

**Foundation for Media Alternatives/ Making All Voices Count**

***Open E-Governance Index Project***

Enumerator's Guide

As of January 10, 2017

Depending on your answer, fill in the appropriate response in the Index score sheet. The score for each section is the simple average of the scores of its component questions.

**I. Meshed eGovernment**

**PRESENCE OF NATIONAL EGOVERNMENT PLAN**

**Question 1.1.1: “Does your country have a national/federal eGovernment plan or strategy?”**

A national eGovernment plan or strategy is “a holistic view of eGovernance initiatives across the county, integrating them into a collective vision, a shared cause.”<sup>1</sup> If such exists, answer “YES”; otherwise, answer “NO”.

**PRESENCE OF NATIONAL ENTERPRISE ARCHITECTURE PLAN**

**Question 1.2.1: “In implementing its eGovernment strategy, is government guided by a national enterprise architecture plan?”**

A national enterprise architecture plan is a document that explains how the information systems, processes, agencies, and people in government function as a whole.<sup>2</sup> This also specifically refers to the blueprint that would allow the development of an ICT system for government as a whole. If such exists, answer “YES”; otherwise, answer “NO”.

**PRESENCE OF GOVERNMENT INTEROPERABILITY FRAMEWORK**

**Question 1.3.1: “In undertaking its eGovernment strategy, is government guided by a government interoperability framework?”**

A government interoperability framework is a set of standards and guidelines that specifies the preferred way that government agency, citizens, and partners interact electronically with each other; more specifically, this refers to the policies that allow greater interaction across different government electronic systems. If such exists, answer “YES”; otherwise, answer “NO”.

<sup>1</sup> National e-Governance Plan (NeGP) — Vikaspedia. Vikaspedia.in. Retrieved 22 June 2016, from <http://vikaspedia.in/e-governance/national-e-governance-plan/national-e-governance-plan-negp>

<sup>2</sup> (2016). Retrieved 21 June 2016, from [http://www.yesser.gov.sa/EN/BUILDINGBLOCKS/NATIONAL\\_EA/Pages/default.aspx](http://www.yesser.gov.sa/EN/BUILDINGBLOCKS/NATIONAL_EA/Pages/default.aspx)

## **PRESENCE OF OPEN STANDARDS POLICY**

### **Question 1.4.1: “*Is government mandating the use of open standards in its eGovernment initiatives?*”**

Open standards are standards that are easily accessible for all to read and use, developed by a process that is open and relatively easy for anyone to participate in, and not controlled or tied-in with any specific group or vendor.<sup>3</sup> This is in contrast to proprietary or commercially-owned standards. If the government mandates the use of open standards, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF AN OPEN DATA POLICY**

The score for this question is the average of the following sub-questions.

### **Question 1.5.1: “*Is there an open data policy in government which mandates the release of public information and government data to the public in a regular, accessible, and non-discriminatory manner, to ensure transparency and accountability?*”**

Open data produced by the government. This is generally accepted to be data that can be provided to the general public as a whole. Open government data is a subset of public sector information, which is broader in scope.<sup>4</sup> If the government mandates the use of open data, answer “YES”; otherwise, answer “NO”.

### **Question 1.5.2: “*Does the national government publish government data in an electronic, reusable format?*”**

If the government publishes government data in an electronic, reusable format, answer “YES”; otherwise, answer “NO”.

### **Question 1.5.3: “*Is the government a member of the international Open Government Partnership?*”**

The Open Government Partnership is a multilateral initiative that aims to secure concrete commitments from governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance. In the spirit of multi-stakeholder collaboration, OGP is overseen by a Steering Committee including representatives of governments and civil society organizations.<sup>5</sup> If the government is a member of OGP, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF PRIVACY/DATA PROTECTION**

### **Question 1.6.1: “*Is there a data privacy or data protection policy to safeguard citizens’ personal information within government via a national strategy/plan or specific policy instrument?*”**

An information privacy policy protects individuals’ information from intentional disclosure or misuse. If such policies exist, answer “YES”; otherwise, answer “NO”.

<sup>3</sup> FMA Survey Instrument/Mapping the Presence and Extent Questions, 1st Draft, March 30, 2016.

