

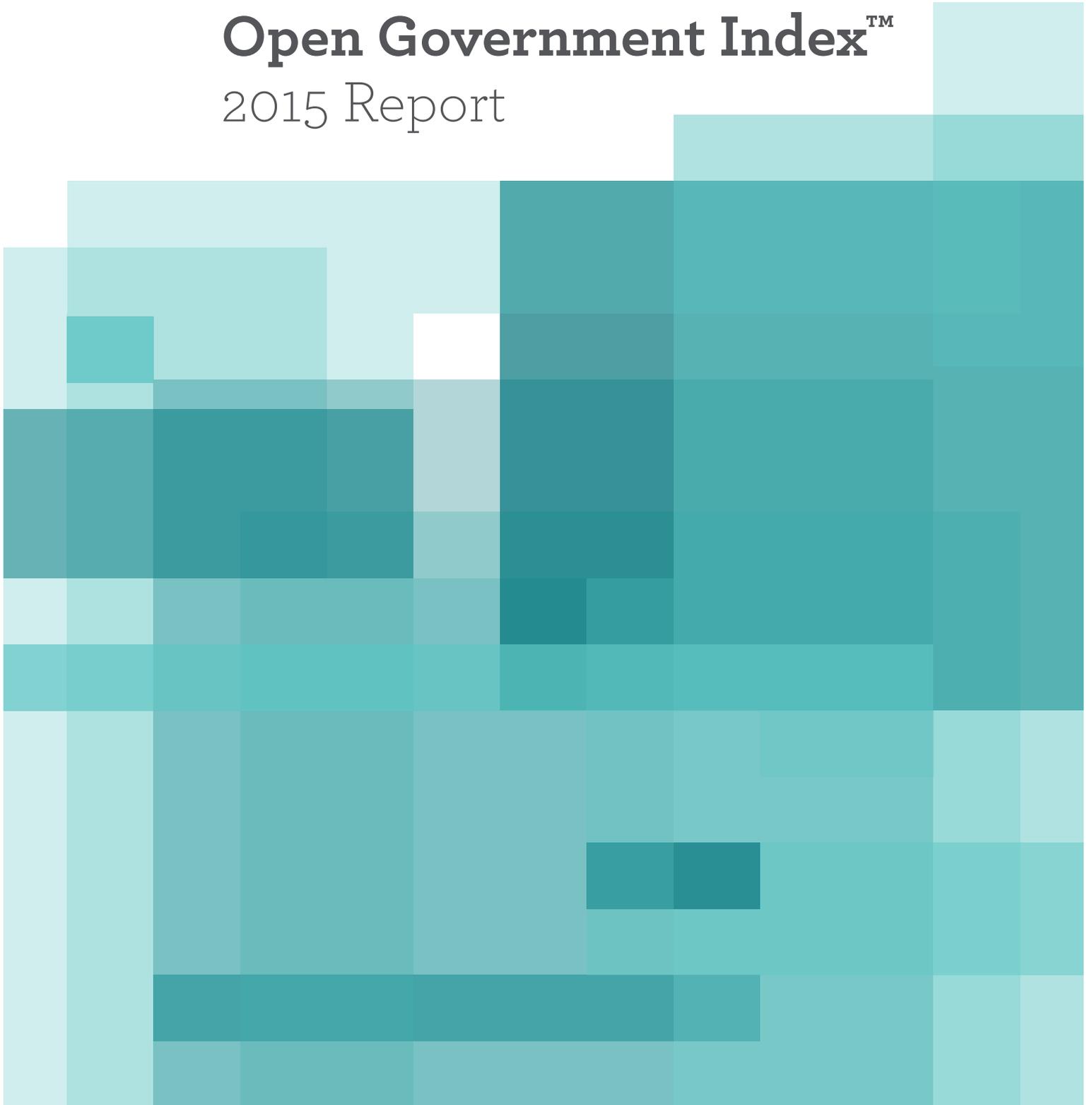


World Justice  
Project

World Justice Project

# Open Government Index™

2015 Report





The *WJP Open Government Index™ 2015* report was prepared by the World Justice Project's research team. The Open Government Index's conceptual framework and methodology were developed by Juan Carlos Botero and Alejandro Ponce. Data collection and analysis for the 2015 report was performed by Juan Carlos Botero, Alyssa Dougherty, Sandra Elena, Amy Gryskiewicz, Matthew Harman, Joel Martinez, Alejandro Ponce, Christine S. Pratt, Kelly Roberts, and Joshua Steele, with the assistance of Mame Adjei, Priya Agarwal-Harding, Mariam Ahmed, Ayzada Bengel, Travis Glynn, Megan Kabre, Laurie Kontopidis, Samantha Liberman, Stephen Lurie, Marion Muller, Karina Pena, Ronen Plechnin, and Alex Randall.

Lead graphic designer for this report was Bryce de Flamand.

Lead website designer was Dan McCarey, with assistance from Bryce de Flamand.

## **THE WORLD JUSTICE PROJECT**

**Board of Directors:** Sheikha Abdulla Al-Misnad, Emil Constantinescu, William C. Hubbard, Suet-Fern Lee, Mondli Makhanya, William H. Neukom, Ellen Gracie Northfleet, James R. Silkenat

**Officers:** William C. Hubbard, *Chairman of the Board*; William H. Neukom, *Founder and CEO*; Deborah Enix-Ross, *Vice President*; Suzanne E. Gilbert, *Vice President*; James R. Silkenat, *Director and Vice President*; Lawrence B. Bailey, *Treasurer*; Gerold W. Libby, *General Counsel and Secretary*

**Executive Director:** Juan Carlos Botero

**Chief Research Officer:** Alejandro Ponce

The *WJP Open Government Index 2015* report was made possible by generous support from the William and Flora Hewlett Foundation as well as the supporters of the work of the World Justice Project listed in this report on pages 53-54

The World Justice Project is grateful to Mark Agrast (American Society of International Law), José M. Alonso (World Wide Web Foundation), Hazel Feigenblatt (Global Integrity), Joseph Foti (Open Government Partnership), Alejandro González-Arriola (Open Government Partnership), Tom Ginsburg (University of Chicago), Martin Gramatikov (HiiL), Brendan Halloran (Transparency and Accountability Initiative), Nathaniel Heller (Open Government Partnership), Vanessa Herringshaw (Transparency and Accountability Initiative), Margaret Levi (Stanford University), Paul Maassen (Open Government Partnership), Toby McIntosh (FreedomInfo.org), Toby Mendel (Centre for Law and Democracy), Robert Nelson (Northwestern University), Alfonsina Peñaloza (Hewlett Foundation), Mor Rubinstein (Open Knowledge Foundation), Michaela Saisana (European Commission), Andrea Saltelli (European Commission), and Moisés Sánchez (Alianza Regional por la Libertad de Expresión) for providing comments and suggestions on the draft report.

Copyright 2015 by the World Justice Project. The WJP Open Government Index and the World Justice Project Open Government Index are trademarks of the World Justice Project. All Rights Reserved. Requests to reproduce this document should be sent to Alejandro Ponce, World Justice Project, 1025 Vermont Avenue, N.W., Suite 1200, Washington, D.C. 20005 U.S.A.

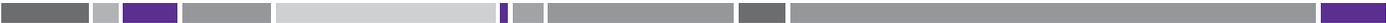
**E-mail:** [aponce@worldjusticeproject.org](mailto:aponce@worldjusticeproject.org)

**ISBN (print version):** 978-0-9882846-7-8 **ISBN (online version):** 978-0-9882846-8-5

# Table of Contents

<b>Executive Summary</b>	<b>4</b>
Open Government Around the World: Scores and Rankings	5
Country Specific Data and Online Tools	6
Global Insights	7
<b>WJP Open Government Index</b>	<b>8</b>
Defining Open Government	9
Measuring Open Government	11
Features of the WJP Open Government Index	12
Using the WJP Open Government Index	13
<b>Scores &amp; Rankings</b>	<b>14</b>
Open Government Around the World	15
Open Government by Region	16
Open Government by Income Group	17
The Four Dimensions of the Open Government Index	18
Publicized Laws and Government Data	19
Right to Information	20
Civic Participation	21
Complaint Mechanisms	22
<b>Enabling Environment</b>	<b>23</b>
Freedom of Opinion and Expression	24
Freedom of Assembly and Association	25
<b>Global Insights</b>	<b>26</b>
The Open Government Partnership	27
Open Government and Respondents' Socio-Economic Status	28
Open Government and Gender	29
Economic Development and Open Government	30
Open Government and Impunity	31
The State of Published Government Information	32
The Right to Information in Law and Practice	33
The Global Status of Requesting Government Information	34
Who looks for information or requests information from the government?	35
<b>Online Tools and Country Profiles</b>	<b>37</b>
Country Profiles	38
<b>Methodology</b>	<b>39</b>
City Coverage and Polling Methodology	42
Variables Used to Construct the Open Government Index	45
<b>Acknowledgments</b>	<b>50</b>
<b>About the World Justice Project</b>	<b>51</b>

# Executive Summary



An open government – conventionally understood as a government that that shares information, empowers people with tools to hold the government accountable, and fosters citizen participation in public policy deliberations – is a necessary component of a system of government founded on the rule of law.

The World Justice Project (WJP) joins previous efforts to produce reliable data on open government through the *WJP Open Government Index™ 2015*, a report that measures government openness in practice based on the experiences and perceptions of the general public and in-country experts worldwide. We hope this biennial publication, anchored in actual experiences, will enhance efforts to evaluate the extent to which countries provide official information to their citizens, encourage community involvement, and improve government responsiveness.

The *WJP Open Government Index 2015* provides scores and rankings on four dimensions of government openness: (1) publicized laws and government data, (2) right to information, (3) civic participation, and (4) complaint mechanisms. These dimensions are intended to reflect how people experience varying degrees of openness in their daily interaction with government officials.

The first dimension relates to the accessibility of laws and government information without the need for citizen action. The second dimension requires citizens to take a further step by actively approaching the government for information. The third dimension requires yet one additional step –citizens requesting governmental action,

voicing concerns, or proposing solutions to problems that affect them. Finally, the fourth dimension constitutes a minimum condition necessary to ensure that citizens have an effective remedy to protect their legal rights.

The scores and rankings for the *WJP Open Government Index 2015* are derived from more than 100,000 household surveys and a subset of in-country expert questionnaires collected for the WJP Rule of Law Index™, and cover 102 countries and jurisdictions. In contrast to efforts that focus on laws on the books, the *WJP Open Government Index 2015* highlights the perspectives of ordinary people as they interact with their governments, introducing a new element to discussions on open government. This feature makes the Index a particularly useful tool for informing policy debates both within and across countries.

# Open Government Around the World: Scores and Rankings

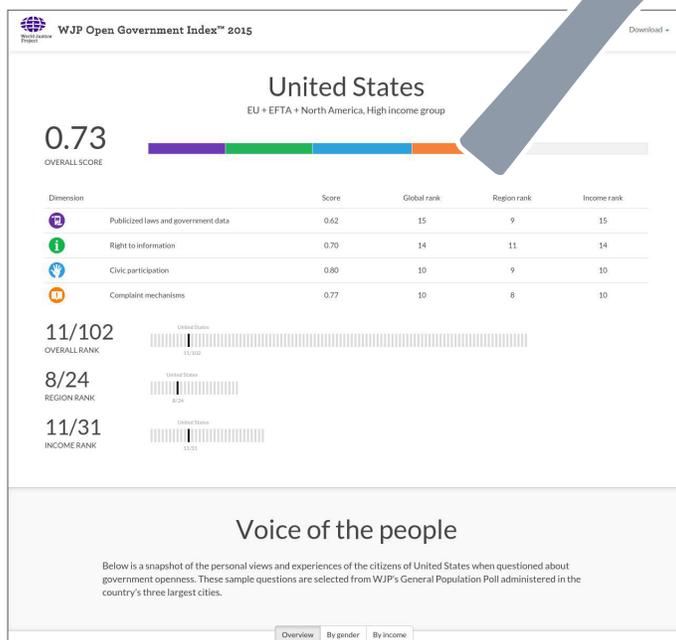
The table below presents the scores and rankings of the *WJP Open Government Index 2015*. Scores range from 0 to 1 (with 1 indicating greatest openness.) Scoring is based on answers drawn from a representative sample of 1,000 respondents in the three largest cities per country and a set of in-country practitioners and academics. The 78 questions used to compute data mapping and open government weights can be found on page 47 of this report.

