5
(b)	*For consulting with citizens*							
(b1)	Human resources	N/A	1	2	3	4	5
(b2)	Financial resources	N/A	1	2	3	4	5
(b3)	Knowledge resources	N/A	1	2	3	4	5
(b4)	Technical resources including ICTs	N/A	1	2	3	4	5
(c)	*For engaging citizens in decision-making*							
(c1)	Human resources	N/A	1	2	3	4	5
(c2)	Financial resources	N/A	1	2	3	4	5
(c3)	Knowledge resources	N/A	1	2	3	4	5
(c4)	Technical resources including ICTs	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 80 (=100).
Sub-scores are calculated by the theme's 3 topics:
25.1 (a1-4) Adequacy of human resources: 4 questions (20 scores in total)
25.2 (b1-4) Adequacy of financial resources: 4 questions (20 scores in total)
25.3 (c1-4) Adequacy of knowledge resources: 4 questions   (20 scores in total)
25.4 (c1-4) Adequacy of technical/ICT resources: 4 questions (20 scores in total)

Section C3: Channels/Modalities

Theme 26: Adequacy and efficiency of using new media/ICT communication channels/platforms for citizen engagement and e-participation

26.	The use of the following citizen engagement ICT-based modalities/channels is adequate							
(a)	**Government/agency (e-government) portal**							
(a1)	e-Information	N/A	1	2	3	4	5
(a2)	e-Consultations	N/A	1	2	3	4	5
(a3)	e-Decisions	N/A	1	2	3	4	5

(b)		**Mobile Internet platforms/applications/devices**						
(b1)		e-Information	N/A	1	2	3	4	5
(b2)		e-Consultations	N/A	1	2	3	4	5
(b3)		e-Decisions	N/A	1	2	3	4	5
(c)		**Social media platforms/applications**						
(c1)		e-Information	N/A	1	2	3	4	5
(c2)		e-Consultations	N/A	1	2	3	4	5
(c3)		e-Decisions	N/A	1	2	3	4	5
(d)		**Open government/data platforms/applications**	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 50 (=100).
Sub-scores are calculated by the theme's 4 topics:

26.1 (a1-3) Adequacy of government/agency (e-government) portals/ web-sites: 3 questions (15 scores in total)

26.2 (b1-3) Adequacy of mobile Internet platforms/applications/devices: 3 questions (15 scores in total)

26.3 (c1-3) Adequacy of social media platforms/applications (crowd-sourcing, ranked voting, etc): 3 questions (15 scores in total)

26.4 (d) Adequacy of Open government/data platforms/applications: 1 question (5 scores in total)

Section C4: Outreach

Assessment of government outreach action in promoting citizen[7] engagement and e-participation. This assessment is based on your own experience or that of your ministry/agency. When answering the questions, please choose of the following options: 0 (Not Applicable/N/A), 1 (very poor), 2 (poor), 3 (average), 4 (good), 5 (excellent).It is advised to apply the score "0" only if you have no knowledge at all about the asked matter; in other cases, please make an effort to provide your informed opinion (additional explanations supported with evidence at the back of the sheet would be highly desirable).

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[7] As defined in Part 1, Section 1.

The visual model of the main themes and respective topics is presented below.
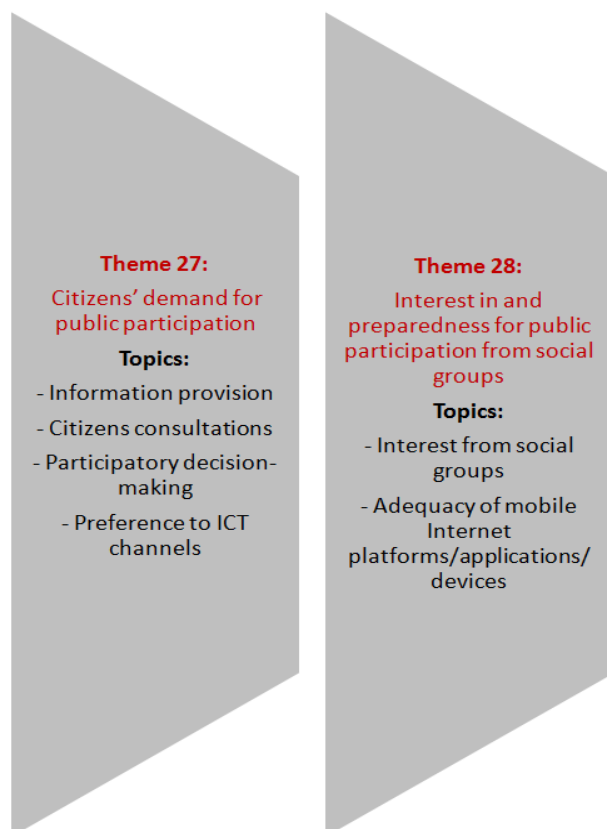
The measurement is based on a 5-point scale. The sum of answers '5' is a maximum 100% availability. The breakdown of the above model into specific questions is shown below in a tabular format for each theme, including the questions' ID codes and potentially obtainable scores.

Based on your experience, please rank the following

Theme 27: Citizens' demand for public participation

27.			Modalities of citizens' demand for engagement and e-participation						
	(a)		Public information and/or access to information on development issues	N/A	1	2	3	4	5
	(b)		Consultation by governments on development issues	N/A	1	2	3	4	5
	(c)		Involvement in government decision-making on development issues	N/A	1	2	3	4	5
	(d-e)		Citizens prefer to use new media/ICT channels/ platforms over traditional face-to-face engagement modalities	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 4 topics:
27.1 (a) Information provision: 1 question (5 scores in total)
27.2 (b) Citizens consultations: 1 question (5 scores in total)
27.3 (c) Participatory decision-making: 1 question (5 scores in total)

27.4 (d) Preference to ICT channels: 1 question (5 scores in total)

Theme 28: Interest in and preparedness for engagement and e-participation from national social groups

28.		The following social groups have an interest in engaging with the government on development management						
	(a1)	Non-governmental organizations (NGOs)/ Civil society organizations (CSOs)	N/A	1	2	3	4	5
	(a2)	Non-organized citizens	N/A	1	2	3	4	5
	(a3)	Youth	N/A	1	2	3	4	5
	(a4)	Jobless	N/A	1	2	3	4	5
	(a5)	Vulnerable/socio-economically disadvantaged groups (low income groups, illiterates, elderly, people with disabilities, indigenous people, etc.)	N/A	1	2	3	4	5
	(a6)	Women	N/A	1	2	3	4	5
	(a7)	Small-business entrepreneurs	N/A	1	2	3	4	5
	(b1-e)	Most of the above groups are ready to apply e-Information engagement technologies	N/A	1	2	3	4	5
	(b2-e)	Most of the above groups are ready to apply e-Consultation engagement technologies	N/A	1	2	3	4	5
	(b3-e)	Most of the above groups are ready to apply e-Decisions engagement technologies	N/A	1	2	3	4	5

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 50 (=100).
Sub-scores are calculated by the theme's 2 topics:
28.1 (a1/7) Interest from social groups: 7 questions (35 scores in total)
28.2 (b1/4-e) Adequacy of mobile Internet platforms/applications/devices: 3 questions (15 scores in total)

DIAGNOSTICS

All three parts of the Questionnaire are designed to complement each other. The three parts have seven sections with 28 themes.

Seven sections contain questions for regulatory frameworks, organizational frameworks, channels, modalities, and outreach. Each section is broken down into themes and topics. For Parts A and B, the scoring is calculated on a scale from 0 up to 100 (100 meaning 100% availability). Sub-scores are summed up by the theme's topics to present the availability percentage for the theme.