<sup>4</sup> Glossary. (2016). Opendatahandbook.org. Retrieved 21 June 2016, from <http://opendatahandbook.org/glossary/is/>

<sup>5</sup> Open Government Partnership. Official Website. Retrieved 5 January 2017, from <http://www.opengovpartnership.org/about>

## **PRESENCE OF INFORMATION/CYBER-SECURITY LAW**

**Question 1.7.1:** *“Is there an information security/cybersecurity policy in place to protect the national information infrastructure and critical systems via legislation, national strategy/plan or specific policy instrument?”*

Cyber-security is “the protection of computer systems from the theft or damage to the hardware, software or the information on them, as well as from disruption or misdirection of the services they provide.”<sup>6</sup> If a law ensuring national cyber-security exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF E-PROCUREMENT, E-PAYMENT, AND E-FILING SYSTEMS**

**Question 1.8.1:** *“Is there a functional eProcurement system in place that allows for electronic bidding and/or purchases of goods and services by the government agencies online?”*

eProcurement is the use of electronic methods—typically over the Internet—to conduct transactions between awarding authorities and suppliers, covering every stage of purchasing from the initial identification of a requirement, through the tendering process, to the payment and potentially the contract management.<sup>7</sup> If functionality for these transactions exists, answer “YES”; otherwise, answer “NO”.

**Question 1.8.2:** *“Is there a functional ePayment system in place that allows for payment by the general public of goods and services from the government online?”*

ePayment is the electronic payment for buying and selling goods and services offered through the Internet.<sup>8</sup> If functionality for these transactions exists, answer “YES”; otherwise, answer “NO”.

**Question 1.8.3:** *“Is there a functional eFiling system in place that allows electronic submissions by the general public of official documents?”*

eFiling is the submission of official government documents through the Internet. If functionality for these transactions exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF INSTITUTIONAL MECHANISMS AND POLICIES TO OVERSEE E-GOVERNANCE POLICIES AND MEASURES**

**Question 1.9.1:** *“Is there a national or federal government agency that oversees and coordinates the eGovernment strategies, policies and programs within the bureaucracy?”*

If such exists, answer “YES”; otherwise, answer “NO”.

## **DEGREE OF IMPLEMENTATION OF E-GOVERNMENT PROJECTS**

<sup>6</sup> Gasser, M. (1988). Building a secure computer system. From <https://ece.uwaterloo.ca/~vganesh/TEACHING/S2014/ECE458/building-secure-systems.pdf>

<sup>7</sup> Corsi, M. (2006). E-procurement Overview. Lecture, Università “La Sapienza” di Roma.

<sup>8</sup> E Payment System. [www1.american.edu](http://www1.american.edu). Retrieved 22 June 2016, from <http://www1.american.edu/initeb/sm4801a/epayment1.htm>

**Question 1.9.2: “What percent of the Cabinet-level national/federal government agencies are implementing eGovernment projects?”**

This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies. eGovernment projects are ICT projects aimed at transforming public services. Provide the fraction as a number between zero and one.

## **DEGREE OF sOF EGOVERNMENT PROJECTS WITH GENDER DIMENSION**

**Question 1.9.3: “What percent of the Cabinet-level national/federal government agencies are implementing eGovernment projects that specifically address women’s issues and concerns?”**

This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies. eGovernment projects are ICT projects aimed at transforming public services. A project is said to specifically address women’s issues and concerns if its stated mission, goal, or objective declares such a concern. Provide the fraction as a number between zero and one.

## **II. eParticipation Channels**

### **USE OF INFORMATION, COMMUNICATIONS, AND TECHNOLOGY (ICT) FOR CITIZEN FEEDBACK**

The score for this question is the average of the following sub-questions.

**Question 2.1.1: “Is there a centralized/unified contact/call center service for all citizens (voice-based) communications with government?”**

A call center is a centralized office used for receiving or transmitting a large volume of requests by telephone.<sup>9</sup> If such an office exists in the government, answer “YES”; otherwise, answer “NO”.

**Question 2.1.2: “What percentage of national or federal government agencies utilize mobile text/short messaging system (SMS) to gather/ collect queries / feedback / suggestions from the public?”**

Government agencies are restricted only to Cabinet-level agencies. Short Message Service (SMS) is a text messaging service provided by telecommunication systems that transmit text messages from one device to another. Provide the fraction as a number between zero and one.

