****

Measurement and Evaluation Tool for Engagement and e-Participation

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Country \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization type:

* Governmental
* Non-governmental
* Academic
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check whichever apply.

* + You are an ICT specialist (specialized in computers, networks, web administration, software applications, etc.).
	+ You are a specialist with a legal or public administration background.
	+ You have experience in public administration reform initiatives.
	+ You have experience in citizen engagement and/or e-participation, including using Internet, e-mail or social media for connecting with citizens and their groups.
	+ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# The Questionnaire

## PART A: Fact-based questions

*This part requires knowledge of constitutional provisions, national legislation and policies, including executive directives on access of citizens to public information, government consultations with citizens, and involvement of citizens in public policy and programme decision-making.*

Section A-1: National Policy and Strategy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Does your country have:** | Yes | No | DK |
| (a) | An overall e-participation strategy? |  |  |  |
| (b) | An official responsible for overall e-strategy, including e-participation, at the national level, such as a Chief Information Officer or Chief Digital Officer? |  |  |  |
| (c) | A policy mandating that each government agency have a website? |  |  |  |
| (d) | An Internet usage survey conducted at the national level in the last 12 months? (The survey may include, but is not limited to, purpose of internet usage by citizens, internet users by age/gender/education.) |  |  |  |

Section A-2: Regulatory Framework

***Provisions for Citizen Engagement in the National Constitution***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Does your country’s constitution:** | Yes | No | DK |
| (a) | Grant citizens the right to access public information? |  |  |  |
| (b) | Contain a provision requesting that government agencies consult with citizens on issues affecting their daily lives? |  |  |  |
| (c) | Grant citizens the right to participate directly in public policy and decision-making? |  |  |  |
| (d) | Protect citizens’ personal data and information? |  |  |  |

|  |
| --- |
| If yes to any of the above, please provide details: |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Legislation | Policies |
|  | **Does your country have legislation or policies on:** | Yes | No | DK | Yes | No | DK |
| (a) | Access to public information (Freedom of Information Act or similar)? |  |  |  |  |  |  |
| (b) | Sharing of public information in an electronic format? |  |  |  |  |  |  |
| (c) | Personal data protection? |  |  |  |  |  |  |

***Legislation/Policies on Access to information and Data Protection***Please check whichever applies to your country at the national level.

|  |
| --- |
| If yes to any of the above, please provide details: |

***Legislation/Policies Governing Public Consultation via ICTs***

Please check whichever applies for your country at the national level.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Legislation | Policies |
|  | **Does your country have legislation or policies:** | Yes | No | DK | Yes | No | DK |
| (a) | Requiring that government agencies consult with citizens? |  |  |  |  |  |  |
| (a1) | Recommending particular topics for consultations (such as, but not limited to, education, health, etc.)? |  |  |  |  |  |  |
| (a2) | Specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.? |  |  |  |  |  |  |

Section A-3: Organizational Framework

***Coordination of Public Information at the National Level (e-Information)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | DK |
| (a) | Does your country have a national authority mandated to enforce freedom of information (e.g. Information Commissioner or similar office) or data privacy legislation (e.g. Privacy Commissioner or similar office)? |  |  |  |
| (a1) | If Yes to (a), is the above authority independent of the executive branch (i.e. reports to the legislature)? |  |  |  |
| (a2) | If Yes to (a), does the authority have a website? |  |  |  |
| (a2.1) | If Yes to (a2), does the website publish the requests and complaints received by the Information Commissioner or similar office? |  |  |  |
| (a2.2) | If Yes to (a2), are there provisions for citizens to contact the Information Commissioner or similar office via the website? |  |  |  |
| (a2.3) | If Yes to (a2), does the website provide services to people with sensory disabilities e.g. large print, audio, screen readers, or other assistive technologies?  |  |  |  |