Visualization graphs are applied to demonstrate the actual score to each from the total of 28 themes and the corresponding progress. The latter is measured as follows: below 30% - Low progress, between 30 and 70% - Average progress, and over 70% - Good progress (as shown on the chart below).
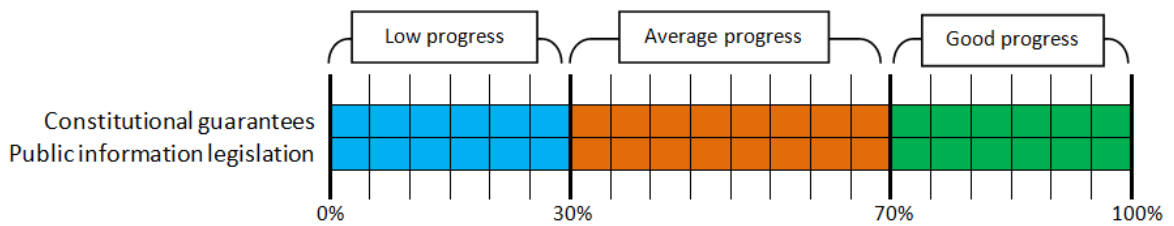
For example, the visualization of for Part 1 "Legal frameworks" that describes how the government enforces citizen engagement and e-participation into its normative base and to which extent the use of ICT channels may look like as follows (the progress is average of 40%):
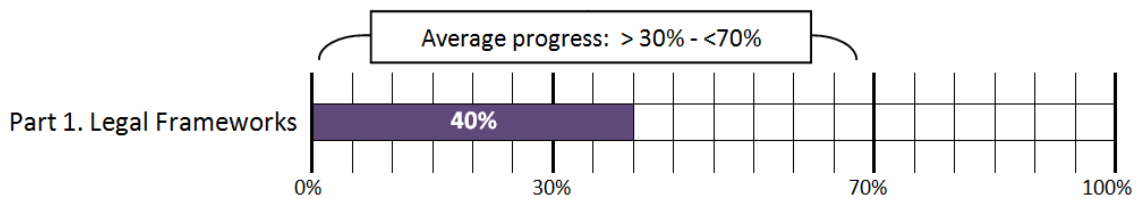
The Organizational frameworks may look like:
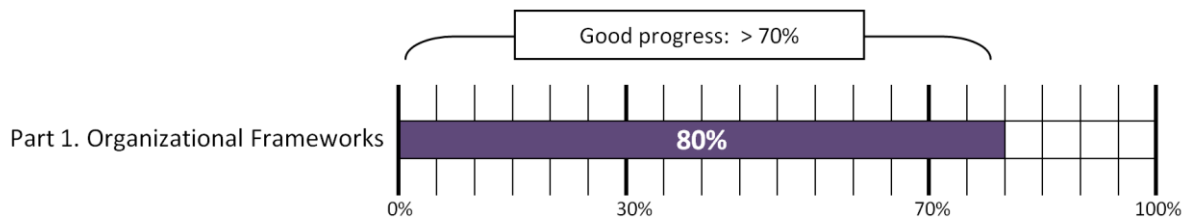
Consequently, the average score for the entire Part 1 could be, for instance, 60% (average progress), as illustrated below.
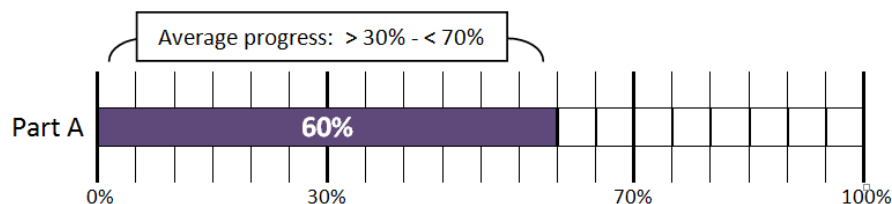
Finally, it will be possible to visualize and compare the distribution of all theme-specific score in one graph (a radar chart).
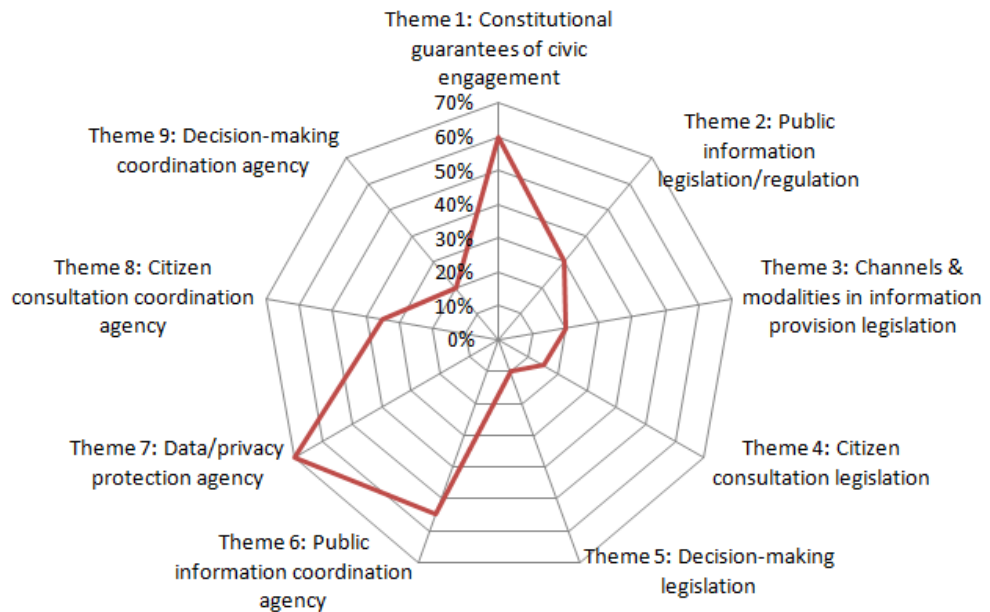
Visualization of themes

Below are presented visualization graphs for each theme.

Theme 1: Constitutional guarantees of citizen engagement
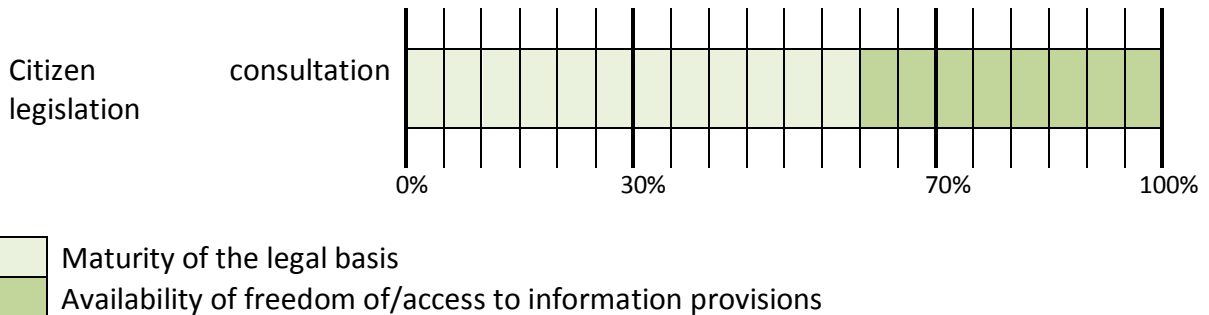The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
1.1 (a1/2) Right/access to information: 2 questions; each question Yes = 25 (50 scores in total)
1.2 (b) Citizen consultations: 1 question Yes = 25
1.3 (c) Participatory decision-making: 1 question Yes = 25