Country	Score	Global Ranking	Country	Score	Global Ranking	Country	Score	Global Ranking
Sweden	0.81	1	Greece	0.57	36	Liberia	0.48	71
New Zealand	0.81	2	India	0.57	37	Zambia	0.48	72
Norway	0.81	3	Brazil	0.56	38	Bangladesh	0.47	73
Denmark	0.78	4	Colombia	0.56	39	Madagascar	0.47	74
Netherlands	0.76	5	Nepal	0.56	40	Mongolia	0.46	75
Finland	0.76	6	Ghana	0.56	41	Jordan	0.46	76
Canada	0.75	7	Mexico	0.56	42	Nigeria	0.46	77
United Kingdom	0.74	8	Ukraine	0.56	43	Belarus	0.46	78
Australia	0.74	9	Argentina	0.56	44	Kenya	0.46	79
Republic of Korea	0.73	10	Panama	0.55	45	Bolivia	0.45	80
United States	0.73	11	Moldova	0.55	46	Lebanon	0.45	81
Japan	0.72	12	Peru	0.55	47	Turkey	0.45	82
Austria	0.72	13	Belize	0.55	48	Pakistan	0.45	83
Estonia	0.72	14	Bulgaria	0.54	49	Nicaragua	0.44	84
Germany	0.72	15	Philippines	0.54	50	Kazakhstan	0.44	85
Belgium	0.70	16	Romania	0.53	51	Vietnam	0.43	86
France	0.69	17	Sri Lanka	0.53	52	China	0.43	87
Chile	0.68	18	Dominican Republic	0.52	53	Malaysia	0.43	88
Costa Rica	0.68	19	Albania	0.52	54	Afghanistan	0.43	89
Poland	0.67	20	Senegal	0.52	55	Burkina Faso	0.43	90
Uruguay	0.65	21	Hungary	0.51	56	Egypt	0.42	91
Czech Republic	0.64	22	Jamaica	0.51	57	Uganda	0.41	92
Portugal	0.64	23	El Salvador	0.51	58	Cote d'Ivoire	0.40	93
Hong Kong SAR, China	0.63	24	Tunisia	0.51	59	Ethiopia	0.39	94
Singapore	0.63	25	Morocco	0.51	60	Cameroon	0.39	95
Spain	0.62	26	Serbia	0.51	61	Sierra Leone	0.39	96
South Africa	0.62	27	Tanzania	0.51	62	Venezuela	0.38	97
Italy	0.61	28	Ecuador	0.51	63	Cambodia	0.36	98
Georgia	0.61	29	Kyrgyzstan	0.50	64	Iran	0.35	99
Slovenia	0.60	30	Malawi	0.50	65	Myanmar	0.32	100
Bosnia and Herzegovina	0.59	31	Honduras	0.49	66	Uzbekistan	0.32	101
Indonesia	0.58	32	Russia	0.49	67	Zimbabwe	0.32	102
Croatia	0.58	33	Thailand	0.49	68			
Macedonia, FYR	0.57	34	United Arab Emirates	0.48	69			
Botswana	0.57	35	Guatemala	0.48	70			

# Country Specific Data and Online Tools

In addition to this written report, an interactive online platform for country-specific WJP Open Government Index data is available at: [data.worldjusticeproject.org/.opengov](http://data.worldjusticeproject.org/.opengov).

The interactive data site invites viewers to browse each of the 102 country profiles, explore country scores for the four dimensions of open government, and discover perspectives from around the world drawn from household survey results. The site features the Index's entire dataset, as well as global, regional, and income group rankings. Users can explore selected survey questions and responses by country, including gender and income breakdowns.



Discover each country's open government scores on four criteria: publicized laws and government data, right to information, civic participation, and complaint mechanisms.

# Global Insights

## Awareness

Worldwide, less than half (40%) of survey respondents know of any laws supporting their right to access government-held information.

## Open Government and Respondents' Socio-Economic Status

In 80% of countries low-income respondents are less aware of their right to information. In 68% of countries low-income respondents are less likely to request information from the government. In 58% of countries low-income respondents are less likely to attend a local community meeting, and in 66% of countries low-income respondents are less likely to file an official complaint against the government (see page 28).

## Open Government and Gender

In 76% of countries women are as likely as men to request information from a government agency. In 64% of countries women are as likely as men to attend a community meeting, and in 86% of countries women are as likely as men to file an official complaint about the quality of a public service. However, in half of all countries surveyed, women tend to be less aware than men of laws supporting their right to access government-held information (see page 29).

## The Open Government Partnership

For all levels of economic development, countries that participate in the Open Government Partnership attain higher *WJP Open Government Index 2015* scores than non-member countries (see page 27).

## Open Government and Economic Development

While, in general, high-income countries attain higher *WJP Open Government Index 2015* scores, in developing countries there is no relationship between GDP per capita and open government. This suggests that the level of government openness is not necessarily driven by economic resources (see page 30).

## The Right to Information in Law and Practice

There is no relationship between the presence of right to information laws and how successfully these laws will actually work in practice, as measured by the *WJP Open Government Index 2015* (see page 33).

## Open Government and Impunity

In countries that attain higher *WJP Open Government Index 2015* scores, people generally perceive that officials are more likely to be punished for official misconduct; in developing countries this relationship disappears (see page 31).

## Who looks for information from the government?

Worldwide, people who are more educated, wealthier, and male are more likely to request and seek out government information than those who are less educated, poor, and female (see page 35).

## The Global Status of Requesting

Worldwide, 11% of respondents requested information from the government. Out of these respondents, 40% were most likely to request information about themselves. Of those who requested information from the government, 72% reported receiving it—and of those, 32% were unsatisfied with the process. Worldwide, 13% had to pay a bribe to obtain the information (see page 34).

# WJP Open Government Index™



The World Justice Project (WJP) is an independent, multi-disciplinary organization working to advance the rule of law around the world. The rule of law is the foundation for communities of peace, opportunity, and equity – underpinning accountable government, respect for fundamental rights, and development.

An open government – conventionally understood as a government that is transparent, accessible, responsive, and participatory – is a necessary component of a system of government founded on the rule of law. An open government provides access to information, empowers people with tools to hold the government accountable, and fosters citizen participation in public policy deliberations. Openness helps improve public service delivery, enhances government legitimacy amongst the population, and encourages citizens to collaborate with their government and monitor its performance.

Recently governments around the world have taken steps to become more transparent, responsive, and participatory. It is therefore critical to enhance efforts to measure and evaluate how countries provide government data to their citizens, encourage community involvement, and investigate citizen complaints. In response to this need, the World Justice Project joins previous endeavors to produce reliable open government indicators with the WJP Open Government Index™ – a measure of the openness of government in 102 countries based on the experiences and perceptions of ordinary citizens.

The WJP Open Government Index provides scores and rankings on four dimensions of government openness: publicized laws and government data, right to information, civic participation, and complaint mechanisms. These scores and rankings are based on answers drawn from general population and expert surveys collected for the WJP Rule of Law Index.

The *WJP Open Government Index 2015* is the product of two years of development, consultation, and vetting with policy makers, civil society groups, and academics from several countries. This report is intended for a broad audience of professionals involved in open government as well as the general public. It is the hope of the WJP that over time this diagnostic tool, based on empirically grounded information, will help identify strengths and weaknesses in each country under review and will encourage policy choices that enhance openness, promote effective public oversight, and increase collaboration amongst public and private sectors.

# Defining Open Government

There are many nuanced definitions of open government, none of which is universally agreed upon. This report approaches the challenge of defining open government by identifying a set of concepts that are commonly accepted by stakeholders working in this field. This report defines open government as a government that shares information, empowers people with tools to hold the government accountable, and fosters citizen participation in public policy deliberations. The WJP Open Government Index seeks to embody these outcomes within a simple and coherent framework to measure the extent to which countries attain these outcomes *in practice* by means of performance indicators.

The WJP Open Government Index is organized around four dimensions:

1. Publicized laws and government data
2. Right to information
3. Civic participation
4. Complaint mechanisms

Each of these dimensions is disaggregated into several components that capture different aspects of each concept. These four dimensions are described in detail below, and a full list of variables measured in each dimension is provided in the Methodology section at the end of the report.

**Publicized laws and government data.** The first dimension of the WJP Open Government Index measures whether basic laws and information on legal rights are publicly available, presented in plain language, and are made accessible in all languages used by significant segments of the population. This dimension also measures the quality and accessibility of information published by the government in print or online (i.e. active transparency), and whether administrative regulations, drafts of legislation, administrative decisions, and high court decisions are made accessible to the public in a timely manner.

**Right to information.** The second dimension measures whether requests for information held by a government agency are granted (assuming the information is a public record<sup>1</sup>). It also measures whether these requests are granted within a reasonable time period, if the information provided is pertinent and complete, and if requests for information are granted at a reasonable cost and without having to pay a bribe. This dimension also measures whether people are aware of their right to information, and whether relevant records – such as budget figures of government officials, ombudsman reports, and information relative to community projects – are accessible to the public upon request.

**Civic participation.** The third dimension measures the effectiveness of civic participation mechanisms, including the protection of the freedoms of opinion and expression, and assembly and association, and the right to petition the government. It also measures whether people can voice concerns to various government officers and members of the legislature, and whether government officials provide sufficient information and notice about decisions affecting the community, including opportunities for citizen feedback.

**Complaint mechanisms.** The fourth dimension measures whether people are able to bring specific complaints to

---

<sup>1</sup> The government provides up-to-date and accurate information to the public and the media, subject to narrow and well justified exceptions defined by law.

the government about the provision of public services or the performance of government officers in carrying out their legal duties in practice, and how government officials respond to such complaints. It also measures whether people can challenge government decisions before another government agency or a judge.

Clear, stable, and publicized laws allow the public to know what the law is and what conduct is permitted and prohibited. Access to information provides citizens with knowledge. Based on that knowledge, citizens can assert other rights, address public issues, scrutinize the government, and demand accountability. Public participation and the possibility to complain provide citizens with a voice in operations and decision-making processes that may impact their lives.

The grouping of these concepts into the four dimensions of the WJP Open Government Index mainly reflects how people experience the openness of government in their daily interaction with authorities. The first dimension relates to the accessibility of laws and government information without the need for citizen action. The second dimension requires citizens take a further step by actively approaching the government for information. The third dimension requires yet one additional step - citizens are not just requesting information, but rather are, either individually or collectively, requesting governmental action, voicing concerns, or proposing solutions to problems that affect them. Finally, the fourth dimension constitutes a minimum condition necessary to ensure that citizens have an effective remedy to protect their legal rights.

All together, these four dimensions reflect a new understanding amongst governments and people of public affairs that has emerged in the past few years. As it is stated in the Open Government Declaration of the Open Government Partnership (OGP), “People all around the world are demanding more openness in government. They are calling for greater civic participation in public affairs, and seeking ways to make their governments more transparent, responsive, accountable, and effective.”

The four dimensions of the WJP Open Government Index are closely linked to the principles of transparency, citizen participation, and accountability portrayed in the Open Government Declaration of the Open Government Partnership. The first two dimensions, for example, relate to the concepts of transparency and access to information. The third dimension encompasses the idea that citizens are not only recipients of service delivery, but they also are active subjects in the design, implementation, and

“People all around the world are demanding more openness in government. They are calling for greater civic participation in public affairs, and seeking ways to make their governments more transparent, responsive, accountable, and effective.”

*Open Government Declaration of the Open Government Partnership (OGP)*

---

evaluation of public policy. The fourth dimension relates to government accountability and evaluates whether citizens are able to bring complaints to the government and receive responses about the provision of public services or about the performance of government officers in carrying out their legal duties. Effective complaint mechanisms signal that, at least at a basic level, the government responds to its citizens and is keen to be held accountable for its actions.

Our definition of open government includes the idea of governments empowering people with tools to hold governments accountable, but not whether governments are actually held accountable in practice, either through criminal sanctions for misconduct, or through political accountability derived from the system of checks and balances on the government’s power. These two dimensions of government accountability relate to a broader notion of adherence to the rule of law, which are comprehensively measured in Factor 1: Constraints on Government Powers and Factor 2: Absence of Corruption of the WJP Rule of Law Index. Although not a part of the Open Government Index, the report features the scores for sanctions for official misconduct on page 14 of the Rule of Law Index.

Finally, the current version of the WJP Open Government Index does not capture whether government officers assume responsibility for their lawful but ineffective actions and decisions—for instance, when high-ranking government officers voluntarily resign upon failure to deliver results, even in the absence of corruption or official misconduct on their part. We anticipate that this aspect of accountability will be included in the next edition of the WJP Open Government Index report.

# Measuring Open Government

The conceptual framework, consisting of the four dimensions, provides the basis for developing the indicators that measure open government.

These indicators, and their subsequent scores and rankings, were constructed using the methodology of the WJP Rule of Law Index, a product of six years of piloting, testing, and vetting at universities and research institutions around the world. The indicators draw from two data sources collected by the World Justice Project in each country for the WJP Rule of Law Index: (1) a general population poll (GPP), conducted by leading local polling companies, using a representative sample of 1,000 respondents in the three largest cities per country; and (2) a qualified respondents' questionnaire (QRQ) consisting of close-ended questions completed by in-country practitioners and academics with expertise in civil and commercial law, criminal justice, labor law, and public health.

