

KEY INFORMANT'S SCORE SHEET

Foundation for Media Alternatives/ Making All Voices Count Open E-Governance Index Project

Score Sheet
As of January 10, 2017

1. Meshed eGovernment

Dimension		Question	Answer	
1.1.1	Presence of national eGovernment framework/plan	Does your country have a National/ Federal eGovernment Plan/Strategy?	O	O
			Yes (1)	No (0)
1.2.1	Presence of national enterprise architecture framework/plan	In implementing the eGovernment strategy, is government guided by blueprint or a document that “explains how all the information systems, processes, agencies and people in government function as a whole” (i.e., is there a National Enterprise Architecture plan)?	O	O
			Yes (1)	No (0)
1.3.1	Presence of government interoperability framework/plan	In undertaking its eGovernment strategy, is government guided by a set of standards that allows agencies to exchange and make use of digital information (i.e., is there a Government Interoperability Framework -“a set of standards and guidelines that specifies the preferred way that government agency, citizens and partners interact electronically with each other)?	O	O
			Yes (1)	No (0)
1.4.1	Presence of Open Standards Policy	Is government mandating the use of Open Standards (as opposed to Proprietary or Commercially-owned standards) in its eGovernment initiatives? N.B. Open standards 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 control or tied-in with any specific group or vendor.	O	O
			Yes (1)	No (0)
1.5.1	Presence of an Open Data Policy	Is there an open data policy in government which mandates	O	O

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		the release of public information and government data to the public in a regular, accessible, and non-discriminatory manner, to ensure transparency and accountability?	Yes (1)	No (0)
1.5.2		Does the national government publish government data in an electronic, reusable format?	O	O
			Yes (1)	No (0)
1.5.3		Is the government a member of the international Open Government Partnership (OGP)?	O	O
			Yes (1)	No (0)
1.6.1	Presence of Data Privacy/Data Protection policy	Is there a data privacy or data protection policy in place to safeguard citizens' personal information within government via a national strategy/plan, or specific policy instrument?	O	O
			Yes (1)	No (0)
1.7.1	Presence of Information Security/Cybersecurity policy	Is there an information security/ cyber security policy in place to protect the national information infrastructure and critical systems via legislation, national strategy/plan, or specific policy instrument?	O	O
			Yes (1)	No (0)
1.8.1	Presence of eProcurement system/s in government procurement	Is there a functional eProcurement system in place that allows for electronic bidding and/or purchases of goods and services by government agencies online?	O	O
			Yes (1)	No (0)
1.8.2	Presence of ePayment system/s in citizen's transactions with government	Is there a functional ePayment system in place that allows for payment by the general public of goods and services from the government online?	O	O
			Yes (1)	No (0)
1.8.3	Presence of eFiling system/s for official documents	Is there a functional eFiling system in place that allows electronic submissions by the general public of official documents (e.g., income tax returns) or requests to the government online?	O	O
			Yes (1)	No (0)

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1.9.1	Presence of institutional mechanisms and policies to oversee eGovernment plans, policies and programs. ¹	Is there a national or federal government agency that oversees and coordinates the eGovernment strategy/strategies, policies and programs within the bureaucracy?	O	O
			Yes (1)	No (0)
1.9.2	Degree of implementation of existing eGovernment projects ²	What percent of the Cabinet-level national/federal government agencies are implementing eGovernment projects?	Range from zero to 1 ³	
1.9.3	Degree of implementation of eGovernment projects with a clear gender orientation/dimension ⁴	What percent of the Cabinet-level national/federal government agencies are implementing eGovernment projects that specifically address women's issues and concerns?)	Range from zero to 1	
SUB-INDICATOR SCORE⁵				

2. eParticipation Channels

Dimension		Question	Answer	
2.1.1	Use of basic Information and Communications and Technologies (ICTs) for citizen feedback ⁶	Is there a centralized / unified contact/call center service for all citizens' (voice-based) communications with government?	O	O
			Yes (1)	No (0)
2.1.2		What percentage of national/federal government agencies utilize mobile text/short messaging systems/SMS to gather/collect queries/ feedback/suggestions from the public?	Range from zero to 1	

¹ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

² This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

³ The scoring system is as follows: if answer is zero percent, then score is 0; if answer is between 1 to 25 percent, then score is 0.25; If answer is between 26 to 50 percent, then score is 0.50; if answer is between 51 to 75 percent, then score is 0.75; If answer is between 76 to 100 percent, then score is 1.