The visualization of the score maximum distribution and progress measurement is shown below:

Right/access to information
Citizen consultations
Participatory decision-making
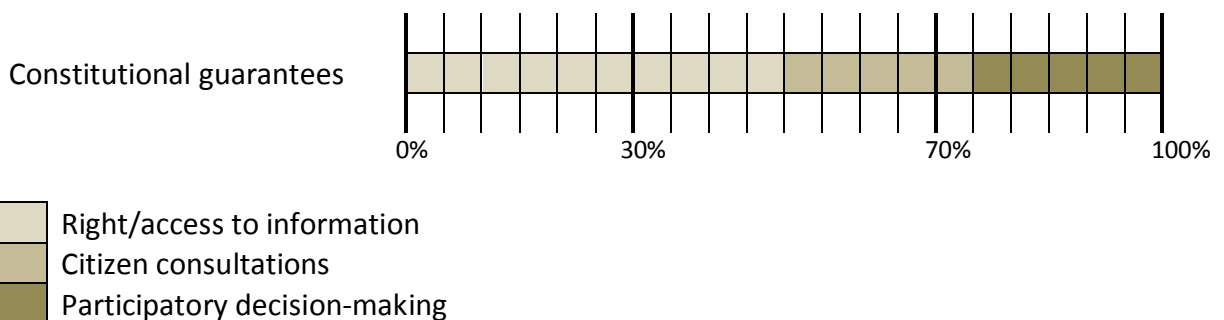
Theme 2: Public information legislation/regulation

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 5 topics:
2.1 (a) Maturity of the legal basis: 3 alternative sub-questions with Yes = 5, 10 or 15
2.2 (b) Availability of freedom of/access to information provisions: 1 questions with Yes = 20
2.3 (c1/2) Availability of (personal) data/privacy protection provisions: 2 questions with Yes = 20 and 10 (30 scores in total)
2.4 (d) Availability of Open Government (data) provisions: 1 question with Yes = 20
2.5 (e-e) Availability of ICT-related provisions: 1 question with Yes = 15

The visualization of the score maximum distribution and progress measurement is shown below

Public information legislation

0%   30%   70%   100%

Maturity of the legal basis
Availability of freedom of/access to information provisions
Availability of (personal) data/privacy protection provisions
Availability of Open Government (data) provisions
Availability on ICT-related provisions
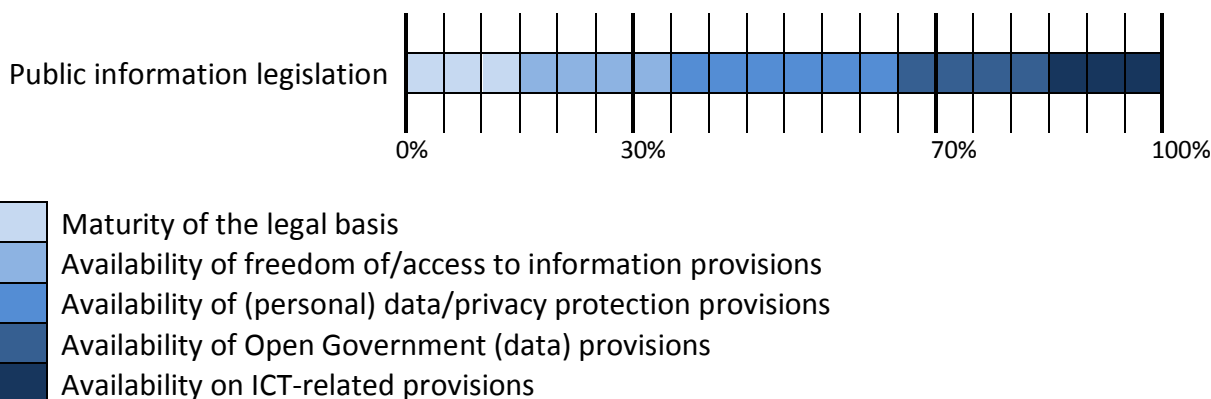
Theme 3: Channels/modalities in public information provision legislation/regulation

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
3.1 (a) ICT channels of information provision: 3 questions with each question Yes = 10 (30 scores in total)
3.2 (b1), (b2-2), (b3-e) Information provision in official and spoken languages: 3 questions with Yes = 20, 10 and 10 (40 scores in total)
3.2 (c1), (c2-e) Information provision for citizens with sensory disabilities: 2 questions, with question Yes = 20 and question Yes = 10 (30 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Channels/modalities

0%   30%   70%   100%

ICT channels of information provision
Information provision in official and spoken languages
Information provision for citizens with sensory disabilities

Theme 4: Citizen consultationlegislation/regulation

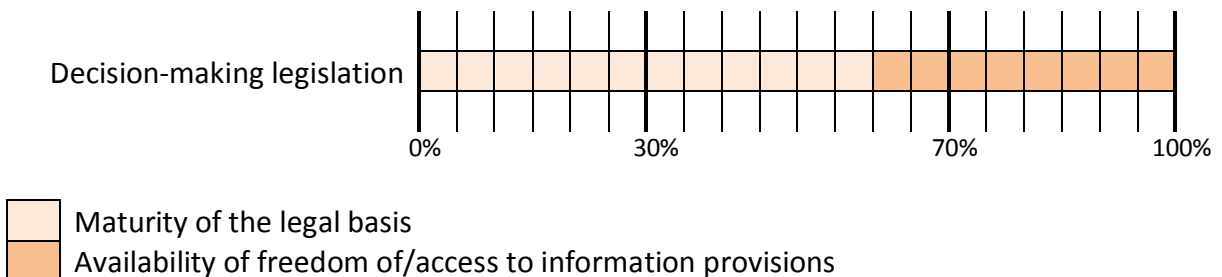The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 2 topics:
4.1 (a1/2) Scope of public consultation legislation: 2 questions with Yes = 30 each (60 scores in total)

4.2 (b1/2/3/4-e) Use of ICT channels in public consultations: 1 question with Yes = 25 and 3 questions with Yes=5 (40 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Citizen consultation legislation

0%   30%   70%   100%

☐ Maturity of the legal basis
☐ Availability of freedom of/access to information provisions

Theme 5: Participatory decision-making legislation/regulation

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 2 topics:
5.1 (a1/2) Scope of participatory decision-making legislation: 2 questions (a) and (b) with Yes = 30 each (60 scores in total)
5.2 (b1/2/3/4-e) Use of ICT channels in public consultations: 1 question with Yes = 25 and 3 questions with Yes=5 (40 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Decision-making legislation

0%   30%   70%   100%

☐ Maturity of the legal basis
☐ Availability of freedom of/access to information provisions

Theme 6: Institutional coordination of public information provision/access

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
6.1 (a1/2) Availability of government coordination agency: 2 questions with Yes = 15 each (30 scores in total)
6.2 (b1/2/3/4) Agency independence: 4 questions with Yes = 10 each (40 scores in total)
6.3 (c-e1/2) Use of ICT channels: 2 questions with Yes = 15 each (30 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Public information agency

☐ Availability of government coordination agency
☐ Agency independence
☐ Use of ICT channels