Taken together, these two data sources provide up-to-date, firsthand information from a large number of people on their experiences with and perceptions of the openness of the government. These data are processed, normalized on a 0-1 scale, and aggregated from the variable level all the way up to the dimension level for each country, and then to an overall score and ranking using the data map and weights reported in the methodology section of this report. Finally, these scores are validated and cross-checked against qualitative and quantitative third-party sources to identify possible mistakes or inconsistencies within the data.

The *WJP Open Government Index 2015* covers a total of 102 countries and jurisdictions that account for more than 90 percent of the world's population. With the exception of general population data for the countries indexed in 2013, which were gathered during the fall of 2013, the country scores and rankings presented in this report are based on data collected and analyzed during the third quarter of 2014. A detailed description of the process by which data is collected and the rule of law is measured is provided in the Methodology section of this report.

The scores and rankings have been organized into 102 country profiles, which are available at [data.worldjusticeproject.org/opengov](http://data.worldjusticeproject.org/opengov). Each of these profiles

displays (1) the country's overall open government score and ranking; (2) the score of each of the four dimensions of open government as well as the global, regional, and income group rankings; (3) the responses to selected individual questions; and (4) gender and income breakdowns for these questions.

## The WJP Open Government Index and the "Open Government" factor of the WJP Rule of Law Index

Since the creation of the WJP Rule of Law Index, the concept of open government has been included and measured as one of the nine factors of the Rule of Law Index: "Factor 3: Open Government". The WJP Open Government Index builds on the conceptual categories, measurement approach, and data used by the Rule of Law Index, but goes beyond it by broadening the definition of open government and adding new survey questions for better measurement.

The most notable changes from the measurements of open government in the Rule of Law Index are as follows. First, the "Publicized laws and government data" category is an expansion of the category previously named "The laws are publicized and stable". For this report, the concept's definition has been broadened to include new information on the quality and accessibility of information published by the government in print or online. Second, the "Right to information" category, which was previously named "Official information is available on request", has been expanded and now includes new survey questions on whether requests for government information are granted within a reasonable time period, whether the information provided is pertinent and complete, and whether requests for information are granted at a reasonable cost and without having to pay a bribe. Third, the "Civic participation" category, previously named "Right to petition the government and public participation", has been broadened, and now includes survey questions on the freedom of opinion and expression, and the freedom of assembly and association. Fourth, the category "Complaint mechanisms" is introduced in this report and measures whether people are able to bring specific complaints to the government about the provision of public services or the performance of government officials. The category "The laws are stable", which was included as part of the open government factor in the Rule of Law Index, has been removed.

For these reasons, the scores and rankings provided in this report are not comparable to the previous "Open Government" scores and rankings presented in the Rule of Law Index. The new updated open government framework and measurement will take the place of the previous "Factor 3: Open Government" indicators in the forthcoming WJP Rule of Law Index 2015 report.

# Features of the WJP Open Government Index

The WJP Open Government Index includes several features that set it apart from other indices to make it useful for a large number of countries:

- **Open government in practice:** This Index measures the openness of government by looking at the experiences and perceptions of the general public as well as in-country lawyers and public health practitioners, in contrast to efforts that focus on laws on the books or on the implementation of certain laws.
- **Comprehensive/multi-dimensional:** While other indices cover particular aspects of open government, such as access to information, they do not provide a full picture. The WJP Open Government Index is the only global instrument that looks at open government comprehensively.
- **Perspective of the ordinary people:** At the core of the WJP Open Government Index is the measurement of government openness from the perspective of the ordinary individual. It examines practical, everyday situations, such as whether people can receive public information when they request it, and whether people can raise their voice and participate in decision-making processes.
- **New data anchored in actual experiences:** The WJP Open Government Index is the only comprehensive set of indicators on open government that is based solely on primary data. The Index's scores are built from the assessments of local residents (1,000 respondents per country) and local experts, which ensure the findings reflect the conditions experienced by the population, including marginalized sectors of society.
- **Culturally competent:** The WJP Open Government Index has been designed to be applied in countries with vastly differing social, cultural, economic, and political systems.
- **Active and passive transparency:** In contrast to other reports, the WJP Open Government Index measures the active provision of information by the government as well as responses to information requests. It includes questions related to the accessibility, reliability, quality, quantity and format of the information, as well as questions about the awareness of access to information laws and the experience of those who submitted access to information requests.

# Using the WJP Open Government Index

The WJP Open Government Index has been designed to offer a reliable and independent data source for policymakers, businesses, scholars, non-governmental organizations, and other constituencies to assess the openness of government as perceived and experienced by the average person.

The Index identifies country strengths and weaknesses in comparison to similarly situated countries and has been designed to track changes over time. This Index includes several features that set it apart from other indices to make it valuable for a large number of countries, thus, providing a powerful resource to inform policy debates both within and across countries. However, the Index's findings must be interpreted in light of certain inherent limitations.

1. The WJP Open Government Index does not identify priorities for reform and is not intended to establish causation or to ascertain the complex relationship among different dimensions of open government in various countries.
2. The Index's rankings and scores are the product of a rigorous data collection and aggregation methodology. Nonetheless, as with all measures, they are subject to measurement error.
3. Indices and indicators are subject to potential abuse and misinterpretation. Once released to the public, they can take on a life of their own and be used for purposes unanticipated by their creators. If data is taken out of context, it can lead to unintended or erroneous policy decisions.
4. The Index is generally intended to be used in combination with other instruments, both quantitative and qualitative. Just as in the areas of health or economics, no single index conveys a full picture of a country's situation. Policymaking in the area of rule of law requires careful consideration of all relevant dimensions - which may vary from country to country - and a combination of sources, instruments, and methods.
5. Currently, the Econometrics and Applied Statistics Unit of the European Commission's Joint Research Centre is conducting a sensitivity analysis to calculate confidence intervals for the aggregated scores included in the *WJP Open Government Index 2015*.

A final caveat on measurement of open government: from a purely legalistic point of view, the four dimensions of the WJP Open Government Index are incorporated into the legal regimes of countries in a variety of ways. In many countries these principles are recognized in the constitutions as protected rights (e.g., right to information or right to petition), and implemented through statutes such as the freedom of information laws that have been adopted in a large number of countries. However, a detailed review of the relevant provisions of the constitutions and laws of multiple jurisdictions showed that the interactions between people and governments measured by the WJP Open Government Index are not regulated in the same way across countries. For instance, in some countries the government's duty to publicize laws is an expression of the right to information, while in others the constitutional right to information is more narrowly constructed to include only active information requests. Similarly, the right to petition in many countries (particularly in civil law jurisdictions) is but the operational mechanism to exercise the right to information, while in other countries the right to petition relates to the notion of enforcement of rights; i.e., petitioning the government for redress. The main implication of this finding is that measuring open government across countries needs to go beyond a simple comparison of laws and regulations.

Rather than attempting to compare specific legal provisions across countries, we have adopted here a different approach. We measure the extent to which these laws and regulations are actually implemented in practice, through a variety of situations of interaction between people and governments that are common across all jurisdictions. Instead of measuring what the law says, we measure how these laws are experienced by ordinary people interacting with their governments around the world.

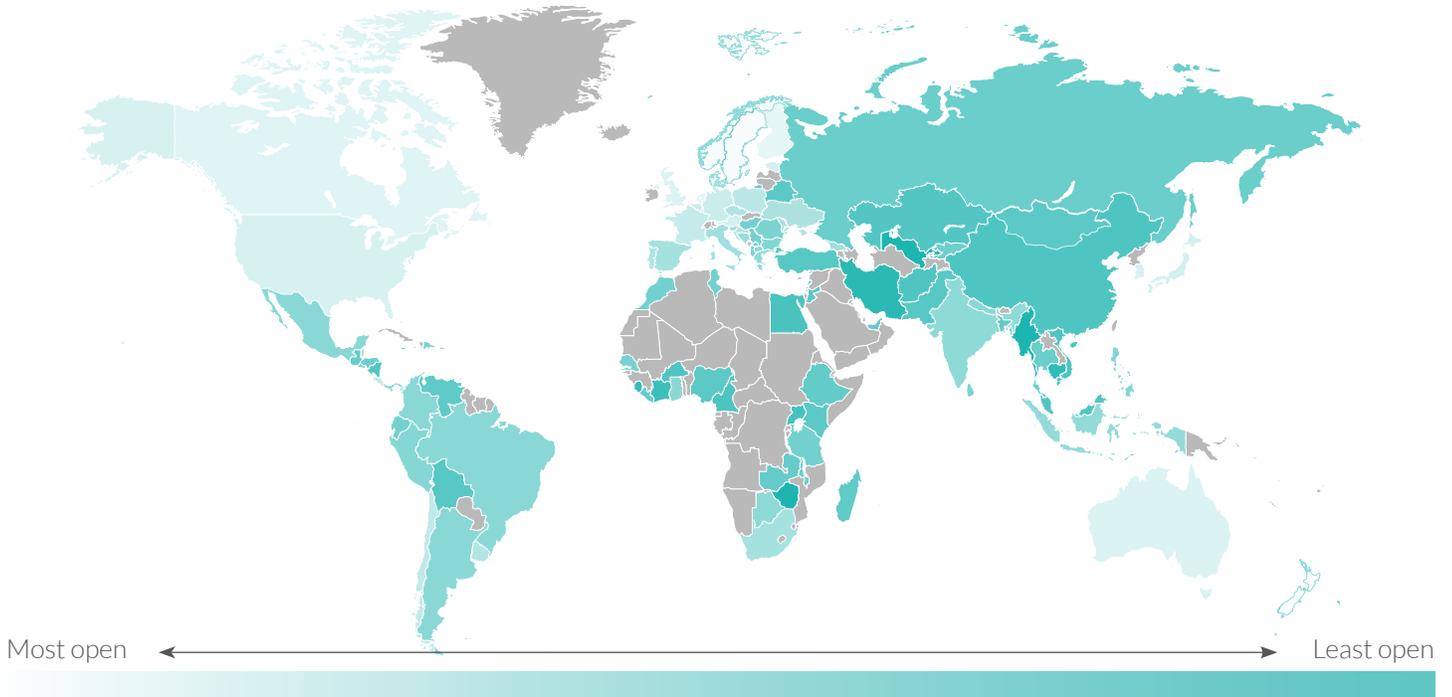
# Scores & Rankings



This section presents global scores and ranks for each of the four dimensions of the 102 countries included in the Open Government Index™. Visit the WJP Open Government Index webpage, [data.worldjusticeproject.org/opensgov](https://data.worldjusticeproject.org/opensgov), for more information.

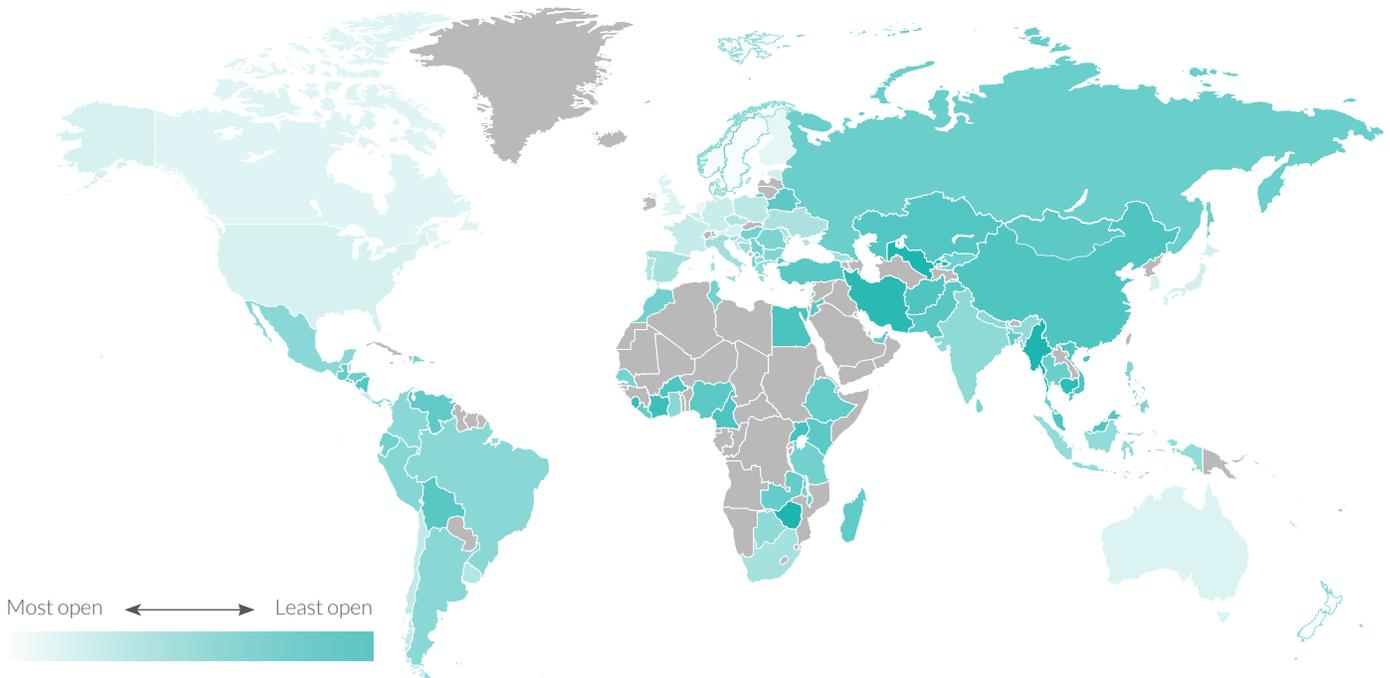
# Open Government Around the World

The WJP Open Government Index rankings are organized around four dimensions of government openness: publicized laws and government data, right to information, civic participation, and complaint mechanisms. Scores range between 0 and 1, with 1 indicating greatest openness. Scoring is based on answers drawn from general population and expert surveys collected for the WJP Rule of Law Index.