***Coordination of Public Consultation Policies and Practices (e-Consultation)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | DK |
| (a) | Does your country have a national authority or agency responsible for public consultations in development planning (e.g. Economic and/or Social Council or similar agency)? |  |  |  |
| (a1) | If Yes to (a), does this agency consult with citizens before advising government? |  |  |  |
| (a2) | If Yes to (a), have the members of this agency met at least once in the last calendar year? |  |  |  |
| (a3) | If Yes to (a), does the agency have a website? |  |  |  |
| (a3.1) | If Yes to (a3), has this website published a list of agency’s recommendations to the government in the last 12 months? |  |  |  |
| (a3.2) | If Yes to (a3), does the website provide access to people with sensory disabilities e.g. large print, audio, screen readers, or other assistive technologies?  |  |  |  |

Section A-4: Channels and Capacities

|  |
| --- |
|  |

***National Portal***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | DK |
| (a) | Does your country have a national portal?  |  |  |  |
| (a1) | If there is legislation on access to public information in your country, does the national portal inform citizens of that right, as would be provided for in a Freedom of Information or Access to Information Act? |  |  |  |
| (a2) | Does the national portal provide information on upcoming e-participation opportunities such as a calendar of public meetings?  |  |  |  |
| (a3) | Is there a search feature available on the national portal? |  |  |  |
| (a4) | Is the national portal accessible to citizens with sensory disabilities (e.g. large print, audio, Braille format, use of other assistive technologies)? |  |  |  |
| (a5) | Does the national portal have a specific section for sharing raw data (or datasets), or a link to a national open government data initiative?  |  |  |  |
| (a5.1) | If Yes to above, is there information on how to make use of datasets? |  |  |  |
| (a6) | Can citizens contact government officials using the national portal (such as a ‘Contact Us’ feature)?                    |  |  |  |
| (a7) | Is the national portal available in more than one language? |  |  |  |
| (a8) | Does the portal make its number of visits/hits public? |  |  |  |
| (a9) | Can users 'like' or rate content on the national portal?  |  |  |  |
| (a10) | Does the national portal provide tools for obtaining public opinion such as online polls, petition tools, or online forums? |  |  |  |
| (a11) | Has the portal ever hosted an e-consultation with citizens?  |  |  |  |
| (a11.1) | Does this produce a consultation outcomes report? Does the report include an analysis of citizens’ proposals? |  |  |  |
| (a11.2) | Does the feedback received from the e-consultation process result in action taken by your government? |  |  |  |
| (a12) | Has your country ever made e-voting or e-referendum technologies available, as means of engaging citizens in the decision-making process? |  |  |  |

|  |
| --- |
|  |

***Government Capacity for e-Participation***

Please provide value estimates (to the best of your knowledge) as they relate to the situation in your national government.

|  |  |  |
| --- | --- | --- |
|  | **Indicator - What is the percentage of:** | **Value (%)** |
| (a) | National government agencies with a web presence? |  |
| (b) | Persons employed in national government agencies routinely using computers? |  |
| (c) | Persons employed in national government agencies routinely using the Internet? |  |
| (d) | National government agencies with Internet access, by type of access: |  |
| (d1) | * Narrowband?
 |  |
| (d2) | * Fixed (wired) broadband?
 |  |
| (d3) | * Wireless broadband?
 |  |
| (e) | National government organizations with an intranet? |  |

***Citizens’ Capacity for e-Participation***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | DK |
| (a) | Does your country form its government through elections? |  |  |  |
| (b) | Does your country hold referendums? |  |  |  |
| (c) | Are there civil society organizations supporting citizens’ participation in government processes via ICTs? |  |  |  |
| (d) | Are there any educational/ training programmes on civic participation via ICTs? |  |  |  |
| (e) | Does your government subsidize provision of ICT services, such as Internet Services, mobile phones, etc.? |  |  |  |
| (f) | Are there any restrictions on access to the Internet?  |  |  |  |

***Basic Access and Citizen Engagement Indicators***

Please provide value estimates (to the best of your knowledge) as they relate to the situation in your country.

|  |  |  |
| --- | --- | --- |
|  | **Indicator - What is the percentage of:** | **Value (%)** |
| (a) | Households with a computer? |  |
| (b) | Households with internet access at home? |  |
| (c) | Individuals using the internet via: |  |
| (c1) | * Fixed (wired)-broadband subscriptions?
 |  |
| (c2) | * Mobile/cellular subscriptions?
 |  |
| (c3) | * Active mobile-broadband subscriptions?
 |  |
| (d) | Individuals who have visited the national portal in the last year? |  |
| (e) | Internet penetration rate in urban areas? |  |
| (f) | Internet penetration rate rural areas? |  |
| (g) | Women in parliament? |  |
| (h) | Voters/turnout in national elections? |  |