**Question 2.1.3: “What percentage of national/federal government agencies make use of major social media platforms (including instant messaging/IM) to gather/collect/receive feedback and opinions/suggestions from the public?”**

Government agencies are restricted only to Cabinet-level agencies. “Social media” are social networking sites like Facebook and Twitter; “other online platforms” capture websites with similar functions. Provide the fraction as a number between zero and one.

<sup>9</sup> “Call centre”, *Wikipedia*. Retrieved December 19, 2016 from [https://en.wikipedia.org/wiki/Call\\_centre](https://en.wikipedia.org/wiki/Call_centre)

## **INTERACTIVITY IN NATIONAL GOVERNMENT WEBSITES AND SOCIAL MEDIA PLATFORMS**

The score for this question is the average of the following sub-questions.

**Question 2.2.1:** *“What percentage of national/federal government agency websites are regularly ‘updated’ (i.e., new content uploaded at least weekly)?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

**Question 2.2.2:** *“What percentage of national/federal government agency websites are ‘interactive’ (i.e., provides an integral level of usability which allows for dynamic interaction between the site and the user)?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

**Question 2.2.3:** *“What percentage of national/federal government agencies utilize major social media platforms as part of their web strategy, and who engaged their users over these platforms regularly and in a timely manner (i.e., response time at most within one to seven days)?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

## **GOVERNMENT WEBSITES/ONLINE CHANNELS AND PLATFORMS ACCESSIBLE FOR PERSONS WITH DISABILITIES**

**Question 2.3.1:** *“What percentage of national government websites comply with international/national standards for PWD access (international standards for PWD) have special channels/accessibility features which specifically cater to persons with disabilities?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

## **USE OF NATIONAL LANGUAGE/S IN NATIONAL GOVERNMENT WEBSITES/ONLINE CHANNELS/PLATFORMS**

**Question 2.4.1:** *“What percentage of national/federal government websites/social media channels/online channels have content which are in the national languages (i.e., local/official, other than English)?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

## **PERCENTAGE OF ALL GOVERNMENT WEBSITES/PONINE CHANNELS AND PLATFORMS WITH WOMEN-SPECIFIC CONTENT / CHANNELS**

**Question 2.5.1:** *“What percentage of national/ federal government websites/social media platforms have women-specific content/pages/channels?”*

Government agencies are restricted only to Cabinet-level agencies. Provide the fraction as a number between zero and one.

## **ICT-ENABLED AND ONLINE CITIZEN FEEDBACK MECHANISM, PARTIPCIATORY MONITORING & EVALUATION, AND PARTICIPATORY RULE-MAKING**

The score for this question is the average of the following sub-questions.

**Question 2.6.1:** *“Do government websites/online platforms allow/encourage citizens and civil society groups to comment/give feedback on important aspects of policy and governance (i.e existing or proposed laws, policies, or rules)?”*

If a feedback mechanism exists, answer “YES”; otherwise, answer “NO”.

**Question 2.6.2:** *“Do national/federal government websites/online platforms) enable effective citizen monitoring of implementation of government programs and projects (i.e., through transparency and accountability mechanisms online)?”*

If a monitoring and evaluation exists, answer “YES”; otherwise, answer “NO”.

**Question 2.6.3:** *“Do national/federal government websites/online platforms) encourage citizens and civil society groups to participate in rule-making, i.e., by proposing amendments of laws, policies, or rules, or the suggestion of new ones; and provide online tools to enable such participation (e.g. online petitions, collaborative wikis, etc)?”*

If such exists, answer “YES”; otherwise, answer “NO”.

## **III. Digital Inclusion**

### **PRESENCE OF GOVERNMENT POLICIES / PLANS / STRATEGIES ON REASONABLE AND AFFORDABLE ACCESS TO INTERNET SERVICE OR ALL**

**Question 3.1.1:** *“Does the national/federal government have existing policies/plans/strategies to provide reasonable access to affordable internet service to all citizens (e.g., universal access policy, affordable internet policy, promotion of community access centers/ telecenters)?”*

A policy/plan/strategy that ensures reasonable and affordable access to telephone service for all citizens. If such exists, answer “YES”; otherwise, answer “NO”.