Country	Score	Global Ranking	Country	Score	Global Ranking	Country	Score	Global Ranking
Sweden	0.81	1	Botswana	0.57	35	United Arab Emirates	0.48	69
New Zealand	0.81	2	Greece	0.57	36	Guatemala	0.48	70
Norway	0.81	3	India	0.57	37	Liberia	0.48	71
Denmark	0.78	4	Brazil	0.56	38	Zambia	0.48	72
Netherlands	0.76	5	Colombia	0.56	39	Bangladesh	0.47	73
Finland	0.76	6	Nepal	0.56	40	Madagascar	0.47	74
Canada	0.75	7	Ghana	0.56	41	Mongolia	0.46	75
United Kingdom	0.74	8	Mexico	0.56	42	Jordan	0.46	76
Australia	0.74	9	Ukraine	0.56	43	Nigeria	0.46	77
Republic of Korea	0.73	10	Argentina	0.56	44	Belarus	0.46	78
United States	0.73	11	Panama	0.55	45	Kenya	0.46	79
Japan	0.72	12	Moldova	0.55	46	Bolivia	0.45	80
Austria	0.72	13	Peru	0.55	47	Lebanon	0.45	81
Estonia	0.72	14	Belize	0.55	48	Turkey	0.45	82
Germany	0.72	15	Bulgaria	0.54	49	Pakistan	0.45	83
Belgium	0.70	16	Philippines	0.54	50	Nicaragua	0.44	84
France	0.69	17	Romania	0.53	51	Kazakhstan	0.44	85
Chile	0.68	18	Sri Lanka	0.53	52	Vietnam	0.43	86
Costa Rica	0.68	19	Dominican Republic	0.52	53	China	0.43	87
Poland	0.67	20	Albania	0.52	54	Malaysia	0.43	88
Uruguay	0.65	21	Senegal	0.52	55	Afghanistan	0.43	89
Czech Republic	0.64	22	Hungary	0.51	56	Burkina Faso	0.43	90
Portugal	0.64	23	Jamaica	0.51	57	Egypt	0.42	91
Hong Kong SAR, China	0.63	24	El Salvador	0.51	58	Uganda	0.41	92
Singapore	0.63	25	Tunisia	0.51	59	Cote d'Ivoire	0.40	93
Spain	0.62	26	Morocco	0.51	60	Ethiopia	0.39	94
South Africa	0.62	27	Serbia	0.51	61	Cameroon	0.39	95
Italy	0.61	28	Tanzania	0.51	62	Sierra Leone	0.39	96
Georgia	0.61	29	Ecuador	0.51	63	Venezuela	0.38	97
Slovenia	0.60	30	Kyrgyzstan	0.50	64	Cambodia	0.36	98
Bosnia and Herzegovina	0.59	31	Malawi	0.50	65	Iran	0.35	99
Indonesia	0.58	32	Honduras	0.49	66	Myanmar	0.32	100
Croatia	0.58	33	Russia	0.49	67	Uzbekistan	0.32	101
Macedonia, FYR	0.57	34	Thailand	0.49	68	Zimbabwe	0.32	102

# Open Government by Region



Most open ← → Least open

## LATIN AMERICAN & CARIBBEAN

Country	Score	Global Ranking
Chile	0.68	18
Costa Rica	0.68	19
Uruguay	0.65	21
Brazil	0.56	38
Colombia	0.56	39
Mexico	0.56	42
Argentina	0.56	44
Panama	0.55	45
Peru	0.55	47
Belize	0.55	48
Dominican Republic	0.52	53
Jamaica	0.51	57
El Salvador	0.51	58
Ecuador	0.51	63
Honduras	0.49	66
Guatemala	0.48	70
Bolivia	0.45	80
Nicaragua	0.44	84
Venezuela	0.38	97

## EUROPEAN UNION, EUROPEAN FREE TRADE ASSOCIATION & NORTH AMERICA

Country	Score	Global Ranking
Sweden	0.81	1
Norway	0.81	3
Denmark	0.78	4
Netherlands	0.76	5
Finland	0.76	6
Canada	0.75	7
United Kingdom	0.74	8
United States	0.73	11
Austria	0.72	13
Estonia	0.72	14
Germany	0.72	15
Belgium	0.70	16
France	0.69	17
Poland	0.67	20
Czech Republic	0.64	22
Portugal	0.64	23
Spain	0.62	26
Italy	0.61	28
Slovenia	0.60	30
Croatia	0.58	33
Greece	0.57	36
Bulgaria	0.54	49
Romania	0.53	51
Hungary	0.51	56

## SUB-SAHARAN AFRICA

Country	Score	Global Ranking
South Africa	0.62	27
Botswana	0.57	35
Ghana	0.56	41
Senegal	0.52	55
Tanzania	0.51	62
Malawi	0.50	65
Liberia	0.48	71
Zambia	0.48	72
Madagascar	0.47	74
Nigeria	0.46	77
Kenya	0.46	79
Burkina Faso	0.43	90
Uganda	0.41	92
Cote d'Ivoire	0.40	93
Ethiopia	0.39	94
Cameroon	0.39	95
Sierra Leone	0.39	96
Zimbabwe	0.32	102

## EAST ASIA & PACIFIC

Country	Score	Global Ranking
New Zealand	0.81	2
Australia	0.74	9
Republic of Korea	0.73	10
Japan	0.72	12
Hong Kong SAR, China	0.63	24
Singapore	0.63	25
Indonesia	0.58	32
Philippines	0.54	50
Thailand	0.49	68
Mongolia	0.46	75
Vietnam	0.43	86
China	0.43	87
Malaysia	0.43	88
Cambodia	0.36	98
Myanmar	0.32	100

## EASTERN EUROPE & CENTRAL ASIA

Country	Score	Global Ranking
Georgia	0.61	29
Bosnia and Herzegovina	0.59	31
Macedonia, FYR	0.57	34
Ukraine	0.56	43
Moldova	0.55	46
Albania	0.52	54
Serbia	0.51	61
Kyrgyzstan	0.50	64
Russia	0.49	67
Belarus	0.46	78
Turkey	0.45	82
Kazakhstan	0.44	85
Uzbekistan	0.32	101

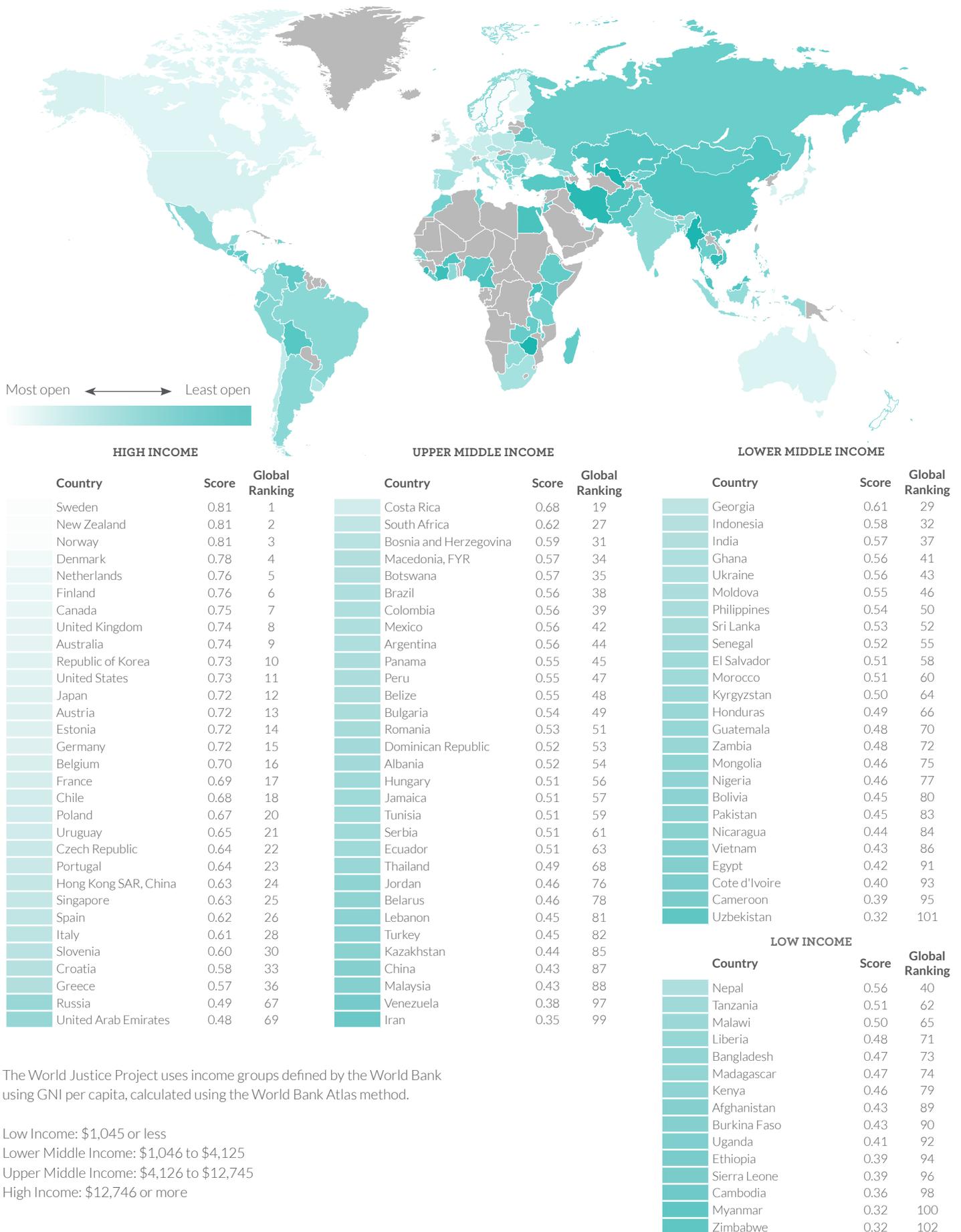
## MIDDLE EAST & NORTH AFRICA

Country	Score	Global Ranking
Tunisia	0.51	59
Morocco	0.51	60
United Arab Emirates	0.48	69
Jordan	0.46	76
Lebanon	0.45	81
Egypt	0.42	91
Iran	0.35	99

## SOUTH ASIA

Country	Score	Global Ranking
India	0.57	37
Nepal	0.56	40
Sri Lanka	0.53	52
Bangladesh	0.47	73
Pakistan	0.45	83
Afghanistan	0.43	89