## PART B – Agency-specific questions

*This part requires a thorough knowledge of your government agency on the use of ICT-enabled channels to provide and share information, consult with citizens, and involve them in decision-making processes, as well as knowledge of the capacity of citizens served by your agency.*

Section B-1: Channels and Capacities

|  |
| --- |
|  |

***Agency Webpage***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes | No | DK |
| (a) | Does your agency have a webpage? |  |  |  |
| (a1) | If there is legislation on access to public information in your country, does your agency’s webpage inform citizens of that right, as would be provided for in a Freedom of Information or Access to Information Act? |  |  |  |
| (a2) | Does your agency’s webpage provide information on upcoming e-participation opportunities such as a calendar of public meetings? |  |  |  |
| (a3) | Is there a search feature available on the webpage? |  |  |  |
| (a4) | Is your agency’s webpage accessible to citizens with sensory disabilities (e.g. large print, audio, Braille format, use of other assistive technologies)? |  |  |  |
| (a5) | Does the webpage have a specific section for sharing raw data (or datasets), or a link to an open government data initiative?  |  |  |  |
| (a5.1) | If Yes to above, is there information on how to make use of datasets? |  |  |  |
| (a6) | Can citizens contact government officials by using the webpage (such as a ‘Contact Us’ feature)?     |  |  |  |
| (a7) | Is the webpage available in more than one language? |  |  |  |
| (a8) | Does the webpage make its number of visits/hits public? |  |  |  |
| (a9) | Can users 'like' or rate content on the webpage?  |  |  |  |
| (a10) | Does the webpage provide tools for obtaining public opinion such as online polls, petition tools, or online forums? |  |  |  |
| (a11) | Has the webpage ever hosted an e-consultation with citizens?  |  |  |  |
| (a11.1) | Does this produce a consultation outcomes report? Does the report include an analysis of citizens’ proposals? |  |  |  |
| (a11.2) | Does the feedback received from the e-consultation process result in action taken by your agency? |  |  |  |
| (a12) | Has your agency ever made e-voting or e-referendum technologies available, as means of engaging citizens in the decision-making process? |  |  |  |

 |

***Agency Capacity for e-Participation***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Does your agency have:** | Yes | No | DK |
| (a) | An official responsible for overall e-strategy, including e-participation, such as a Chief Information Officer or Chief Digital Officer? |  |  |  |
| (b) | At least one government official tasked with e-participation? |  |  |  |
| (c) | Funds in its budget allocated to ICT-enabled enhancements for participation?  |  |  |  |
| (d) | Capacity in terms of technical infrastructure (bandwidth, servers, etc.)? |  |  |  |
| (e) | An official responsible for the implementation of open government data? |  |  |  |

***Citizens’ Capacity for e-Participation***

Please provide value estimates (to the best of your knowledge) as they relate to the citizens served by your agency.

|  |  |  |
| --- | --- | --- |
|  | **Indicator - What is the percentage of:** | **Value (%)** |
| (a) | Households with a computer? |  |
| (b) | Households with internet access at home? |  |
| (c) | Individuals using the internet via: |  |
| (c1) | * Fixed (wired)-broadband subscriptions?
 |  |
| (c2) | * Mobile/cellular subscriptions?
 |  |
| (c3) | * Active mobile-broadband subscriptions?
 |  |
| (d) | Individuals who have visited your agency’s webpage in the last year? |  |
| (e) | Internet penetration in urban areas? |  |
| (f) | Internet penetration in rural areas? |  |

## Part C - Experience-based questions

*This part does not require specialist knowledge of the use of ICTs by the national government or by an individual agency. The aim is to seek the personal opinion of public officials regarding the general status of existing institutional and organizational practices in the field of e-participation.*