Theme 7: Institutional coordination of personal data/ privacy protection
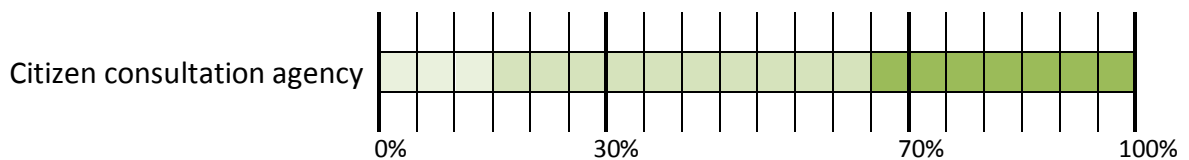
The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
7.1 (a1) Availability of government coordination agency: 1 question with Yes = 35
7.2 (b1/2/) Agency independence: 2 questions with Yes = 20 and 25 (35 scores in total)
7.3 (c-e) Use of ICT channels: 1 question with Yes= 20

The visualization of the score maximum distribution and progress measurement is shown below

Citizen consultation agency

0%   30%   70%   100%
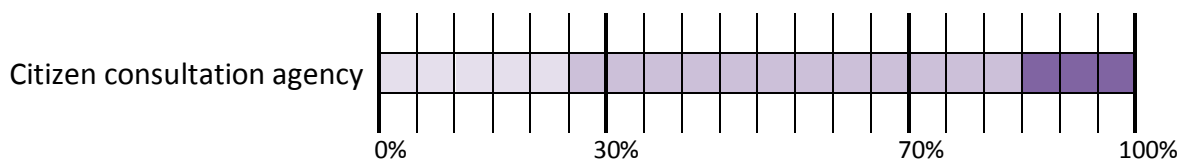
☐ Availability of government coordination agency
☐ Agency independence
☐ Use of ICT channels

Theme 8: Institutional coordination of citizen consultations

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
8.1 (a) Availability of government coordination agency: 1 question with Yes = 15
8.2 (b1/2/3/4/5) Agency independence, accessibility, effectiveness, responsiveness: 5 question Yes = 15, 15, 10, 5 and 5 (50 scores in total)
8.3 (c-e1/2/3/4/5) Use of ICT channels: 5 questions with Yes = 15, 5, 5, 5, 5 (35 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below
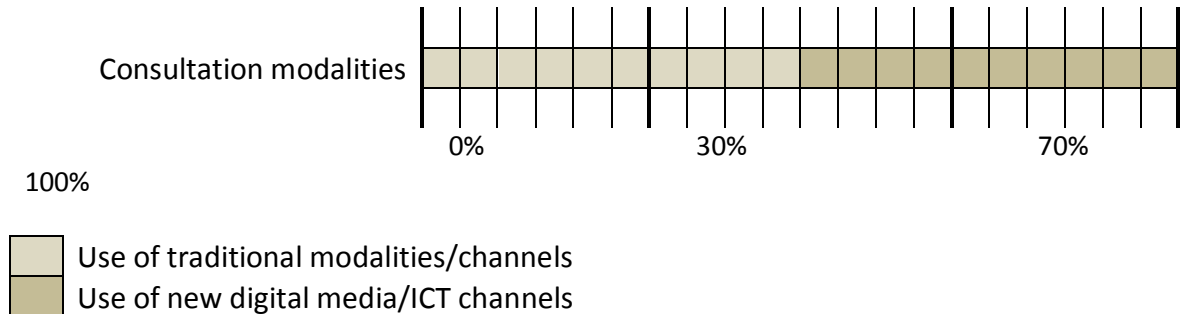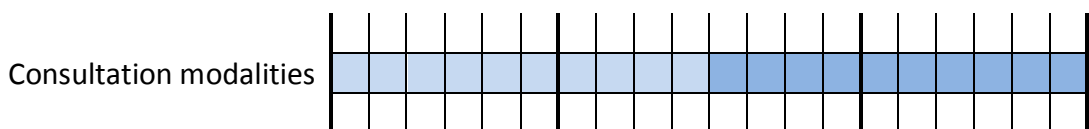
Citizen consultation agency

0%   30%   70%   100%

☐ Availability of government coordination agency
☐ Agency independence
☐ Use of ICT channels

Theme 9: Institutional coordination of participatory decision-making

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:

9.1 (a) Availability of government coordination agency: 1 question with Yes = 15
9.2 (b1/2/3/4/5) Agency independence, accessibility, effectiveness, responsiveness: 5 question Yes = 15, 15, 10, 5 and 5 (50 scores in total)
9.3 (c-e1/2/3/4/5) Use of ICT channels: 5 questions with Yes = 15, 5, 5, 5, 5 (35 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Decision-making agency

0%   30%   70%   100%

- Availability of government coordination agency
- Agency independence
- Use of ICT channels

Theme 10: Hands-on practices in using information provision channels/modalities

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
10.1 (a1-7) Use of traditional modalities/channels (print, broadcasting, face-to-face): 7 questions with Yes = 5, 5, 5, 10, 10 (50 scores in total)
10.2 (b1/2-e) Use of new digital media/ICT channels: 2 questions Yes = 10, 40 (50 scores in total)

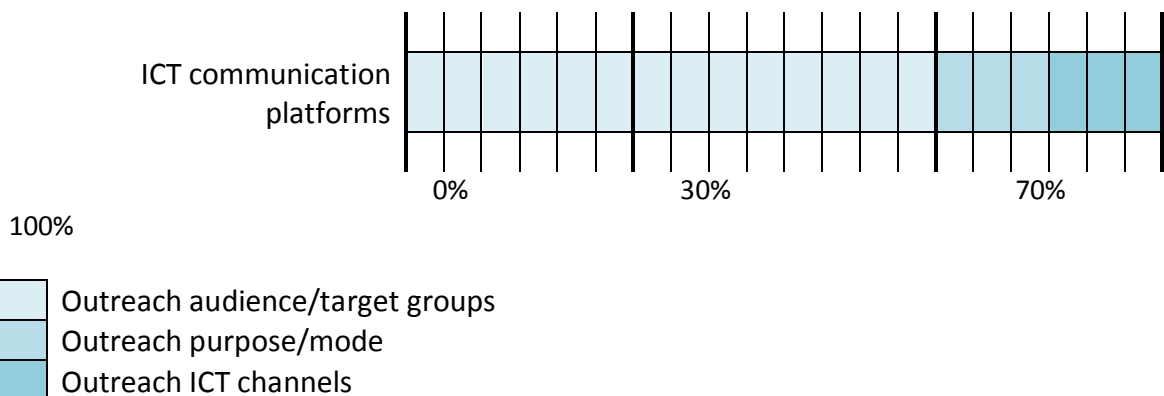The visualization of the score maximum distribution and progress measurement is shown below

Consultation modalities

0%   30%   70%

100%

- Use of traditional modalities/channels
- Use of new digital media/ICT channels

Theme 11: Hands-on practices in using citizen consultation channel/modalities

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
11.1 (a1-6) Use of traditional/ face-to-face modalities/channels (print, broadcasting, face-to-face): 6 questions with Yes = 10, 5, 10, 10, 5 (50 scores in total)
11.2 (b1/2-e) Use of new digital media/ICT channels/modalities: 2 questions Yes = 40, 10 (50 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Consultation modalities

31

▢ Use of traditional/ face-to-face modalities/channels
▣ Use of new digital media/ICT channels/modalities

Theme 12: Hands-on practices in using participatory decision-making modalities

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 1 topic:
12.1 (a1-7) Applying decision-making steps/procedures: 7 questions with Yes = 20, 15, 15, 10, 10, 20, 10 (100 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Decision-making modalities