# Open Government by Income Group



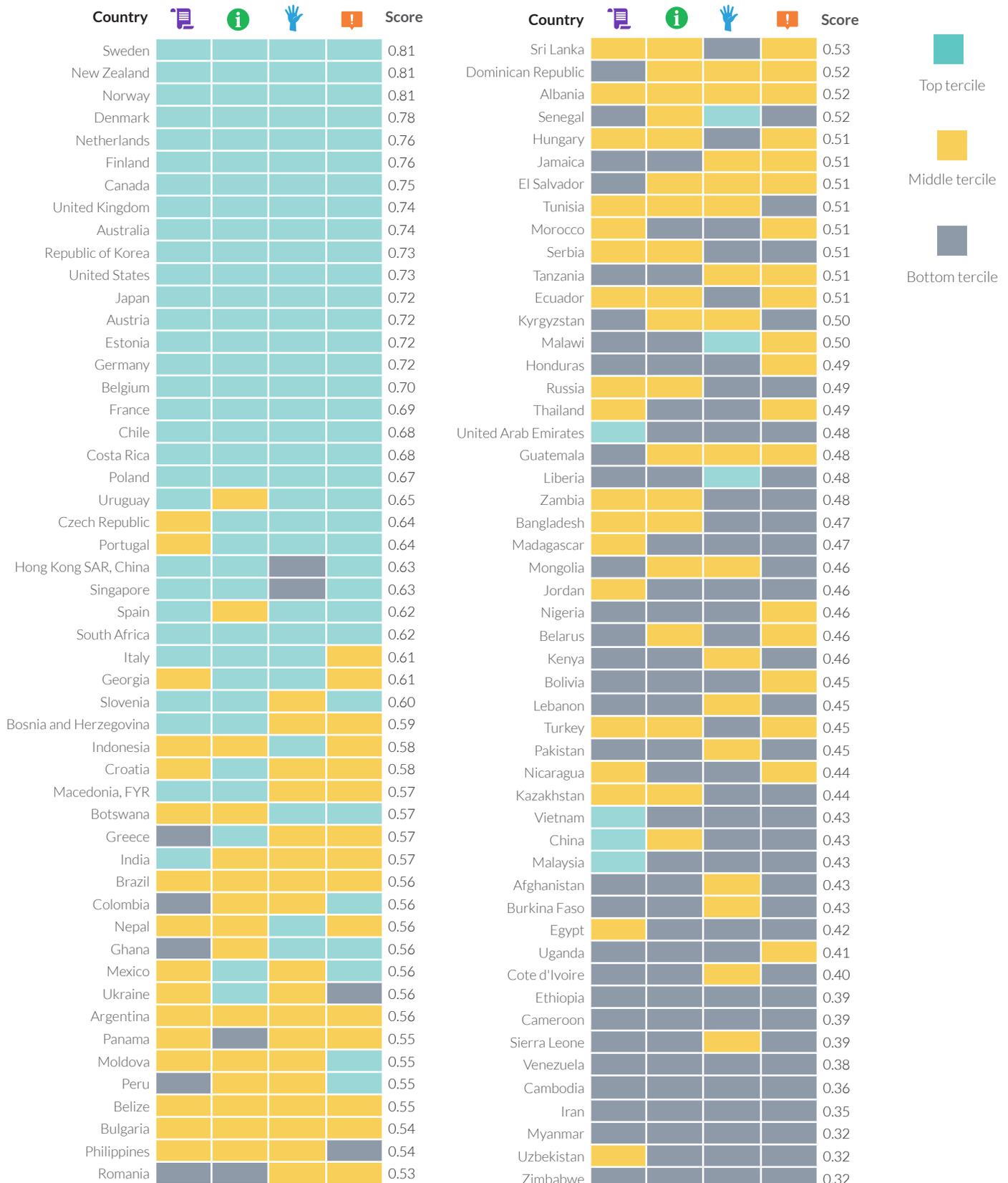
The World Justice Project uses income groups defined by the World Bank using GNI per capita, calculated using the World Bank Atlas method.

- Low Income: \$1,045 or less
- Lower Middle Income: \$1,046 to \$4,125
- Upper Middle Income: \$4,126 to \$12,745
- High Income: \$12,746 or more

# The Four Dimensions of the WJP Open Government Index

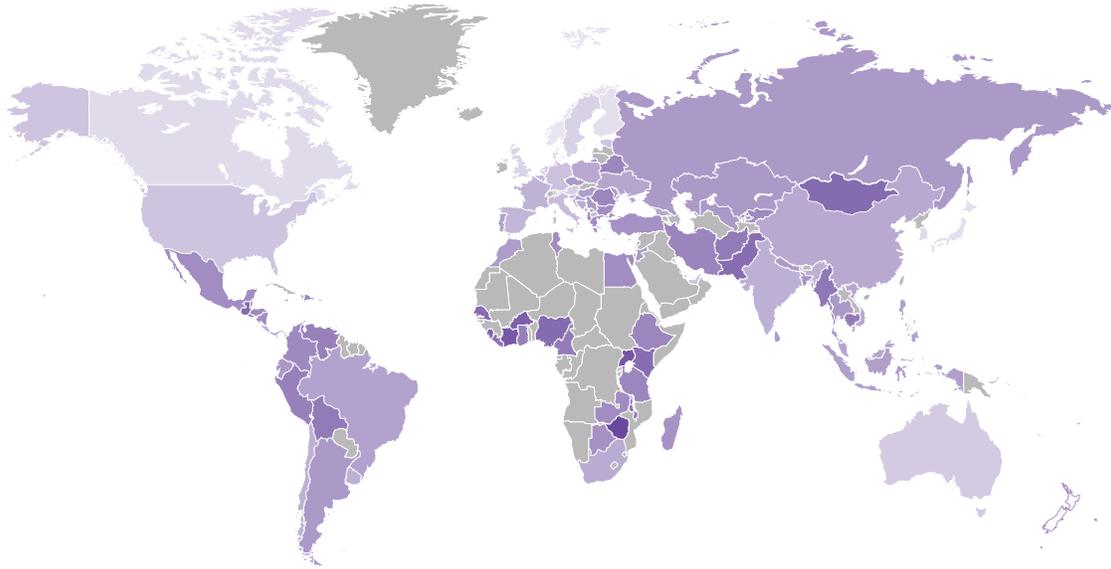
The following chart presents country performance on the four dimensions of the WJP Open Government Index.

 Publicized laws and government data
  Right to information
  Civic participation
  Complaint mechanisms



# Publicized Laws and Government Data

The first dimension of the WJP Open Government Index measures whether basic laws and information on legal rights are publicly available, presented in plain language, and are made accessible in all languages used by significant segments of the population. This dimension also measures the quality and accessibility of information published by the government in print or online (i.e. active transparency), and whether administrative regulations, drafts of legislation, administrative decisions, and high court decisions are made accessible to the public in a timely manner.

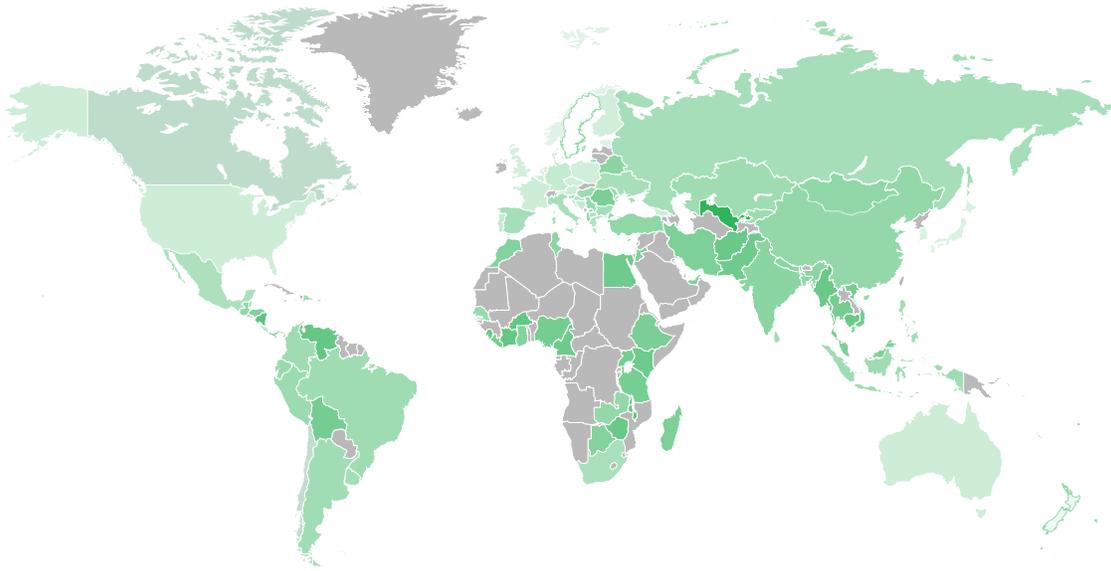


Most open ← → Least open

Country	Score	Ranking	Country	Score	Ranking	Country	Score	Ranking
New Zealand	0.80	1	Ukraine	0.51	35	Greece	0.43	69
Norway	0.73	2	Georgia	0.51	36	Kyrgyzstan	0.42	70
Republic of Korea	0.71	3	Brazil	0.50	37	Colombia	0.42	71
Finland	0.70	4	Panama	0.50	38	Honduras	0.42	72
Japan	0.70	5	Indonesia	0.49	39	Ethiopia	0.41	73
Hong Kong SAR, China	0.69	6	Hungary	0.49	40	Romania	0.41	74
Canada	0.69	7	Portugal	0.49	41	Belarus	0.41	75
Denmark	0.68	8	Philippines	0.49	42	Tanzania	0.41	76
Singapore	0.68	9	Morocco	0.48	43	Dominican Republic	0.40	77
United Kingdom	0.67	10	Croatia	0.48	44	Iran	0.40	78
Sweden	0.66	11	Sri Lanka	0.48	45	Peru	0.39	79
Austria	0.65	12	Czech Republic	0.47	46	Venezuela	0.39	80
Netherlands	0.64	13	Russia	0.47	47	Ghana	0.39	81
Australia	0.64	14	Thailand	0.47	48	Jamaica	0.38	82
United States	0.62	15	Kazakhstan	0.47	49	Cameroon	0.37	83
Estonia	0.62	16	Ecuador	0.47	50	Afghanistan	0.37	84
United Arab Emirates	0.62	17	Nepal	0.47	51	Cambodia	0.37	85
Germany	0.60	18	Jordan	0.46	52	Bolivia	0.37	86
Italy	0.58	19	Belize	0.46	53	Myanmar	0.36	87
Macedonia, FYR	0.57	20	Moldova	0.46	54	Lebanon	0.36	88
Slovenia	0.56	21	Serbia	0.46	55	Malawi	0.36	89
Spain	0.56	22	Argentina	0.46	56	Liberia	0.35	90
Belgium	0.56	23	Bangladesh	0.45	57	Senegal	0.34	91
France	0.55	24	Madagascar	0.45	58	El Salvador	0.34	92
Costa Rica	0.55	25	Uzbekistan	0.44	59	Kenya	0.33	93
Chile	0.54	26	Botswana	0.44	60	Pakistan	0.33	94
India	0.54	27	Turkey	0.44	61	Nigeria	0.32	95
Uruguay	0.54	28	Tunisia	0.43	62	Guatemala	0.32	96
Bosnia and Herzegovina	0.53	29	Albania	0.43	63	Mongolia	0.32	97
South Africa	0.53	30	Mexico	0.43	64	Sierra Leone	0.31	98
Vietnam	0.53	31	Egypt	0.43	65	Burkina Faso	0.28	99
Poland	0.52	32	Bulgaria	0.43	66	Cote d'Ivoire	0.26	100
China	0.52	33	Nicaragua	0.43	67	Uganda	0.25	101
Malaysia	0.51	34	Zambia	0.43	68	Zimbabwe	0.23	102

# Right to Information

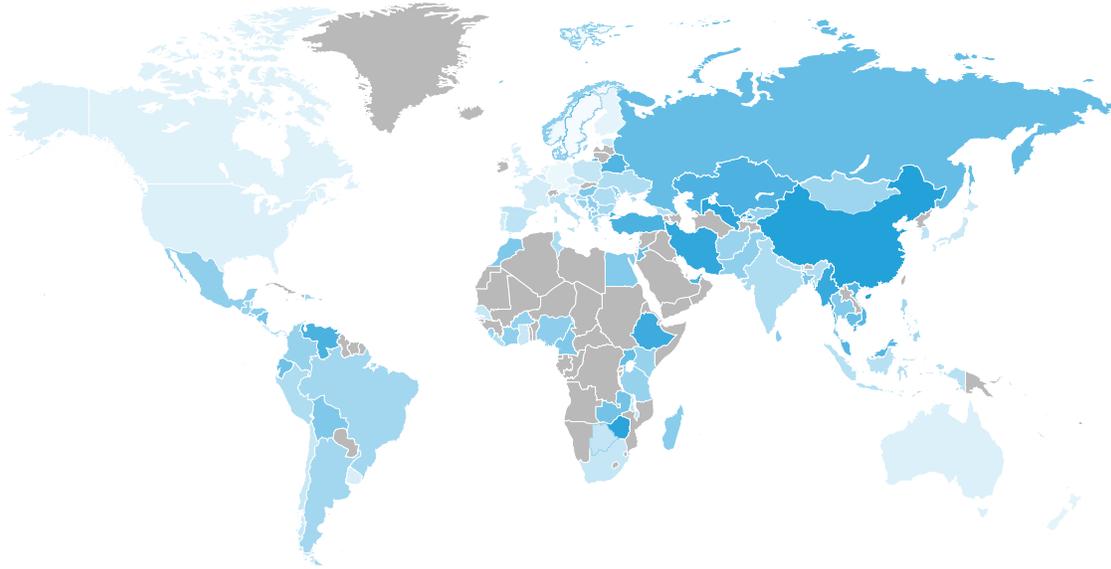
The second dimension measures whether requests for information held by a government agency are granted (assuming the information is a public record). It also measures if these requests are granted within a reasonable time period, if the information provided is pertinent and complete, and if requests for information are granted at a reasonable cost and without having to pay a bribe. This dimension also measures whether people are aware of their right to information, and whether relevant records – such as budget figures of government officials, ombudsman reports, and information relative to community projects – are accessible to the public upon request.