Section C-1: Overview of e-Participation at the National Level

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate:** |  |  |  |  |  |  |
| (a) | The commitment of your country’s top-level decision makers for transparency, accountability and citizen participation | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Overall e-participation at the national level  | 0 | 1 | 2 | 3 | 4 | 5 |

|  |
| --- |
|  |

### Section C-2: Regulatory Framework

***Effectiveness of Regulatory Framework on e-Participation***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate the following in terms of effectiveness of legislation:** |  |  |  |  |  |  |
| (a) | Right of access to public information including in the constitution | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Protection of personal data  including in the constitution | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | e-consultation  including in the  constitution | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | e-decision-making  including in the constitution | 0 | 1 | 2 | 3 | 4 | 5 |

|  |
| --- |
|  |

### Section C-3: Organizational Framework

***Primary Institutions on e-Participation***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate below agencies in terms of effectiveness (considering their openness, responsiveness and collaboration):**  |  |  |  |  |  |  |
| (a) | National authority or agency responsible for ensuring freedom of information and data privacy (e.g. Information Commissioner or similar office) | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | National authority or agency responsible for public consultations in development planning (e.g. Economic and/or Social Council or similar agency) | 0 | 1 | 2 | 3 | 4 | 5 |

|  |
| --- |
|  |

### Section C-4: Channels and Capacities

*This section assumes the respondent has general experience with electronic platforms used by his/her agency to provide information and/or engage with citizens - no specialist knowledge is required.*

***Overview of e-participation in Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate the following as they apply in your agency:** |  |  |  |  |  |  |
| (a) | The commitment of decision-makers for transparency, accountability and citizen participation | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Overall e-participation  |  |  |  |  |  |  |
| (c) | The effectiveness of e-participation at the policy formation stage (i.e. visioning, problem analysis, agenda setting,  discussing proposals, action planning)  | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | The effectiveness of e-participation at the policy implementation stage  | 0 | 1 | 2 | 3 | 4 | 5 |

***Effectiveness of Electronic Channels Used by Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate your agency’s:** |  |  |  |  |  |  |
| (a) | Webpage (information provision/access, collaboration – feedback/comment posting) | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Communication via email (information provision/access, collaboration – feedback/comment sending) | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Utilization of mobile platforms/devices (information provision/access, collaboration – feedback/comment posting, voting/rating) | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | Online polls, forums and e-petition tools  | 0 | 1 | 2 | 3 | 4 | 5 |
| (e) | e-voting systems (including e-referendums) | 0 | 1 | 2 | 3 | 4 | 5 |

***Trustworthiness of Electronic Channels Used by Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **In light of recent events around the world in which electronic platforms have been censored, restricted, or used to collect information on citizens without their consent, please rate the level of trust you think citizens place in your agency’s:** |  |  |  |  |  |  |
| (a) | Webpage (information provision/access, collaboration – feedback/comment posting) | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Communication via email (information provision/access, collaboration – feedback/comment sending) | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Utilization of mobile platforms/devices (information provision/access, collaboration – feedback/comment posting, voting/rating) | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | Online polls, forums and e-petition tools  | 0 | 1 | 2 | 3 | 4 | 5 |
| (e) | e-voting systems (including e-referendums) | 0 | 1 | 2 | 3 | 4 | 5 |

***E-Information and e-Consultation by Your Agency***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Information Sharing | Consultation |
|  | **Based on your experience, please rate the effectiveness of information sharing and/or consultation with citizens at your agency in the following applicable areas:** |  |  |  |  |  |  |  |  |  |  |  |  |
| (a) | Finance/budget | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Social development/welfare | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Urban development/planning | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | Environmental protection | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |
| (e) | Public services | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |
| (f) | Transport | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |

|  |
| --- |
|  |

***Capacity for e-Participation in Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate your agency’s capacity for e-participation in terms of the following:** |  |  |  |  |  |  |
| (a) | Human resources (e.g. staff, knowledge, skills)  | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Financial resources  | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Technical resources  | 0 | 1 | 2 | 3 | 4 | 5 |

***Citizens’ Demand for e-Participation at the Level of Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate citizens’ demand for:** |  |  |  |  |  |  |
| (a) | Access to public information | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Consultation on development matters and policies | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | The opportunity to participate in policy making and implementation | 0 | 1 | 2 | 3 | 4 | 5 |