0%   30%   70%

100%

▢ Applying decision-making steps/procedures

Theme 13: Hands-on practices in using participatory decision-making channels

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
13.1 (a1-6) Use of traditional/ face-to-face modalities/channels (print, broadcasting, face-to-face): 6 questions with Yes = 10, 5, 10, 10, 5 (50 scores in total)
13.2 (b1/2-e) Use of new digital media/ICT channels/modalities: 2 questions Yes = 40, 10 (50 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Decision-making channels

0%   30%   70%

100%

▢ Use of traditional/ face-to-face modalities/channels
▣ Use of new digital media/ICT channels/modalities

Theme 14: Hands-on practices in using new media/ICT communication channels/platforms

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 4 topics:

14.1 (a1-3) Use of government/agency (e-government) portals/ web-sites: 3 questions with Yes = 10 for each question (30 scores in total)
14.2 (b1-3-e) Use of mobile Internet platforms/applications/devices: 3 questions Yes = 10 for each question (30 scores in total)
14.3 (c1-3-e) Use of social media platforms/applications (crowd-sourcing, ranked voting, etc): 3 questions Yes = 10 for each questions (30 scores in total)
14.4 (d-e) Sustainability of using new media/ICT communication channels/platforms: 1 question Yes = 10 scores

The visualization of the score maximum distribution and progress measurement is shown below

100%

☐ Use of government/agency (e-government) portals/ web-sites
☐ Use of mobile Internet platforms/applications/devices
☐ Use of social media platforms/applications
☐ Sustainability of using new media/ICT communication channels/platforms
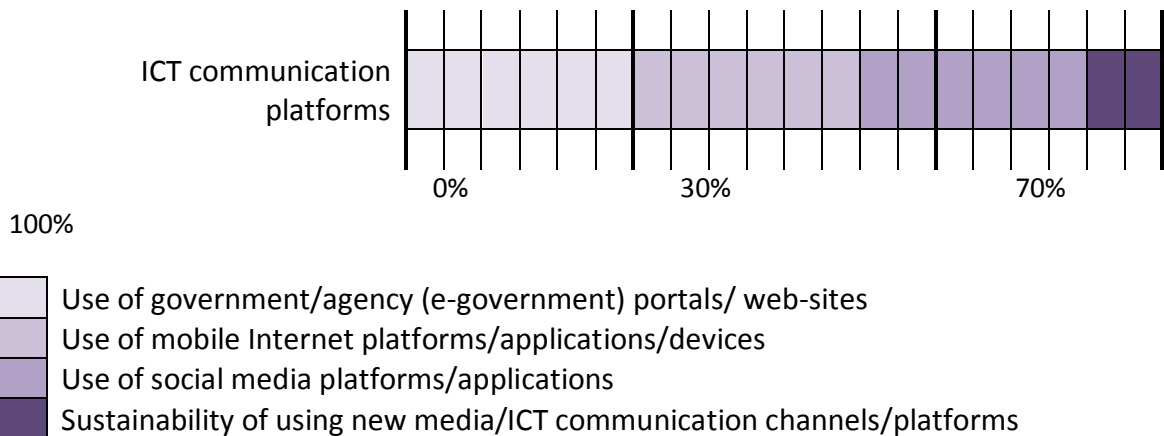
Theme 15: Hands-on practices in using new media/ICT communication channels/platforms?

The scoring is calculated on a scale from 0 up to 100.
Sub-scores are calculated by the theme's 3 topics:
15.1 (a1-3) Outreach audience/target groups: 7 questions with Yes = 10 for each question (70 scores in total)
15.2 (b1-3-e) Outreach purpose/mode: 3 questions Yes = 5 for each question (15 scores in total)
15.3 (c1-3-e) Outreach ICT channels: 3 questions Yes = 5 for each questions (15 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

100%

☐ Outreach audience/target groups
☐ Outreach purpose/mode
☐ Outreach ICT channels

Theme 16: Constitutional guarantees of citizen engagement

The scoring is calculated on a scale from 1 up to 5. The total possible number of scores is 20 (=100)
Sub-scores are calculated by the theme's 3 topics:
16.1 (a1-2) Right/access to information: 2 questions (10 scores in total)

16.2 (b) Citizen consultations: 1 questions
16.3 (c) Participatory decision-making: 1 question

The visualization of the score maximum distribution and progress measurement is shown below

Constitutional guarantees

0% 30% 70%

100%

Right/access to information
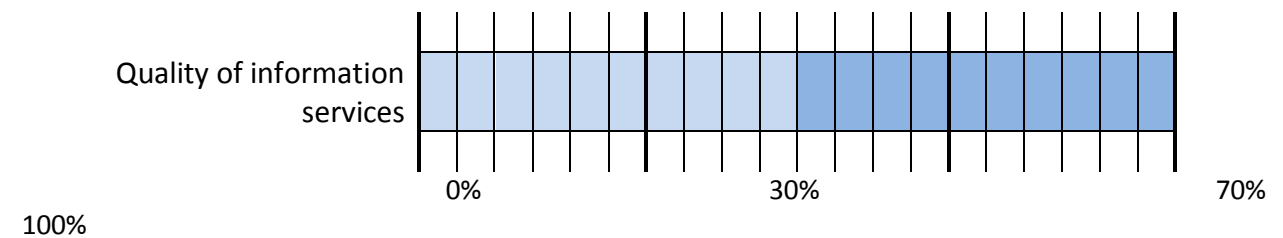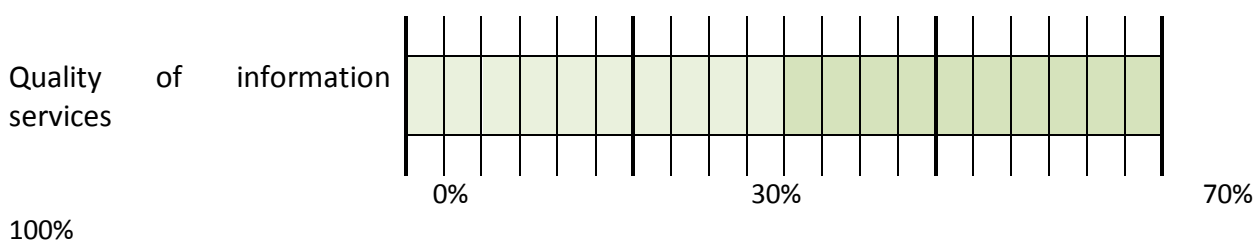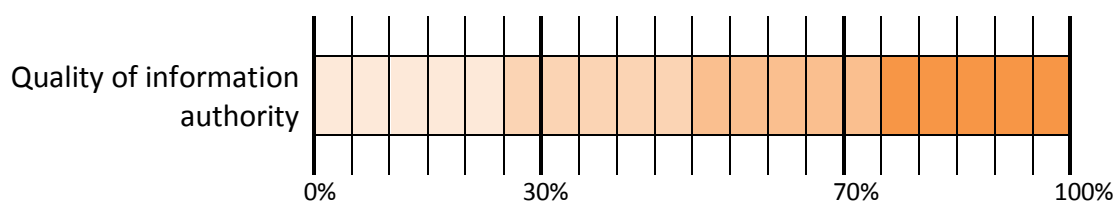Citizen consultations
Participatory decision-making

Theme 17: Regulation of public information services

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
17.1 (a) Access to information: 2 sub-questions (10 scores in total)
17.2 (b1/2-e) Privacy protection: 2 sub-question (10 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Quality   of   information
services