Country	Score	Ranking	Country	Score	Ranking	Country	Score	Ranking
Sweden	0.86	1	Russia	0.58	35	Jamaica	0.48	69
New Zealand	0.82	2	Spain	0.58	36	Morocco	0.48	70
Norway	0.77	3	Bulgaria	0.58	37	Panama	0.48	71
Estonia	0.77	4	Uruguay	0.58	38	United Arab Emirates	0.47	72
Japan	0.75	5	Sri Lanka	0.57	39	Honduras	0.47	73
Netherlands	0.75	6	Philippines	0.57	40	Iran	0.46	74
Republic of Korea	0.75	7	Argentina	0.57	41	Cambodia	0.46	75
United Kingdom	0.73	8	Dominican Republic	0.57	42	Malaysia	0.46	76
Denmark	0.72	9	Kyrgyzstan	0.56	43	Madagascar	0.46	77
Poland	0.72	10	Colombia	0.56	44	Romania	0.45	78
Austria	0.71	11	Brazil	0.56	45	Ethiopia	0.45	79
Finland	0.71	12	Indonesia	0.56	46	Tanzania	0.44	80
France	0.70	13	Kazakhstan	0.56	47	Liberia	0.44	81
United States	0.70	14	El Salvador	0.55	48	Jordan	0.44	82
Belgium	0.70	15	Hungary	0.55	49	Thailand	0.43	83
Georgia	0.70	16	Peru	0.55	50	Bolivia	0.43	84
Australia	0.70	17	Moldova	0.55	51	Vietnam	0.43	85
Czech Republic	0.70	18	Ecuador	0.54	52	Uganda	0.43	86
Chile	0.69	19	Senegal	0.54	53	Nigeria	0.43	87
Hong Kong SAR, China	0.69	20	Serbia	0.54	54	Kenya	0.41	88
Canada	0.68	21	Albania	0.53	55	Egypt	0.41	89
Germany	0.68	22	China	0.53	56	Pakistan	0.41	90
Bosnia and Herzegovina	0.68	23	Zambia	0.53	57	Sierra Leone	0.40	91
Costa Rica	0.64	24	Mongolia	0.52	58	Zimbabwe	0.40	92
Portugal	0.64	25	Turkey	0.52	59	Cameroon	0.40	93
Croatia	0.63	26	Guatemala	0.52	60	Myanmar	0.39	94
Greece	0.62	27	Bangladesh	0.51	61	Afghanistan	0.39	95
Macedonia, FYR	0.61	28	Belize	0.51	62	Malawi	0.38	96
Mexico	0.61	29	Nepal	0.50	63	Venezuela	0.38	97
Slovenia	0.60	30	Belarus	0.50	64	Cote d'Ivoire	0.38	98
South Africa	0.60	31	Tunisia	0.50	65	Burkina Faso	0.38	99
Italy	0.59	32	India	0.50	66	Lebanon	0.38	100
Ukraine	0.59	33	Ghana	0.49	67	Nicaragua	0.35	101
Singapore	0.58	34	Botswana	0.49	68	Uzbekistan	0.21	102

# Civic Participation

The third dimension measures the effectiveness of civic participation mechanisms, including the protection of the freedoms of opinion and expression, and assembly and association, and the right to petition the government. It also measures whether people can voice concerns to various government officers and members of the legislature, and whether government officials provide sufficient information and notice about decisions affecting the community, including opportunities for citizen feedback.

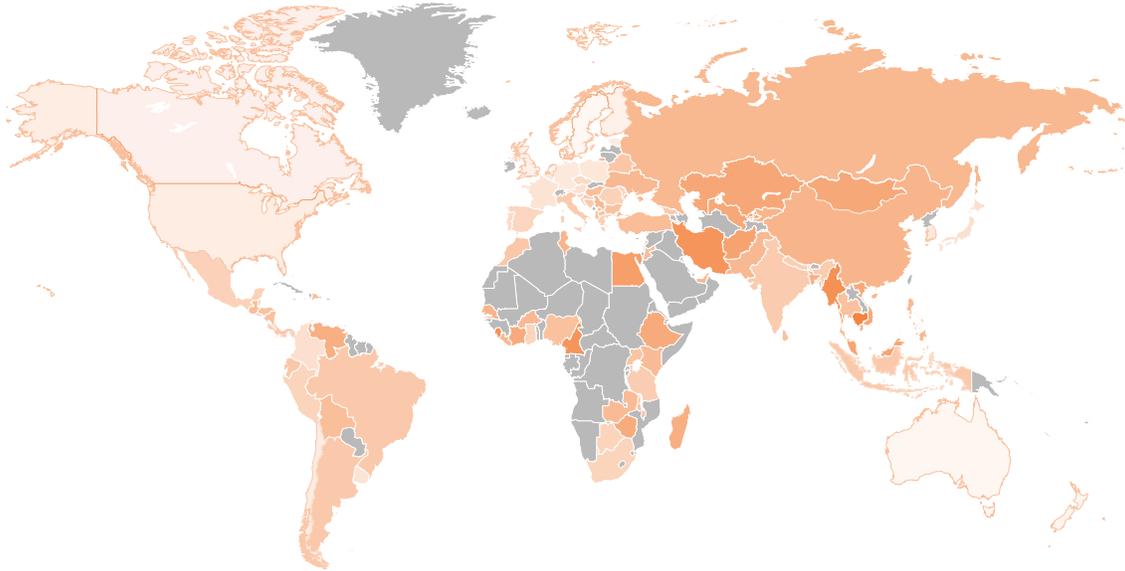


Most open ← → Least open

Country	Score	Ranking	Country	Score	Ranking	Country	Score	Ranking
Sweden	0.90	1	Jamaica	0.65	35	Nigeria	0.55	69
Denmark	0.89	2	Romania	0.65	36	Singapore	0.55	70
Norway	0.89	3	Peru	0.65	37	Serbia	0.55	71
Germany	0.85	4	Ukraine	0.65	38	Honduras	0.54	72
Finland	0.83	5	India	0.65	39	Sri Lanka	0.54	73
New Zealand	0.83	6	Tunisia	0.65	40	Madagascar	0.54	74
Austria	0.83	7	Belize	0.63	41	Hong Kong SAR, China	0.52	75
Netherlands	0.82	8	Panama	0.63	42	Thailand	0.52	76
Canada	0.81	9	Greece	0.63	43	Egypt	0.52	77
United States	0.80	10	Croatia	0.63	44	Morocco	0.51	78
Australia	0.80	11	Argentina	0.62	45	Bolivia	0.51	79
Belgium	0.79	12	Bulgaria	0.62	46	Cameroon	0.51	80
United Kingdom	0.79	13	Slovenia	0.62	47	Hungary	0.51	81
Uruguay	0.78	14	Dominican Republic	0.62	48	Bangladesh	0.49	82
France	0.77	15	Philippines	0.62	49	Nicaragua	0.48	83
Portugal	0.76	16	Brazil	0.62	50	Zambia	0.47	84
Costa Rica	0.76	17	Lebanon	0.60	51	Ecuador	0.46	85
Estonia	0.75	18	Mongolia	0.60	52	Jordan	0.43	86
Japan	0.75	19	Albania	0.59	53	Uganda	0.42	87
Czech Republic	0.75	20	Afghanistan	0.59	54	Russia	0.42	88
Chile	0.73	21	Guatemala	0.59	55	Cambodia	0.42	89
Senegal	0.73	22	Bosnia and Herzegovina	0.58	56	Malaysia	0.37	90
Ghana	0.73	23	Macedonia, FYR	0.58	57	Vietnam	0.37	91
Botswana	0.72	24	Sierra Leone	0.58	58	United Arab Emirates	0.36	92
Poland	0.72	25	Colombia	0.58	59	Belarus	0.36	93
Malawi	0.71	26	Tanzania	0.58	60	Kazakhstan	0.35	94
Republic of Korea	0.70	27	Kenya	0.58	61	Venezuela	0.34	95
Spain	0.70	28	Moldova	0.57	62	Turkey	0.34	96
South Africa	0.70	29	Burkina Faso	0.57	63	Ethiopia	0.30	97
Italy	0.69	30	Kyrgyzstan	0.57	64	Myanmar	0.28	98
Indonesia	0.68	31	El Salvador	0.57	65	Iran	0.25	99
Nepal	0.67	32	Pakistan	0.56	66	Uzbekistan	0.24	100
Liberia	0.66	33	Mexico	0.56	67	Zimbabwe	0.23	101
Georgia	0.66	34	Cote d'Ivoire	0.56	68	China	0.21	102

# Complaint Mechanisms

The fourth dimension measures whether people are able to bring specific complaints to the government about the provision of public services or the performance of government officers in carrying out their legal duties in practice, and how government officials respond to such complaints. It also measures whether people can challenge government decisions before another government agency or a judge.



Most open ← → Least open

Country	Score	Ranking	Country	Score	Ranking	Country	Score	Ranking
Norway	0.86	1	Romania	0.61	35	Jordan	0.50	69
Denmark	0.84	2	Nepal	0.60	36	Kenya	0.49	70
Sweden	0.83	3	Panama	0.60	37	Zambia	0.49	71
Netherlands	0.82	4	Greece	0.60	38	Serbia	0.48	72
Australia	0.82	5	Belize	0.59	39	Pakistan	0.48	73
New Zealand	0.81	6	Tanzania	0.59	40	Ukraine	0.48	74
Canada	0.80	7	Italy	0.58	41	Philippines	0.48	75
Finland	0.79	8	El Salvador	0.58	42	Burkina Faso	0.48	76
United Kingdom	0.78	9	India	0.58	43	United Arab Emirates	0.47	77
United States	0.77	10	Argentina	0.57	44	Russia	0.47	78
Costa Rica	0.76	11	Indonesia	0.57	45	Liberia	0.47	79
Chile	0.76	12	Brazil	0.57	46	Lebanon	0.46	80
Estonia	0.76	13	Bosnia and Herzegovina	0.57	47	Kyrgyzstan	0.46	81
Republic of Korea	0.75	14	Georgia	0.57	48	China	0.46	82
Germany	0.74	15	Croatia	0.57	49	Senegal	0.46	83
Belgium	0.74	16	Ecuador	0.56	50	Tunisia	0.46	84
Poland	0.73	17	Morocco	0.56	51	Bangladesh	0.44	85
France	0.72	18	Belarus	0.55	52	Venezuela	0.42	86
Uruguay	0.71	19	Uganda	0.54	53	Madagascar	0.42	87
Austria	0.70	20	Macedonia, FYR	0.54	54	Zimbabwe	0.41	88
Japan	0.70	21	Malawi	0.54	55	Ethiopia	0.40	89
Singapore	0.70	22	Jamaica	0.53	56	Cote d'Ivoire	0.40	90
Colombia	0.69	23	Bulgaria	0.53	57	Vietnam	0.39	91
Portugal	0.67	24	Honduras	0.53	58	Mongolia	0.39	92
Czech Republic	0.66	25	Nigeria	0.52	59	Uzbekistan	0.39	93
Spain	0.64	26	Thailand	0.52	60	Kazakhstan	0.38	94
Moldova	0.63	27	Albania	0.52	61	Malaysia	0.37	95
South Africa	0.63	28	Sri Lanka	0.52	62	Afghanistan	0.36	96
Ghana	0.63	29	Nicaragua	0.52	63	Egypt	0.34	97
Botswana	0.63	30	Dominican Republic	0.51	64	Iran	0.28	98
Hong Kong SAR, China	0.63	31	Hungary	0.51	65	Cameroon	0.28	99
Peru	0.63	32	Bolivia	0.51	66	Myanmar	0.26	100
Slovenia	0.63	33	Guatemala	0.50	67	Sierra Leone	0.24	101
Mexico	0.62	34	Turkey	0.50	68	Cambodia	0.18	102