***Effectiveness of e-Outreach to Different Social Groups by Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate the effectiveness of your agency in reaching out electronically to the following:** |  |  |  |  |  |  |
| (a) | Civil society organizations (CSOs including NGOs)  | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Youth | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Women  | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | Vulnerable/socio-economically disadvantaged groups (e.g. low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.) | 0 | 1 | 2 | 3 | 4 | 5 |

***Readiness of Social Groups for e-Participation at the Level of Your Agency***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Based on your experience, please rate the ability of the following social groups to be involved in e-participation activities:** |  |  |  |  |  |  |
| (a) | Civil society organizations (CSOs including NGOs)  | 0 | 1 | 2 | 3 | 4 | 5 |
| (b) | Youth | 0 | 1 | 2 | 3 | 4 | 5 |
| (c) | Women  | 0 | 1 | 2 | 3 | 4 | 5 |
| (d) | Vulnerable/socio-economically disadvantaged groups (e.g. low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.) | 0 | 1 | 2 | 3 | 4 | 5 |

## Part D – Case Study

## *IF APPLICABLE, PLEASE REPORT ON AN E-PARTICIPATION INITIATIVE UNDERTAKEN IN YOUR AGENCY. COMPLETE THE FOLLOWING TABLE TO THE BEST OF YOUR KNOWLEDGE AND CONSULT OTHER SOURCES AND EXPERTS AS NEEDED TO PROVIDE THE MOST ACCURATE INFORMATION.*

|  |  |
| --- | --- |
| **Name of e-Participation Initiative** |  |
| **Start Date - End Date** (or indicate if ongoing) |  |
| **Channels Used** (e.g. agency website, mobile phone) |  |
| **Thematic Focus** (e.g. Health, Education, Environment, etc.) |  |
| **Brief Description** |  |
| **Lessons Learned** |  |
| **Link to Relevant Webpage** |  |

**Guidelines for METEP**

The United Nations Department of Economic and Social Affairs (UNDESA) developed the Measurement and Evaluation Tool for Engagement and e-Participation (METEP) as part of its Development Account Project, an initiative which responds to the growing need for stronger and deeper participation of citizens in development matters. This need was expressed by Member States in the Rio+20 outcome document[[1]](#footnote-1) and addressed by UN development agencies in the report of the UN Task Team on the Post-2015 Development Agenda, “Realizing the Future We Want for All”.[[2]](#footnote-2)

METEP is an interactive tool that asks factual and opinion-based questions to analyze the level of provisions for citizen engagement and especially of e-participation in the central government and, in broader terms, other subnational levels of government. The tool helps to diagnose current frameworks and channels for e-participation, highlights existing strengths in citizen engagement and identifies areas for improvement, as well as possible scenarios for implementing change. Ultimately, it assists governments and policy makers in developing, monitoring, refining and improving the context within which Information Communication Technologies (ICTs) can be used to enable citizen participation and thus empower citizens in development planning and management.

 **Need for METEP**

The use of ICTs in governments presents new opportunities, both for enhancing communication and traditional administrative processes. Collecting and understanding the complexity and multiplicity of public opinion, increasingly supported by ICTs, will help governments responsively address difficult social problems and strike a better balance between majority and minority views. Meanwhile, citizens’ use of new media has been – and very likely will remain – a key driver of civic activism and democratic governance.

METEP contains a self-assessment questionnaire that will help a given government agency evaluate the current state of play in terms of its cooperation with citizens.  The assessment will provide a reliable basis for charting the progress being made at various stages of e-participation, followed by recommendations to further advance progress. Such recommendations will be both policy- and practice-oriented to:

* improve the functioning of key governance frameworks by creating an environment conducive to e-participation;
* increase the effectiveness of respective government bodies responsible for coordinating civic engagement provisions and those employing public participation in their work by improving their organizational and institutional development;
* create new (and improve current) participation channels for citizens, rendering them more accessible and trustworthy;
* help government agencies identify and understand government-citizen collaboration gaps by examining existing practices and approaches and learning from others;
* equip public officials with the new knowledge, competencies and skills needed to perform their public duties in a more effective, open and collaborative manner in the digital era by changing established mindsets and nurturing a new generation of e-participation champions.