0% 30% 70%

100%

Access to information
Privacy protection

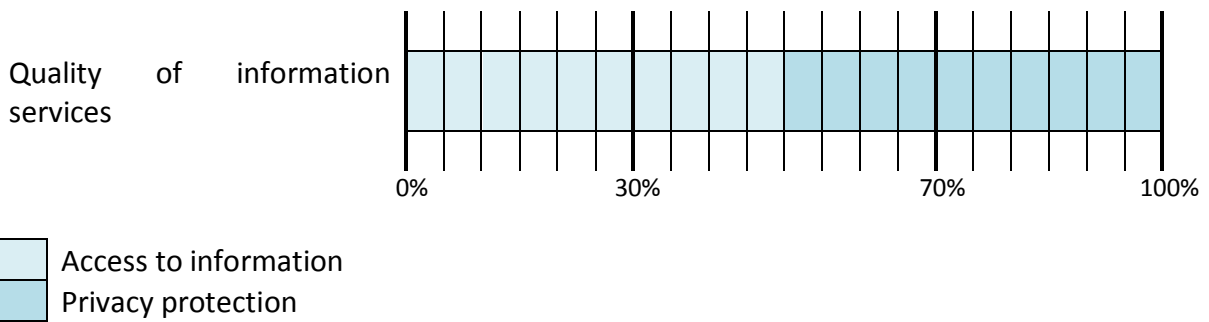## Theme 18: Quality of public information services/channels

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 40 (=100).
Sub-scores are calculated by the theme's 2 topics:
18.1 (a1/4) Objectivity, transparency: 4 sub-questions (20 scores in total)
18.2 (b1/4) Usefulness: 4 sub-questions (20 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Quality of information
services

0% 30% 70%

100%

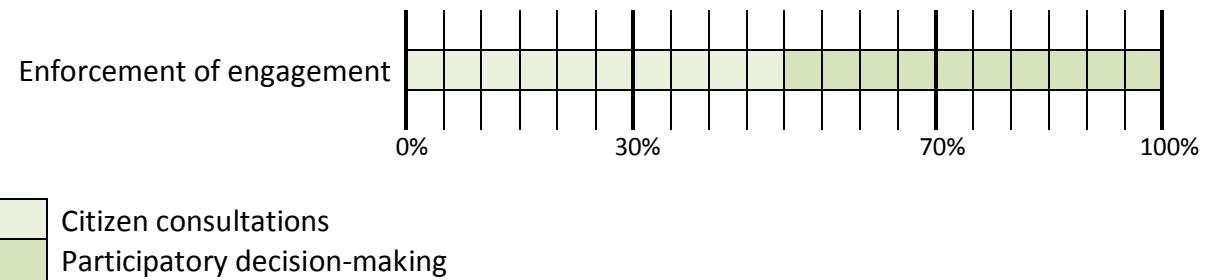## Theme 19: Regulation of citizen engagement services

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
19.1 (a1/2-e) Citizen consultations: 2 sub-questions (10 scores in total)
19.1 (b1/2-e) Participatory decision-making: 2 sub-questions (10 scores in total)

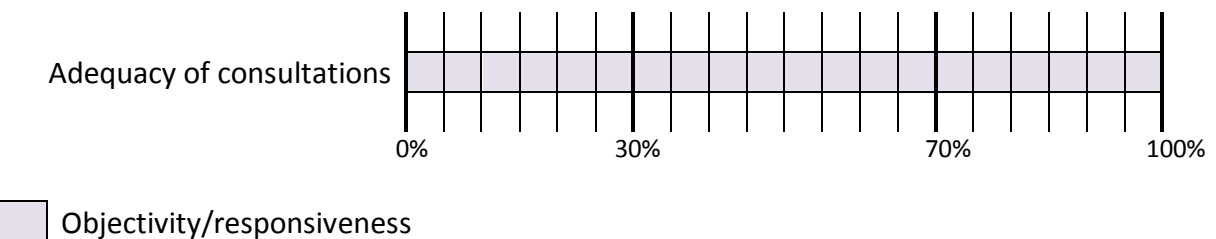The visualization of the score maximum distribution and progress measurement is shown below

Quality of information services

| 0% | | | 30% | | | 70% |

100%

☐ Citizen consultations
☐ Participatory decision-making

Theme 20: Quality of public information authority

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 4 topics:
20.1 (a) Objectivity/responsiveness: 1 sub-question
20.2 (b): Transparency/openness 1 sub-question
20.3 (c) Inter-agency efficiency/impartiality: 1 sub-question
20.4 (d) Demonstration of political will to enforce law: 1 sub-question

The visualization of the score maximum distribution and progress measurement is shown below

Quality of information authority

| 0% | | 30% | | 70% | | 100% |

☐ Objectivity/responsiveness
☐ Transparency/openness
☐ Inter-agency efficiency/impartiality
☐ Demonstration of political will to enforce law

Theme 21: Enforcement/coordination of public information services

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 2 topics:
21.1 (a) Access to information: 2 sub-questions (10 scores in total)
21.2 (b1/2-e) Privacy protection: 2 sub-question (10 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Quality of information services

0%   30%   70%   100%

☐ Access to information
☐ Privacy protection

Theme 22: Enforcement/coordination of citizen engagement

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
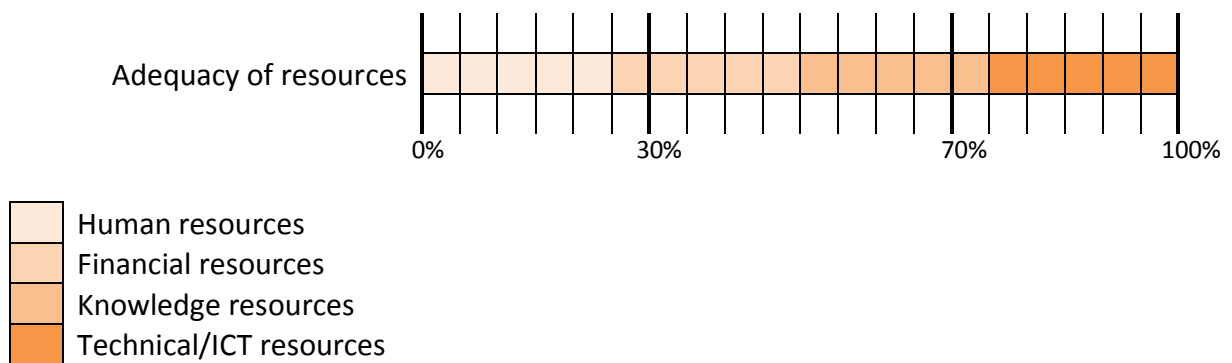Sub-scores are calculated by the theme's 2 topics:
19.1 (a1/2-e) Citizen consultations: 2 sub-questions (10 scores in total)
19.1 (b1/2-e) Participatory decision-making: 2 sub-questions (10 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Enforcement of engagement

0%   30%   70%   100%

☐ Citizen consultations
☐ Participatory decision-making

Theme 23: Adequacy of citizen consultation efforts

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 25 (=100).
Sub-scores are calculated by the theme's 1 topics
23.1 (a1/5) Objectivity/responsiveness: 1 sub-question

The visualization of the score maximum distribution and progress measurement is shown below