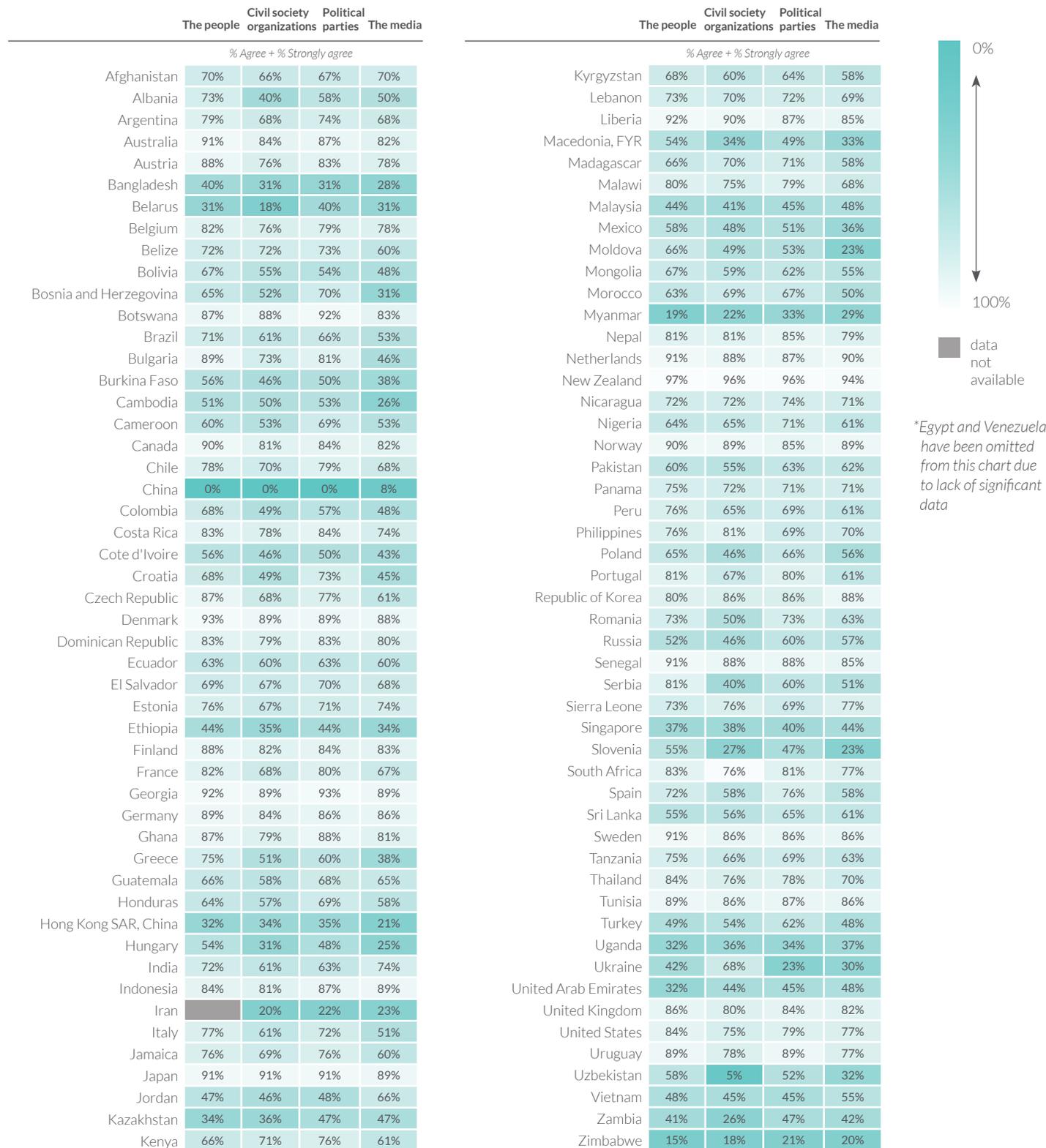
# Enabling Environment



Civil liberties are essential for civic participation as they enable citizens to voice opinions, join together to address public issues, collaborate with their government on decision-making processes, and ensure government effectiveness. The following section presents a series of questions taken from the Civic Participation dimension of the WJP Open Government Index that reflect people's perceptions regarding the extent to which freedom of speech and assembly are effectively guaranteed in their country. For more information, visit the WJP Open Government Index webpage: [www.worldjusticeproject.org/opengov](http://www.worldjusticeproject.org/opengov).

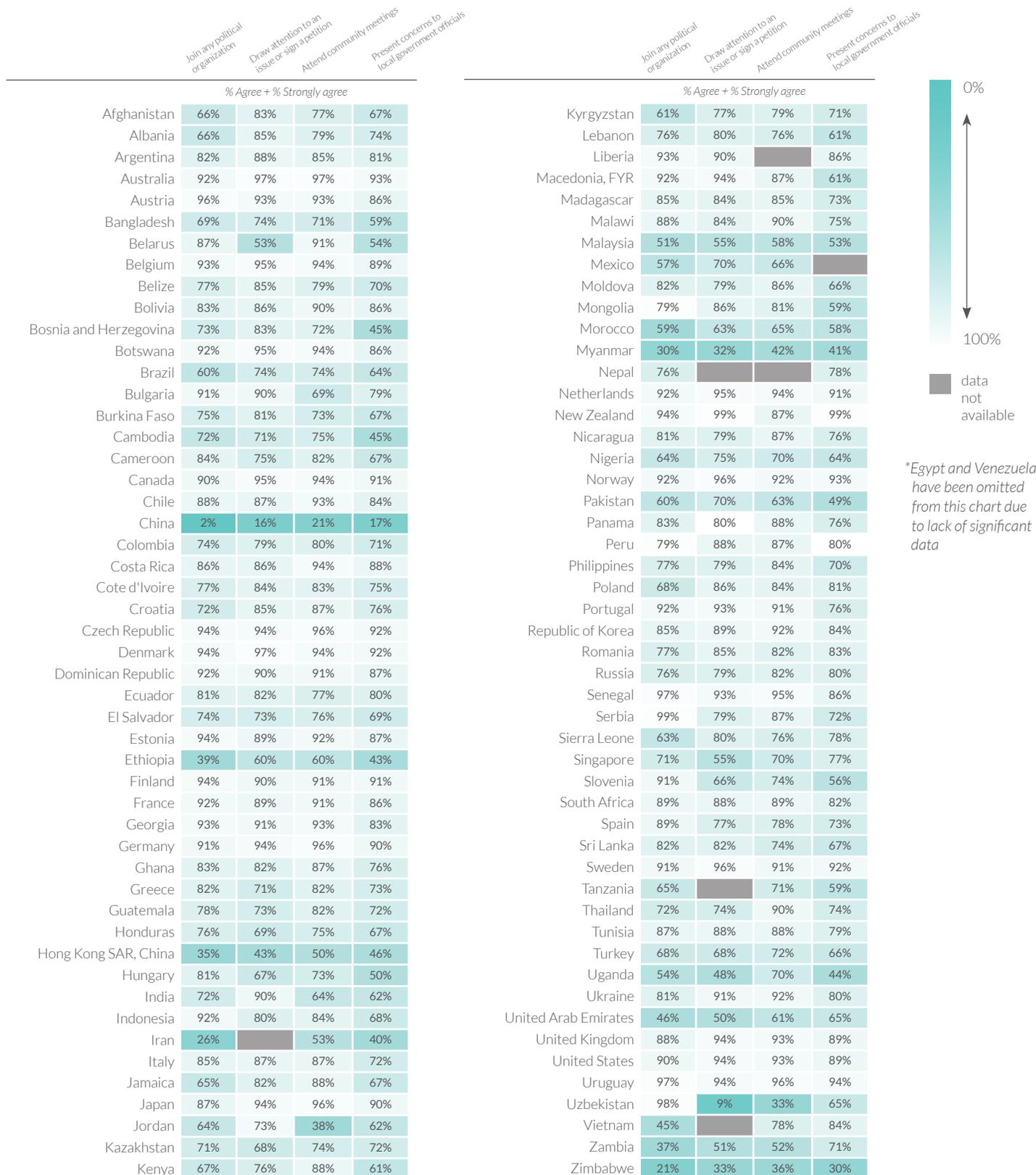
# Freedom of Opinion and Expression

As a basic human right, freedom of speech enables people to freely comment on government policies, to peacefully disagree with each other and with their government, and to ultimately engage in policymaking and ensure government responsiveness. The following chart presents the perceptions of respondents who answered “agree/strongly agree” to the following question(s): a) people, b) civil society organizations, c) political parties, d) the media can express opinions against government policies and actions without fear of retaliation.



# Freedom of Assembly and Association

Freedom of assembly is also necessary for robust civic participation. The following chart presents the perceptions of respondents who answered “agree/strongly agree” to the following question(s): a) In practice, people can freely join any (unforbidden) political organization they want; b) people can freely join together with others to draw attention to an issue or sign a petition; c) people can freely attend community meetings; d) In practice, people in this neighborhood can get together with others and present their concerns to local government officials.



# Global Insights



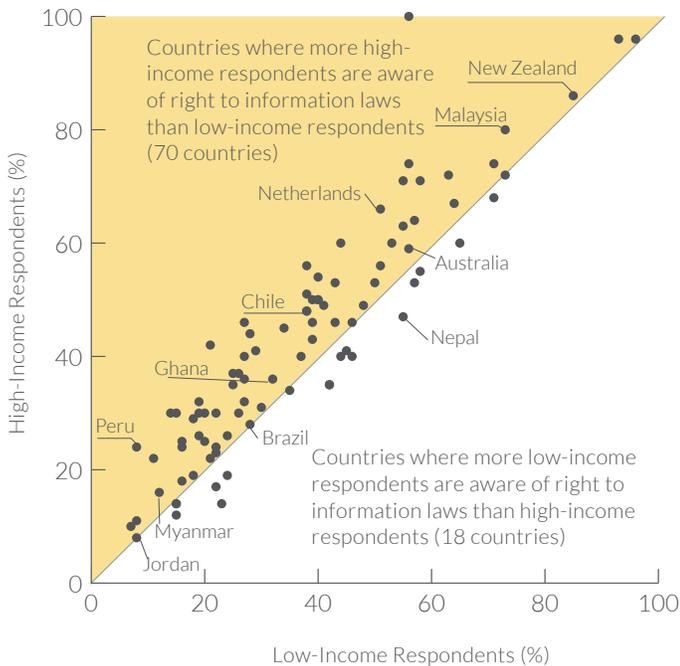
This section presents global insights on the relationship between open government and other aspects of governance and development. Visit the WJP Open Government Index™ webpage, [www.worldjusticeproject.org/opengov](http://www.worldjusticeproject.org/opengov), for more information.



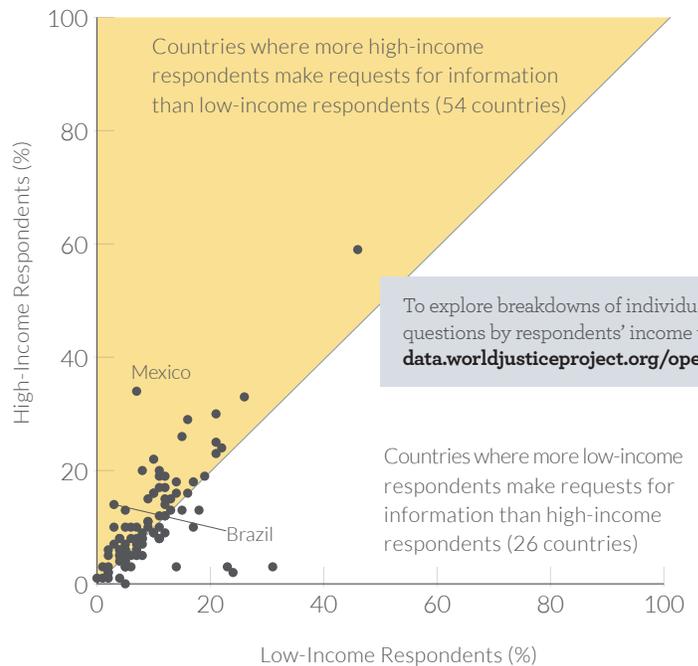
# Open Government and Respondents' Socio-Economic Status

Socio-economic status can impact a person's interactions with the government and make it more difficult to request information or participate in community meetings. Although some countries stray from this trend, in most countries low-income respondents are less aware of their right to information, are less likely to request information from the government or attend a local community meeting, and are less likely to file an official complaint against the government.