⁴ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

⁵ The dimensional score for Meshed eGovernment is the mean/average of the scores of 1.1.1, 1.2.1, 1.3.1, 1.4.1, .1.5 (which in turn is the mean of 1.5.1, 1.5.2 and 1.5.3) 1.6.1, 1.7.1, 1.8 (which in turn is the mean of 1.8.1, 1.8.2 and 1.8.3), 1.9.1, 1.9.2 and 1.9.3.

⁶ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

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2.1.3		What percentage of national/federal government agencies make use of major social media platforms (incl. instant messaging/IM) to gather/collect/ queries /feedback/suggestions from the public?	Range from zero to 1
2.2.1	Updated and interactive government websites and social media platforms ⁷	What percentage of national/federal government agency websites are <i>regularly updated</i> (i.e., new content uploaded at least weekly)?	Range from zero to 1
2.2.2		What percentage of national/federal government agency websites are ' <i>interactive</i> ' (i.e., provides an integral level of usability which allows for dynamic interaction between the site and the user)?	Range from zero to 1
2.2.3		What percentage of national/federal government agencies utilize major <i>social media platforms</i> as part of their web strategy, and who engage their users over these platforms regularly and in a timely manner?	Range from zero to 1
2.3.1	Government websites/online channels and platforms accessible for persons with disabilities (PWD) ⁸	What percentage of national/federal government websites comply with international and/or national standards for PWD accessibility i.e., have special channels/features which specifically cater to persons with disabilities?	Range from zero to 1
2.4.1	Use of national language/s in government websites/online channels and platforms ⁹	What percentage of national/federal government websites/social media channels/online channels have content which are in the national language/s (i.e., in local/official languages, particularly those other than English)	Range from zero to 1
2.5.1	Government websites/online channels and platforms with women-specific content/channels ¹⁰	What percentage of national/federal government websites/social media /online platforms have women-specific content/pages/channels?	Range from zero to 1

⁷ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

⁸ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

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2.6.1	ICT-enabled/Online Citizen Engagement: ¹¹ <ul style="list-style-type: none"> • Feedback mechanisms • participatory monitoring and evaluation • Participatory rule-making 	Do national/federal 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/regulations)?	O	O	
			Yes (1)	No (0)	
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)?	O	O	
			Yes (1)	No (0)	
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)	O	O
				Yes (1)	No (0)
SUB-INDICATOR SCORE¹²					

3. Digital Inclusion

Dimension		Question	Answer	
3.1.1	Existence of government policy/ies, plans and strategies to enable reasonable access to affordable internet service for all	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)?	O	O
			Yes (1)	No (0)
3.2.1	Existence of government policy/ies, plans and strategies to promote universal ICT	Does the national/federal government have existing policies/plans/strategies to promote universal ICT Literacy meant	O	O
			Yes (1)	No (0)

¹¹ This shall be supplied by the local research partner and is **restricted only** to Cabinet-level agencies.

¹² The dimensional score for eParticipation Channels is the mean/average of the scores of 2.1 (which in turn is the mean of 2.1.1, 2.1.2, and 2.1.3), 2.2 (which in turn is the mean of 2.2.1, 2.2.2, and 2.2.3), 2.3.1, 2.4.1, 2.5.1 and 2.6 (which in turn is the mean of 2.6.1, 2.6.2 and 2.6.3).

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	literacy	to develop basic ICT knowledge and skills of all citizens?		
3.3.1	Existence of women-specific ICT access policy/ies, plans and strategies	Is there a women-specific <i>access</i> policy/ies, plans and strategies within the national ICT framework?	O	O
			Yes (1)	No (0)
3.4.1	Presence of women-specific ICT literacy policy/ies, plans and strategies	Is there a women-specific ICT <i>literacy</i> policy/ies, plans and strategies within the national ICT framework?	O	O
			Yes (1)	No (0)
3.5.1	Presence of ICT access policy/ies, plans and strategies focused on specific disadvantaged groups	Is there a specific ICT <i>Access</i> policy/ies, plans and strategies focused on specific disadvantaged groups (i.e., persons with disabilities, indigenous peoples, sexual minorities)?	O	O
			Yes (1)	No (0)
3.6.1	Presence of ICT literacy policy/ies, plans and strategies focused on disadvantaged groups	Is there a specific ICT <i>Literacy</i> policy/ies, plans and strategies focused on particular disadvantaged groups (i.e., persons with disabilities, indigenous peoples, sexual minorities)?	O	O
			Yes (1)	No (0)
SUB-INDICATOR¹³				