### **PRESENCE OF UNIVERSAL ICT LITERACY POLICY/STRATEGY MEANT TO DEVELOP BASIC ICT SKILLS**

**Question 3.2.1: “Does the national/federal government have existing policies/plans/strategies to promote universal ICT Literacy meant to develop basic ICT knowledge and skills of all citizens?”**

A universal ICT literacy strategy may include mandatory ICT classes in schools, missions to rural areas, a designated government agency that tackles ICT literacy, and the like. If such a strategy exists, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF WOMEN-SPECIFIC ICT ACCESS POLICY/STRATEGY**

**Question 3.3.1: “Is there a women-specific access policy/ies, plans and strategies within the national ICT framework?”**

Women-specific ICT access strategies acknowledge the digital gender gap and devises ways that specifically aim to reduce this gap. If such strategies exist, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF WOMEN-SPECIFIC ICT LITERACY POLICY/STRATEGY**

**Question 3.4.1: “Is there a women-specific ICT literacy policy/ies, plans and strategies within the national ICT framework?”**

Women-specific ICT literacy strategies acknowledge the digital gender gap and devises ways that specifically aim to reduce this gap. If such strategies exist, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF ICT ACCESS POLICY/STRATEGY FOCUSED ON DISADVANTAGED GROUPS**

**Question 3.5.1: “Is there a specific ICT Access policy/ies, plans and strategies focused on specific disadvantaged groups (i.e., persons with disabilities, indigenous peoples, sexual minorities)?”**

ICT access strategies focused on disadvantaged groups acknowledge the inherent difficulty that these groups face in accessing ICT. Strategies to address this include publishing teaching materials in the local languages, making content accessible to the *persons with disabilities, indigenous peoples, sexual minorities*. If such strategies exist, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF ICT LITERACY POLICY/STRATEGY FOCUSED ON DISADVANTAGED GROUPS**

**Question 3.6.1: “Is there a specific ICT Literacy policy/ies, plans and strategies focused on particular disadvantaged groups (i.e., persons with disabilities, indigenous peoples, sexual minorities)?”**

ICT literacy strategies focused on disadvantaged groups acknowledge the inherent difficulty that these groups face in accessing ICT. Strategies to address this include publishing teaching materials in the local

languages, making content accessible to the *persons with disabilities, indigenous peoples, sexual minorities*. If such strategies exist, answer “YES”; otherwise, answer “NO”.

## IV. ICT-empowered Civil Society

### EXTENT OF ICT USE FOR INTERNAL PURPOSES

The score for this question is the average of the following sub-questions.

**Question 4.1.1:** *“By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.1.2:** *“By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.1.3:** *“By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.1.4:** *“By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.1.5: “By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.1.6: “By your estimation, what percent of major gender-based organizations ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

#### **EXTENT OF ICT USE FOR COMMUNICATION AND COORDINATION WITH ALLIES**

The score for this question is the average of the following sub-questions.

**Question 4.2.1: “By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.2.2: “By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.2.3: “By your estimation, what percent of civil society organizations/non-government organizations use ICTs for coordination with allies?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.2.4: “By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.2.5: “By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.2.6: “By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

## **EXTENT OF ICT USE FOR PUBLIC ENGAGEMENT AND ACTION**

The score for this question is the average of the following sub-questions.

**Question 4.3.1: “By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.3.2: “By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by

stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.3.3: “By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.3.4: “By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.)for public engagement and action (i.e., advocacy, lobbying)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.3.5: “By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.3.6: “By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

## **EXTENT OF ICT USE FOR ONLINE RESOURCE-BUILDING / FUND-RAISING**

The score for this question is the average of the following sub-questions.

**Question 4.4.1: “By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online resource-building / fund-raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.4.2:** *“By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online resource-building / fund-raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.4.3:** *“By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online resource-building / fund-raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.4.4:** *“By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online resource-building / fund-raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.4.5:** *“By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?”for online resource-building / fund-raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.)?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

**Question 4.4.6:** *“By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) ffor online resource-building / fund-*

*raising (e.g. web-based solicitation, online donation facility, “crowd-funded”, microdonations through external sites, etc.?)*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%, depending on the proportions as noted in the scoring sheet. Write your choice as a decimal. Enumerators can also guide the respondents by stating a specific number of groups and then the respondent estimate the proportion of the groups that have such characteristic.