Adequacy of consultations

0%   30%   70%   100%

☐ Objectivity/responsiveness

Theme 24: Adequacy of decision-making effort

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 40 (=100).
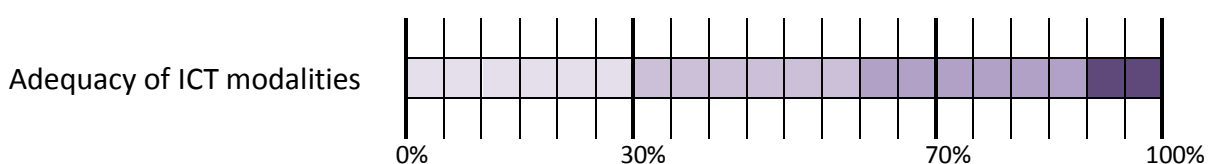Sub-scores are calculated by the theme's 1 topic:
24.1 (a1-7) Adequacy of decision-making steps/procedures: 8 questions

The visualization of the score maximum distribution and progress measurement is shown below

Adequacy of decision-making

0%   30%   70%   100%

▢ Applying decision-making steps/procedures
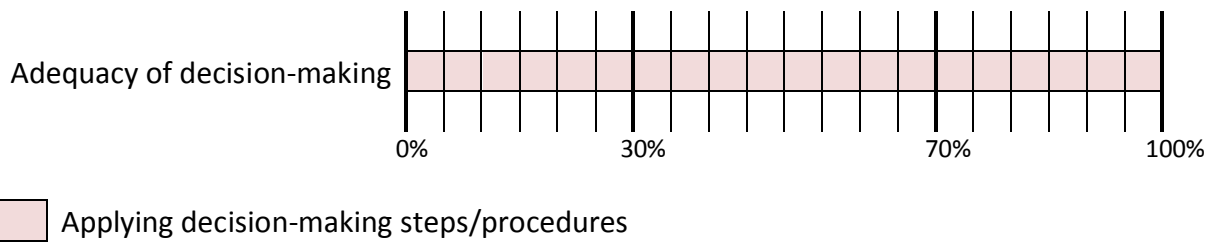
Theme 25: Adequacy of resource allocation for citizen engagement efforts

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 80 (=100).
Sub-scores are calculated by the theme's 3 topics:
25.1 (a1-4) Adequacy of human resources: 4 questions
25.2 (b1-4) Adequacy of financial resources: 4 questions
25.3 (c1-4) Adequacy of knowledge resources: 4 questions
25.4 (c1-4) Adequacy of technical/ICT resources: 4 questions

The visualization of the score maximum distribution and progress measurement is shown below

Adequacy of resources

0%   30%   70%   100%

▢ Human resources
▢ Financial resources
▢ Knowledge resources
▢ Technical/ICT resources

Theme 26: Adequacy and efficiency of using new media/ICT communication channels/platforms for citizen engagement

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 50 (=100).
Sub-scores are calculated by the theme's 4 topics:
26.1 (a1-3) Adequacy of government/agency (e-government) portals/ web-sites: 3 questions (15 scores in total)
26.2 (b1-3) Adequacy of mobile Internet platforms/applications/devices: 3 questions (15 scores in total)
26.3 (c1-3) Adequacy of social media platforms/applications (crowd-sourcing, ranked voting, etc): 3 questions (15 scores in total)
26.4 (d) Adequacy of Open government/data platforms/applications: 1 question

The visualization of the score maximum distribution and progress measurement is shown below

Adequacy of ICT modalities

0%   30%   70%   100%

Adequacy of government/agency (e-government) portals/ web-sites
Adequacy of mobile Internet platforms/applications/devices
Adequacy of social media platforms/applications
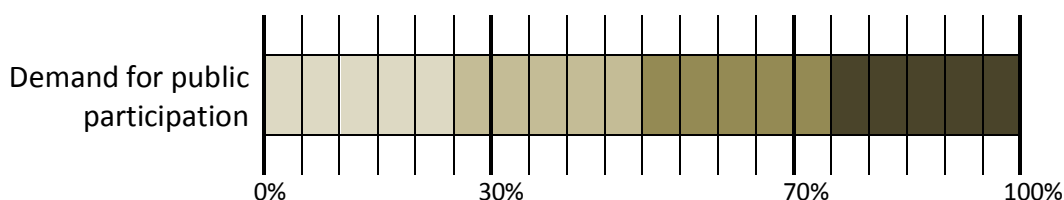Adequacy of Open government/data platforms/applications

Theme 27: Citizens' demand for public participation

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 20 (=100).
Sub-scores are calculated by the theme's 4 topics:
27.1 (a) Information provision: 1 question
27.2 (b) Citizens consultations: 1 question
27.3 (c) Participatory decision-making: 1 question
27.4 (d) Preference to ICT channels: 1 question

The visualization of the score maximum distribution and progress measurement is shown below

Demand for public participation

0%   30%   70%   100%

Information provision
Citizens consultations
Participatory decision-making
Preference to ICT channels

Theme 28: Interest in and preparedness for public participation from social groups

The scoring is calculated on a scale from 1 up to 5. The possible total number of scores is 50 (=100).
Sub-scores are calculated by the theme's 2 topics:
28.1 (a1/7) Interest from social groups: 7 questions (35 scores in total)
28.2 (b1/4-e) Adequacy of mobile Internet platforms/applications/devices: 3 questions (15 scores in total)

The visualization of the score maximum distribution and progress measurement is shown below

Interest/preparedness

0%   30%   70%   100%
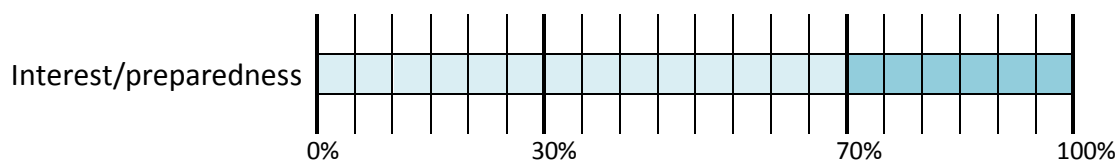
Interest from social groups
Readiness to use ICTs

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Your feedback on the Questionnaire is important and essential to us. Please tell us that you :

1. Have consulted the attached Glossary: (a) a couple of times, (b) several times, (c) many times, (d) never looked at it – *please underline, cross or round the respective letter(s) if this is the case.*

2. It's taken more than (a) 30 minutes, (b) 1 hour, (c) 1.5 hours to complete the Questionnaire – *please underline, cross or round the respective letter(s) if this is the case.*

3. Found the Questionnaire too (a) complex, (b) long, (c) unclear, (d) clear, (e) adequate – *please underline, cross or round the respective letter(s) if this is the case.*

4. Have never heard before about such terms as (a) citizen engagement, (b) public participation, (c) e-participation – *please underline, cross or round the respective letter(s) if this is the case.*

5. Have never heard before about such terms as (a) e-Information, (b) e-Consultations, e-Decision-making – *please underline, cross or round the respective letter(s) if this is the case.*

6. Found the METEP concept and its Questionnaire (a) useless, (b) somewhat useful, (c) quite useful, (d) very useful for my work, (e) present and (f) future) – *please underline, cross or round the respective letter(s) if this is the case.*

7. Found the METEP concept relevant to your country in general and its Questionnaire has practical value for government/ public officials in particular (a) today, (b) in the near future, (c) in the longer term – Yes / No – *please underline, cross or round the respective letter(s) if this is the case.*

8. Would like to recommend my colleagues at work to fill in this Questionnaire as well – Yes / No.

Respondent's details:

Country _____

City _____

Organization _____

Title/Position _____

Policy Sector _____

Email (optional, in case of questions from UNDESA) _____

Those interested in receiving information on Citizen Engagement or e-Participation from the Division for Public Administration and Development Management may complete the form below and send it to unpan@un.org

GLOSSARY

Access to Information/Freedom of Information (FOI)
Refers to the obligation of the government to provide information upon citizens' request. Often it is regarded as a constitutional right, together with other related human rights such as freedom of expression, data protection (privacy), freedom of association, among others. It allows citizens to request the disclosure of certain information, according to a set of parameters, held by a government agency. If refused, they can demand to be given the cause of refusal in writing. Usually, a government agency or unit is delegated to implement the provisions for giving access to information.