4. ICT-Empowered Civil Society

Dimension		Question	Answer
4.1.1	Use ICTs for internal organizational use	By your estimation, what percent of major <i>political parties</i> 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
4.1.2		By your estimation, what percent of major <i>civic groups</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for	Range from zero to 1

¹³ The dimensional score Digital Inclusion is the mean/ average of the scores of 3.1.1, 3.2.1, 3.3.1, 3.4.1, 3.5.1 and 3.6.1.

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		internal organizational use (i.e., document processing, accounting systems, databases)?	
4.1.3		By your estimation, what percent of major <i>people's organizations/ community organizations</i> 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
4.1.4		By your estimation, what percent of major <i>civil society organizations/ non-government organizations</i> 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
4.1.5		By your estimation, what percent of major <i>religious/ faith-based organizations</i> 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
4.1.6		By your estimation, what percent of major <i>gender-based organizations</i> 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
4.2.1	Use of ICT for communication and coordination (internal and external)	By your estimation, what percent of major <i>political parties</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1
4.2.2		By your estimation, what percent of major <i>civic groups</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1
4.2.3		By your estimation, what percent of major <i>people's organizations/ community organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1

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4.2.4		By your estimation, what percent of major <i>civil society organizations/ non-government organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1
4.2.5		By your estimation, what percent of major <i>religious/ faith-based organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1
4.2.6		By your estimation, what percent of major <i>gender-based organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	Range from zero to 1
4.3.1	Use ICT for public engagement and action (online and offline).	By your estimation, what percent of major <i>political parties</i> 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
4.3.2		By your estimation, what percent of major <i>civic groups</i> 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
4.3.3		By your estimation, what percent of major <i>people's organizations/ community organizations</i> 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
4.3.4		By your estimation, what percent of major <i>civil society organizations/ non-government organizations</i> 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
4.3.5		By your estimation, what percent of major <i>religious/ faith-based</i>	Range from zero to 1

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		<i>organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	
4.3.6		By your estimation, what percent of major <i>gender-based organizations</i> 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
4.4.1	Use ICTs for online resource-building/ fund-raising.	By your estimation, what percent of major <i>political parties</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	Range from zero to 1
4.4.2		By your estimation, what percent of major <i>civic groups</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	Range from zero to 1
4.4.3		By your estimation, what percent of major <i>people’s organizations/ community organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	Range from zero to 1
4.4.4		By your estimation, what percent of major <i>civil society organizations/ non-government organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	Range from zero to 1
4.4.5		By your estimation, what percent of major <i>religious/ faith-based organizations</i> use ICTs (PCs and laptops, cellular phones, other	Range from zero to 1

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		mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	
4.4.6		By your estimation, what percent of major <i>gender-based organizations</i> use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	Range from zero to 1
SUB-INDICATOR SCORE¹⁴			

5. Enabling and Constraining Environment for Open eGovernance

Dimension		Question	Answer	
5.1.1	Freedom of Information/ Right to Information	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?	O	O
			Yes (1)	No (0)
5.2.1	Freedom of Expression/ Opinion: Media Freedom	Does a national law exist that guarantees a free and independent media, according to universally accepted standards and principles?	O	O
			Yes (1)	No (0)
5.2.2		In your estimation, are the significant media channels (Traditional tri-media—TV, Radio, Print; Community media; Online media) reasonably free to publish content with minimal restrictions and State intervention?	O	O
			Yes (1)	No (0)
5.3.1	Freedom of Expression/ Opinion: Censorship/Prior Restraint	Does a national law exist that functions as a general restriction to citizen’s in their freedoms of opinion and of expression? (e.g., Anti-terror, internal security, cybercrime legislation etc.)	O	O
			Yes (0)	No (1)

¹⁴ The dimensional score ICT-empowered civil society is the mean/average of the scores of 4.1 (the mean of 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6), 4.2 (the mean of 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5, 4.2.6), 4.3 (the mean of 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6), and 4.4 (the mean of 4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.5, 4.4.6) . Each of the sub-dimensional scores is the average of scores across different civil society types.