## V. Enabling and Constraining Environment

### **PRESENCE OF CITIZEN’S RIGHTS TO DEMAND INFORMATION FROM GOVERNMENT**

**Question 5.1.1:** *“Does a national law exist (e.g. Freedom of Information Act, beyond an Open Data Policy) that guarantees citizens or civic groups the right to demand information from government as a matter of public policy?”*

Freedom of information defined as the right to access information held by public bodies. It must cover a meaningfully wide range of documents and the time between the initial request and the actual release must be of reasonable length. Classified documents must likewise be declassified within a reasonable length of time. If such a legal right exists, answer “YES”; otherwise, answer “NO”.

### **PRESENCE OF FREEDOM OF EXPRESSION/OPINION: MEDIA FREEDOM**

The score for this question is the average of the following sub-questions.

**Question 5.2.1”** *“Does a national law exist that guarantees a free and independent media, according to universally accepted standards and principles?”*

Freedom of expression and/or opinion as defined as the right of every individual to hold opinion without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. If such a legal right exists, answer “YES”; otherwise, answer “NO”.

**Question 5.2.2:** *“In your estimation, are the significant media channels (traditional media - TV, radio, print; community media; online media) reasonably free to publish content with minimal restrictions and State intervention?”*

If such exists, answer “YES”; otherwise, answer “NO”.

### **PRESENCE OF FREEDOM OF EXPRESSION/OPINION: CENSORSHIP / PRIOR RESTRAINT**

**Question 5.3.1:** *“Does a national law exist that functions as a general restriction to citizens’ in their freedoms of opinion and expression? (e.g. anti-terror, internal security, cybercrime legislation, etc.)?”*

Censorship as defined as the suppression of free speech, public communication or other information which may be considered objectionable, harmful, sensitive, politically incorrect or inconvenient as

determined by governments, media outlets, authorities or other groups or institutions. If such exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF SELECTIVE CONTENT REGULATION BY THE GOVERNMENT**

The score for this question is the average of the following sub-questions.

**Question 5.4.1:** *“Is government limiting or controlling websites which have content with sexual content (e.g. of an explicit nature, constituting public indecency, obscenity, etc)?”*

If such exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.2:** *“Is government limiting or controlling websites which have content with online gambling?”*

If such exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.3:** *“Is government limiting or controlling websites which have content promoting alcoholic beverages and/or prohibited drugs?”*

If such exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.4:** *“Is government limiting or controlling websites which have content promoting alternative religious views or beliefs?”*

If such activity exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.5:** *“Is government limiting or controlling websites which have content promoting dissent/perspectives espousing opposition to the dominant political dispensation?”*

If such exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.6:** *“Is government limiting or controlling websites which have content promoting racial prejudice/racism or degrading to other races?”*

If such exists, answer “YES”; otherwise, answer “NO”.

**Question 5.4.7:** *“Is government limiting or controlling websites which have content promoting alternative/non-traditional life choices (i.e., catering sexual minorities (LGBTQI))?”*

If such exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF PRINCIPLE OF NET NEUTRALITY**

**Question 5.5.1:** *“Does a law/policy exist that ensures the principle of net neutrality, i.e., that Internet service providers should enable access to all content and applications regardless of the source, and without favoring or blocking particular products or websites?”*

Net Neutrality as defined as the principle that Internet service providers and governments regulating the internet should treat all data on the internet the same, not discriminating or charging deferentially by user, content, website, platform, application, type of attached equipment, or mode of communication. If this principle exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF PRIVACY/DATA PROTECTION**

**Question 5.6.1** *“Does a national law exist (e.g. Privacy Law, Data Protection law) that guarantees citizens the right to privacy of personal information (e.g. personal correspondence, privacy of abode, economic transactions, etc.) in the public and private sector?”*

The right to privacy is an element of various legal traditions which may restrain both government and private party action that threatens the privacy of individuals. If such exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF RIGHT AGAINST UNLAWFUL SURVEILLANCE**

**Question 5.7.1:** *“Does a national law / do national laws exist to clearly circumscribe the parameters of legal surveillance in accordance with universally accepted standards and principles (anti-wiretapping legislation, provision in anti-terror legislation, limits to internal security legislation, etc.)?”*

These are outlined in the circumstances and legal processes where surveillance maybe availed of by the State. If such exists, answer “YES”; otherwise, answer “NO”.