Citizen
Refers - according to a legal definition provided under various jurisdictions - to "a native or naturalized member of a state or nation who owes allegiance to its government and is entitled to its protection, distinguished from alien."[8] However, for the purpose of this questionnaire, this term should be viewed in a broader sense, i.e. "[A]ll individuals within [State Party] territory and subject to its jurisdiction....[w]ithout distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status."[9]

Citizen/Public Engagement
Refers to the state or condition whereby citizens and the public are directly linked to decision-making processes of the State through specific measures and institutional arrangements. As such, it represents the "desired outcome or logical end of participatory governance".[10] Some literature also emphasizes the role of the government as an enabler for citizens to find and implement solutions to issues of public concern. Citizen engagement goes through three levels of government-citizen relations: information, consultation, and decision-making.

Citizen Scorecards or Report Cards
Refers to tools that enhance participation by requesting users to assess citizen satisfaction on public services. The use of these tools also includes dialogue between providers and recipients over results and follow-up actions.

Data Protection (Privacy)
Refers to a variety of measures, including laws, policies and technology that protect information/data on private individuals (personal data or personally identifiable information i.e. medical, political or criminal records, financial, business related information, or website data collected and stored in digital or any other form) from misuse or intentional or unintentional disclosure.

(Engagement in) Decision-Making
Denotes "the conditions that make it easier for government-citizen interactions to occur provided that the citizens are empowered to participate in the decision-making processes [determining actions to be

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[8] http://dictionary.reference.com/browse/citizen.
[9] Article 2 of the International Covenant of Civil and Political Rights.
(http://treaties.un.org/doc/Publication/UNTS/Volume%20999/volume-999-I-14668-English.pdf).
Art. 25 states that " Every citizen shall have the right and the opportunity, without any of the distinctions mentioned in article 2 and without unreasonable restrictions: (a) To take part in the conduct of public affairs, directly or through freely chosen representatives (…)"http://treaties.un.org/doc/Publication/UNTS/Volume%20999/volume-999-I-14668-English.pdf.

[10] E/C.16/2007/2.

taken among the options available] regarding development matters and, in some cases, request such interaction."*11*

Development
Refers to change, growth, or improvement in human welfare, quality of life, and social well-being over a period of time. Often it refers to the process of societal changes ensuring improvements that allow people to reach their highest potential. It is sustainable when it "meets the needs of the present without compromising the ability of future generations to meet their own needs."*12*

Development Effectiveness
Reflects the capability of development actors (state, international organizations, civil society organizations, etc.) to achieve targeted change in order to attain positive, relevant and sustainable development results.

Dialogue
Refers to verbal or written conversation or exchange of ideas or opinions between two or more people. It also promotes exchange of information and sharing of experiences, viewpoints and perspectives.

ICTs – Information and Communications Technologies
Digital channels of Computer-Mediated Communication which include internet web sites, government portals, bulletin boards, online discussion forums, cellular communications (texting, phoning), social media sites, e-mail.

Internet
A worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files.[13]

Multi-stakeholder Process
Aims at including all major interested parties in a new type of communication, interactive learning, empowerment and collaborative governance. It enables individuals having common longer-term objectives, but potentially different interests, to find and reach mutually acceptable decisions on a particular issue. Hinging on transparency, participation and fair representation, it may consist of communication on policy, consensus building, decision-making and implementation of efficient results. Its goal is to establish alliances and invigorate networks among stakeholder groups.

National Library/Archive
Refers to "an institution holding legal and physical custody of noncurrent documentary materials determined to have permanent or continuing value."*14* It comprises documents and records that are stored and accessible to the public.

Open Data
Describes the concept that information and data should be made available for everyone to access, reuse, and redistribute without any restrictions. Government agencies produce mass amount of information in form of documents and data and if these are made available following the principles for open data it can be referred to as 'Open Government Data' (OGD).[15]

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[11] Research and Content Development Methodology for 'Citizen Engagement in Managing Development' of UNPACS.
[12] General Assembly Resolution 42/187, 11 December 1987.
[13] Measuring the WSIS Targets: A Statistical Framework. ITU, 2011.
[14] http://www.archives.gov/research/alic/reference/archives-resources/terminology.html.
[15] The Guidelines on Open Government Data for Citizen Engagement, by the United Nations Department of Economic and Social Affairs (UN DESA), and the Division for Public Administration and Development Management (DPADM).

Outreach
Refers to the service-oriented public engagement activities and assistance to particular population groups that have limited access to regular support services.

Participatory Governance
Refers to a state of government when every citizen can participate "in the democratic decision-making process, particularly at the level of local government."[16] It provides a framework for stakeholders to contribute inputs on issues that are relevant to them. Participation is necessary to promote responsive, transparent and accountable governance and to achieve equitable development.

Public Consultation
Refers to communication between government and the citizens so the former can receive feedback on decisions, alternative options, etc., on matters of public interest. It may include an announcement on the topic to be discussed and dialogue with stakeholders.

Public Information Provision
Refers to the commitment or obligation on the part of the government to publish and make information available to the public and promote openness and information-sharing. This can be reflected in constitutional guarantees or separate enacted legislation/regulation.

Public Policy
Refers to a stated goal, direction or framework set by the executive branch of a State on an issue of public interest. It may include laws, decisions, regulations, etc.

Public participation
A relationship based on partnership with government in which citizens actively engage in defining the process and content of policy-making. It acknowledges equal standing for citizens in setting the agenda, proposing policy options and shaping the policy dialogue – although the responsibility for the final decision or policy formulation rests with government.[17]

e-Participation
Process of engaging citizens through ICTs in policy and decision-making in order to make it participatory, inclusive, and deliberative.[18]

Social media
Refers to interaction among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.[19]

Stakeholder/s
Refers to a person, groups of people, or organizations with an interest or concern in a particular issue, and who may affect or be affected by a course of action, or an outcome of public dialogue.

Web page
A collection of information, consisting of one or more Web resources, intended to be rendered simultaneously, and identified by a single Uniform Resource Identifier (URI).[20]

Web site
A collection of interlinked Web pages, including a host page, residing at the same network location.[21]

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[16] UN World Public Sector report 2008.
[17] Citizens as Partners: Information, Consultation and Public Participation in Policy-making. OECD, 2001.
[18] Concept paper 'Developing capacity for participatory governance through e-participation', UNDESA, New York.
[19] http://en.wikipedia.org/wiki/Social_media.
[20] World Wide Web Consortium (W3C), http://www.w3.org/1999/05/WCA-terms/.

Web portal

Most often a specially-designed Web page at a website which brings information together from diverse sources in a uniform way.22

Town Hall Meeting

Refers to a public gathering that allows citizens to be informed, raise concerns, express their opinion and discuss with public officials topics of relevance to them.

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21 World Wide Web Consortium (W3C), http://www.w3.org/1999/05/WCA-terms/.
22 http://en.wikipedia.org/wiki/Web_portal.