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5.4.1	Selective Content Regulation: Types of website content that are subject to government limitation or control	Is government limiting or controlling websites which have the following (i.e., yes or no responses only): a) Content with sexual content (e.g., of an “explicit nature”, constituting “public indecency”, “obscenity” etc.)	O	O
			Yes (0)	No (1)
5.4.2		b) Online Gambling	O	O
			Yes (0)	No (1)
5.4.3		c) Content promoting alcoholic beverages and/or prohibited drugs	O	O
			Yes (0)	No (1)
5.4.4		d) Content promoting alternative religious views or beliefs	O	O
			Yes (0)	No (1)
5.4.5		e) Content promoting dissent/ perspectives espousing opposition to the dominant political dispensation	O	O
			Yes (0)	No (1)
5.4.6		f) Content promoting racial prejudice/racism or degrading to other races	O	O
			Yes (0)	No (1)
5.4.7		g) Content promoting alternative/non-traditional life choices i.e., catering to sexual minorities (e.g., LGBTI)	O	O
			Yes (0)	No (1)
5.5.1	Adherence to the principle of “Net Neutrality” (also “network neutrality”)	Does a law/policy exist that ensures 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?	O	O
			Yes (1)	No (0)

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5.6.1	Right to Privacy/Data Protection	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	O	O
			Yes (1)	No (0)
5.7.1	Right against unlawful surveillance	Does a national law/do national laws exist to clearly circumscribe the parameters of legal surveillance (i.e., clearly outlines the circumstances and legal processes where surveillance may be availed of by the State), in accordance with universally accepted standards and principles? (E.g., “Anti-Wiretapping” legislation, provisions in Anti-Terror legislation, limits to internal security legislation, etc.)	O	O
			Yes (1)	No (0)
5.8.1	Freedom of Association/Assembly	Is there a national law that empowers government to restrict freedom of movement, assembly, and/or association? (e.g. National Security/ Internal Security law)	O	O
			Yes (1)	No (0)
5.9.1	Socio-cultural: intellectual property and the public domain	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	
5.10.1	Socio-Cultural: Open Content	Are reports/findings of government-funded research generally made available to the public free of charge	O	O
			Yes (1)	No (0)
5.11.1	Socio-Cultural: Cultural/ Linguistic Development & Diversity - Right to communicate in mother tongue/ Promotion of linguistic diversity	Are there national government plans/policies/programs that guarantee/encourage communication in one's mother tongue?	O	O
			Yes (1)	No (0)

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5.12.1	Cultural development online	Are there national government plans/policies/programs to encourage the sharing of culture and cultural practices over the Internet and other digital/electronic platforms?	O	O
			Yes (1)	No (0)
5.13.1	Presence of e-Commerce policy	If there is a national law (e.g., eCommerce Law or similar legislation) or plan/program that recognizes and enables internet-based economic transactions towards promoting the use of ICTs in business/economic activity?)	O	O
			Yes (1)	No (0)
5.14.1	Effects of private power, especially in telecommunications services	From your observation, is the telecommunication structure in your country conducive to healthy competition which benefits the general public in providing accessible and quality communications services?	Range from zero to 1	
5.15.1	Effects of Private power, especially in media services	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 platforms and outlets (i.e., media consolidation)?	Range from zero to 1	
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	
SUB-INDICATOR SCORE¹⁵				

FINAL SCORE¹⁶

¹⁵ The dimensional score of enabling and constraining environment for open governance is the mean/average of the scores of 5.1, .5.2 (which in turn the mean of 5.2.1 and 5.2.2), 5.3.1, 5.4 (which in turn of 5.4.1, 5.4.2, 5.4.3, 5.4.4, 5.4.5, 5.4.6 and 5.4.7), 5.5.1, 5.6.1, 5.7.1, 5.8.1, 5.9.1, 5.10.1, 5.11.1, 5.12.1, 5.13.1, 5.14.1 and 5.15 (which in turn the mean of 5.15.1 and 5.15.2).

¹⁶ The final score is the mean of scores for the first to fifth dimensions.

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