## **PRESENCE OF RIGHT FREEDOM TO ASSEMBLY / ASSOCIATION**

**Question 5.8.1:** *“Is there a national law that empowers government to restrict freedom of movement, assembly, and/or association (e.g. National Security/Internal Security Law)?”*

Freedom of movement, assembly, and/or association is the individual right or ability of people to come and gather together, and collectively express, promote, pursue, and defend their ideas. It is also recognized as a human right, political right and a civil liberty. If such exists, answer “YES”; otherwise, answer “NO”.

## **DEGREE OF INTELLECTUAL PROPERTY AND THE PUBLIC DOMAIN**

**Question 5.9.1:** *“To what extent is there a balanced intellectual property (i.e, patents, copyrights, trademarks) regime in the country which recognizes the rights of authors/creators to benefit from their creative work, while balancing this with the rights of users to access the intellectual commons for the public good?”*

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%. Write your choice as a decimal.

## **PRESENCE OF OPEN CONTENT**

**Question 5.10.1: “Are reports/findings of government-funded research generally made available to the public for free of charge?”**

If such exists, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF CULTURAL LINGUISTIC DEVELOPMENT AND DIVERSITY**

**Question 5.11.1: “Are there national government plans/policies/programs that guarantee/encourage communication in one’s mother tongue?”**

Right to communicate in mother tongue; promoting of linguistic diversity. If such exists, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF CULTURAL DEVELOPMENT ONLINE**

**Question 5.12.1: “Are there national government plans/policies/programs to encourage the sharing of culture and cultural practices over the Internet and other digital /electronic platforms?”**

Cultural Development online is engaging people of the community in taking action to build on and improve the shared culture in online space. If such development exists, answer “YES”; otherwise, answer “NO”.

#### **PRESENCE OF e-COMMERCE POLICY**

**Question 5.13.1: “If there is a national law or plan/program that recognizes and enables internet-based economic transactions towards promoting the use of ICTs in business/economic activity?”**

eCommerce is a term for any type of business, or commercial transaction, that involves the transfer of information across the Internet. If a law, plan or program exists, answer “YES”; otherwise, answer “NO”.

#### **EFFECTS OF PRIVATE POWER: TELECOMMUNICATIONS SERVICES**

**Question 5.14.1: “From your observation, is the telecommunication structure in the your country conducive to healthy competition which benefits the general public in providing accessible and quality telecommunications services?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%,. The scores are dependent on the following characteristics:

- 0%: government monopoly exists in the telecommunication sector;
- 25%: private monopoly exists in the telecommunication sector;
- 50%: duopoly (only two major players) exists in the telecommunication sector;
- 75%: monopolistic competition: there are more than two players in the telecommunication sector and the services are distinguishable only by advertising;
- 100%: competition with free entry and exit.

#### **EFFECTS OF PRIVATE POWER: MEDIA SERVICES**

**Question 5.15.1: “From your observation, is there a trend towards concentration of media ownership in your country, such that fewer individuals or organizations now control a growing share of the mass media for platforms and outlets (i.e., media consolidation)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%. The scores are dependent on the following characteristics:

- 0%: there is a growing trend towards the centralization of media, especially as being undertaken by government media (i.e., public control over private media outlets);
- 25%: there is a growing trend towards the centralization made by the major private sector players (i.e., buy-out by major players of community media);
- 50%: there is some trend towards centralization of media outlets but it is not that significant (i.e., major players purchasing one or two smaller outlets in a year)
- 75%: there is very little trend towards concentration of media (no significant buy-outs/consolidation of media outlets);
- 100%: there is no trend towards concentration of media.

**Question 5.15.2: “From your observation, how diverse is the media in your country, i.e., are the viewpoints/information sources balanced and sufficiently diverse, as presented in the different media (traditional tri-media:tv/radio/print; community media; online media)?”**

Range from zero to 1. Choose among 0%, 25%, 50%, 75%, and 100%. The scores are dependent on the following characteristics:

- 0%: government viewpoint is the only view that exists in the mass media;
- 25%: government and private sector monopolist viewpoint is the only information that is provided;
- 50%: the dominant viewpoint comes from the government and major private sector media outlets;
- 75%: the dominant viewpoint comes from the government and major private sector media outlets but a significant population utilizes the view of community and online media;
- 100%: there is no dominant viewpoint as the population utilizes the viewpoint coming from different sources, including traditional, community and online media.

###