**Structure**

The Questionnaire assists in measuring e-participation both quantitatively and qualitatively. The measurement is undertaken at the level of regulatory and institutional frameworks and modalities/channels for e-participation. The Questionnaire has four parts: Part A - Fact-based questions, Part B – Agency-specific questions, Part C - Experience-based questions and Part D a case description template, which should be filled in optionally if there are particular e-participation initiatives to report as case studies.

Part A requires answers based on facts attesting to the existence of certain regulatory provisions that can be verified by the documented/published evidence; Part B asks about the actual agency practices supported by known (not necessarily officially documented/published) evidence; Part C seeks professional judgment from public officials (and specialists working for government institutions) based on (a) their personal experience gained as a result of direct participation in civic engagement and e-participation initiatives or (b) the knowledge obtained while witnessing  the implementation of such initiatives.

Part A can be answered by legal, administration and ICT policy experts who represent government agencies responsible for national regulatory frameworks; government officials with working knowledge of these frameworks; and independent specialists knowledgeable in the functioning of the country’s legal system. In a workshop setting, this part can be collectively answered by participants from the same country.

Part B can be answered by officials who work for government agencies at national, regional (sub-national) and local (municipal) levels, and who are knowledgeable about projects seeking the involvement of citizens or seeking to make the work of their institutions more participatory, transparent and accountable with the help of ICTs. In a workshop setting, this part can be collectively answered by participants from the same agency.

Part C can be answered by any government official directly or indirectly involved in the participatory activities of the government agencies under discussion.

It should also be noted that since METEP aims to assist governments in assessing, in particular, online means for citizen engagement, the involvement of ICT specialists is desirable for answering ICT -specific questions.

**Measurement levels**

There are two main response categories in the METEP Questionnaire.  One is the ‘Yes’/’No’/’Don’t Know’ (‘DK’) model for fact-based questions; the other is a scale ranging from ‘0’ to ‘5’ for opinion-based questions. Wherever possible, the factual questions ask respondents to provide supportive evidence when answering ‘Yes’.

The questions are grouped in logical categories that relate to particular themes, on one side, and to the type of the question (factual and opinion-based), on the other. There are four main parts in the Questionnaire. Parts A and B contain factual questions at the level of countries and government agencies and also ask respondents to make value estimates, while Part C is for opinion-related questions.

As far as the main Questionnaire is concerned, each part is broken down into e-participation frameworks (regulatory, institutional, channels) – these are the METEP’s three main assessment levels. In qualitative terms, three stages of e-participation are evaluated which consistently cut across frameworks and themes, and that serve as the METEP’s main assessment targets - namely e-information, e-consultation and e-decision-making.

**Scoring**

Questions in Part A and Part B have three options. Answering ‘Yes’ indicates the feature or phenomenon under discussion exists; answering ‘No’ that it does not exist (feature or phenomenon is absent); answering ‘DK’ that the respondent is unsure one way or the other.

Questions in Part C are range questions with six options from 0 to 5:

* 0 –  non-existent
* 1 –  very poor/low/weak presence
* 2 – poor/low/weak
* 3 – average/moderate/sufficient
* 4 – good/high/strong
* 5 – very good/very high/very strong  presence

**Diagnostics and Recommendations**

An assessment will be made based on the points obtained in the questionnaire. Diagrams will provide easy-to-read visual breakdowns of the overall score.

Participants’ responses and the overall assessment will provide a basis for METEP to make recommendations specific to the country and the government agencies of the respondents (applicable in Part B). These recommendations will take into consideration the region of the country, its infrastructure, government human resources and other parameters that can affect levels of citizen engagement and e-participation.

1. General Assembly resolution 66/288, *The future we want*, A/RES/66/288 (11 September 2012), available from undocs.org/A/RES/66/288. [↑](#footnote-ref-1)
2. UN System Task Team on the Post-2015 UN Development Agenda, *Realizing the Future We Want for All* (New York: United Nations, 2012), available from http://www.un.org/en/development/desa/policy/untaskteam\_undf/untt\_report.pdf [↑](#footnote-ref-2)