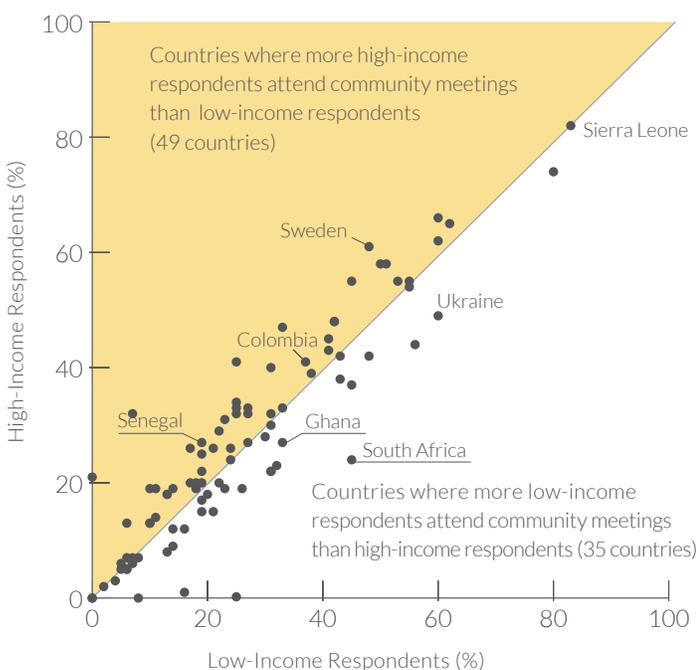
**% of respondents who are aware of laws providing the right to access information held by the government**



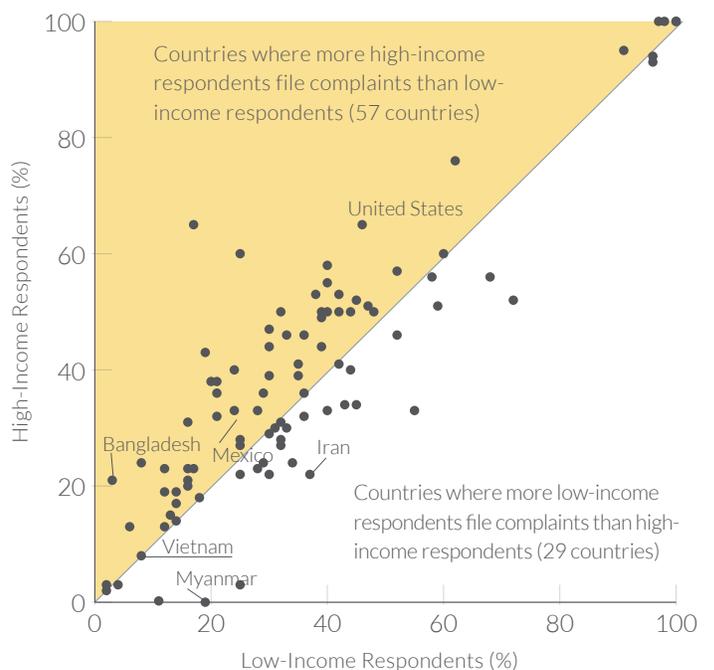
**% of respondents who made a request for information held by the government**



**% of respondents who attended a community meeting in the past year**



**% of respondents who filed a formal complaint about the quality of a public service**

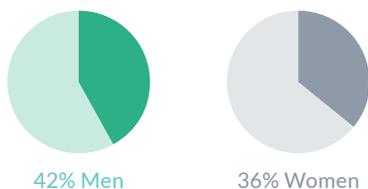


Sources: WJP Open Government Index 2015 ([www.worldjusticeproject.org](http://www.worldjusticeproject.org))

# Open Government and Gender

The following pie charts depict the differences in men's and women's experiences with the government. Below each set of charts is a list of the countries where statistically significant gender differences do occur. In some countries, women do not engage with the government as much as men, and from a global perspective, women are less aware than men of right to information laws. However, for other questions related to peoples' experiences with the government, gender differences are not statistically significant, indicating women are as likely as men to request information from a government agency, attend a community meeting, or file an official complaint about the quality of a public service.

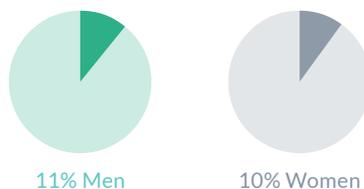
## Global percentage of respondents aware of laws on the right to information



Countries with statistically significant differences

Country	Men	Women
Afghanistan	50%	36%
Australia	63%	49%
Austria	74%	56%
Bangladesh	49%	37%
Belgium	42%	26%
Bolivia	27%	18%
Brazil	31%	24%
Bulgaria	44%	38%
Burkina Faso	10%	5%
Canada	58%	44%
Chile	43%	32%
Colombia	22%	17%
Costa Rica	41%	30%
Cote d'Ivoire	9%	5%
Czech Republic	80%	64%
Denmark	56%	49%
Dominican Republic	33%	27%
Ecuador	26%	20%
El Salvador	30%	21%
Estonia	69%	58%
Finland	50%	39%
France	36%	24%
Georgia	24%	18%
Germany	33%	15%
Ghana	35%	27%
Greece	32%	24%
Guatemala	40%	27%
Honduras	29%	18%
India	26%	18%
Indonesia	29%	20%
Italy	49%	38%
Lebanon	20%	14%
Madagascar	45%	40%
Mexico	50%	40%
Moldova	48%	40%
Netherlands	61%	46%
Nigeria	52%	36%
Peru	18%	13%
Portugal	36%	23%
Russia	45%	38%
Senegal	23%	14%
Singapore	28%	22%
Spain	26%	17%
Sweden	71%	55%
Tunisia	33%	26%
Turkey	29%	21%
Uganda	44%	37%
United Arab Emirates	25%	21%
United Kingdom	65%	49%
United States	70%	54%
Venezuela	26%	15%

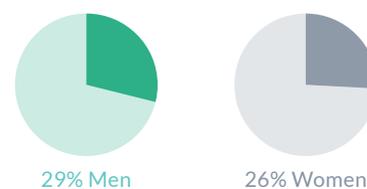
## Global percentage of respondents who made a request for information from the government



Countries with statistically significant differences

Country	Men	Women
Afghanistan	24%	20%
Albania	7%	3%
Burkina Faso	6%	3%
Cameroon	27%	18%
Colombia	14%	9%
Costa Rica	24%	20%
Denmark	21%	12%
Finland	10%	9%
France	15%	11%
Germany	18%	12%
Guatemala	16%	12%
Honduras	7%	5%
Netherlands	15%	9%
Nicaragua	17%	10%
Nigeria	54%	44%
Norway	25%	20%
Senegal	5%	3%
Singapore	16%	12%
Slovenia	7%	4%
Tunisia	12%	8%
Uganda	18%	13%
United Arab Emirates	1%	0%
United Kingdom	11%	5%
United States	27%	14%

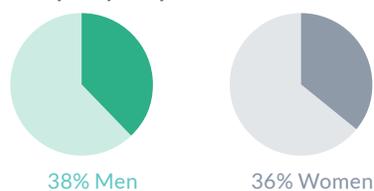
## Global percentage of respondents who attended a community meeting



Countries with statistically significant differences

Country	Men	Women
Afghanistan	64%	45%
Bangladesh	43%	8%
Belgium	33%	21%
Bolivia	44%	36%
Burkina Faso	58%	46%
Cote d'Ivoire	56%	48%
Denmark	23%	18%
Dominican Republic	45%	39%
Egypt	15%	10%
Estonia	24%	16%
Finland	11%	6%
Germany	17%	11%
Ghana	35%	29%
Greece	20%	15%
Honduras	32%	22%
Hong Kong SAR, China	8%	5%
Hungary	19%	15%
India	15%	9%
Indonesia	18%	13%
Kenya	46%	38%
Kyrgyzstan	26%	20%
Lebanon	24%	14%
Morocco	13%	9%
Netherlands	31%	21%
Norway	32%	25%
Pakistan	31%	6%
Philippines	7%	5%
Portugal	24%	18%
Singapore	19%	11%
Sri Lanka	28%	18%
Sweden	59%	47%
Thailand	6%	3%
Tunisia	22%	15%
Uganda	56%	50%
United Kingdom	29%	20%
United States	41%	24%
Uruguay	45%	30%

## Global percentage of respondents who filed a formal complaint about the quality of a public service



Countries with statistically significant differences

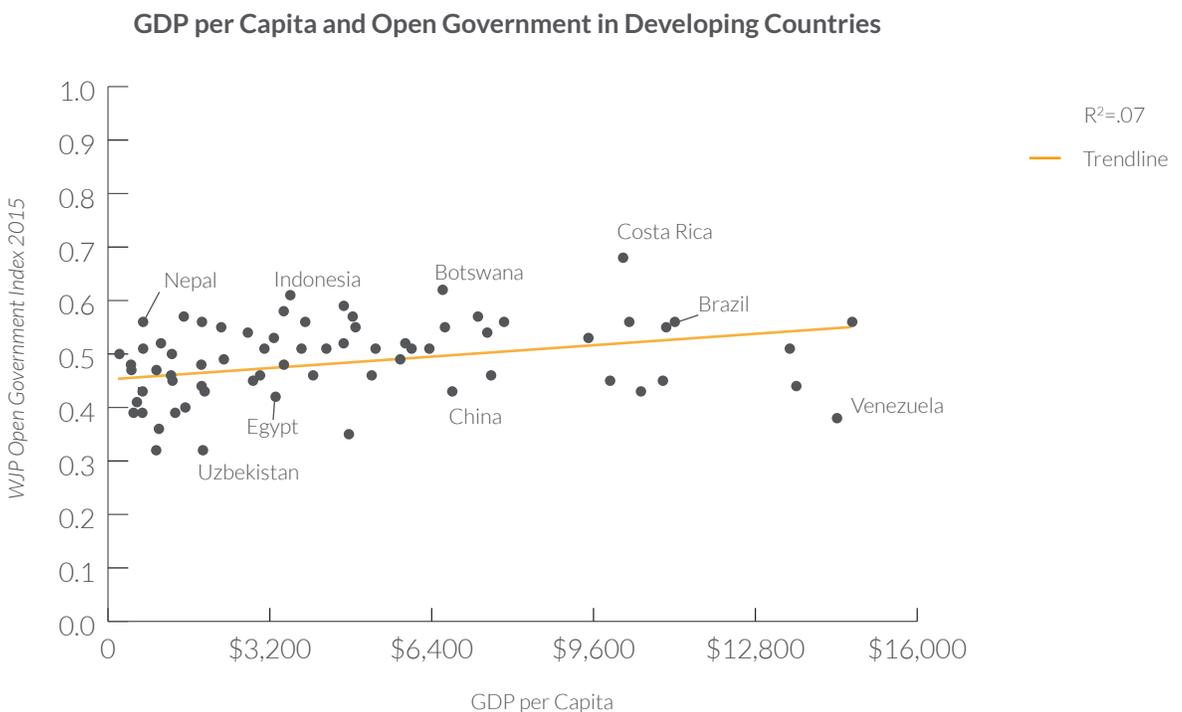
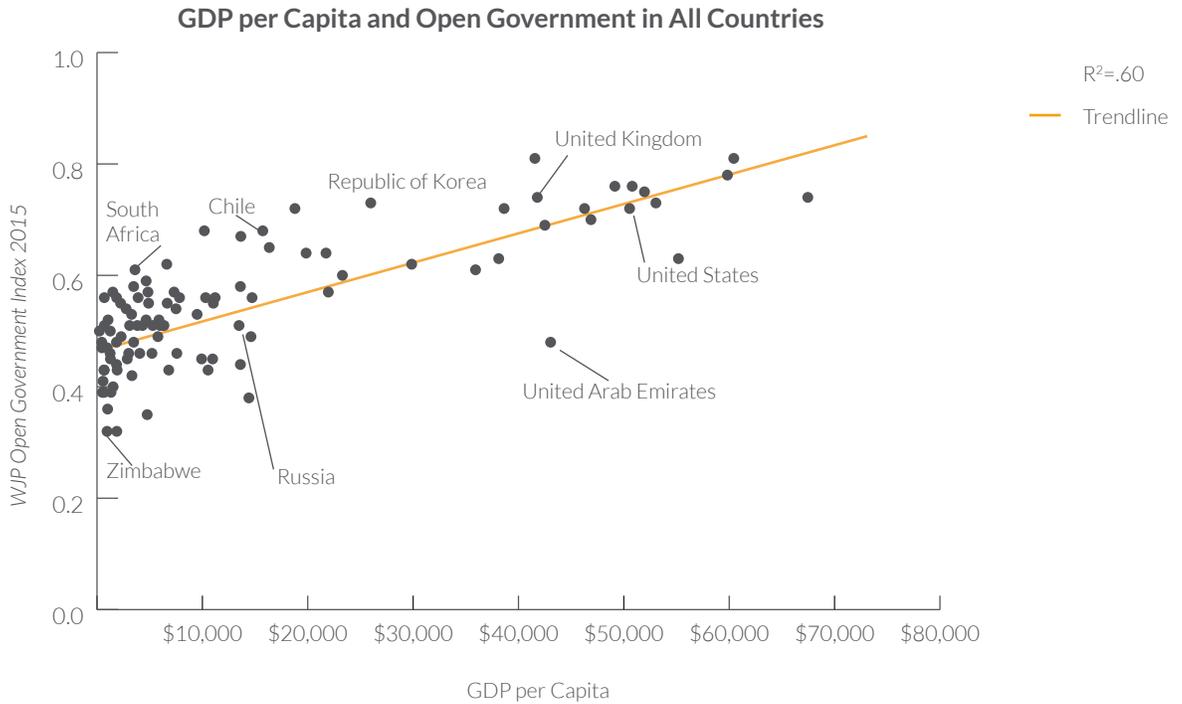
Country	Men	Women
Austria	40%	28%
Brazil	30%	20%
Cambodia	4%	0%
China	53%	15%
Egypt	51%	20%
Iran	39%	23%
Morocco	74%	50%
Pakistan	22%	8%
Philippines	49%	22%
Portugal	53%	42%
Slovenia	100%	95%
Thailand	44%	11%
United Arab Emirates	33%	0%
United States	62%	46%

To explore more data on gender and open government please visit the country profiles at [data.worldjusticeproject.org/opengov](http://data.worldjusticeproject.org/opengov)

Sources: WJP Open Government Index 2015 ([www.worldjusticeproject.org](http://www.worldjusticeproject.org))

# Economic Development and Open Government

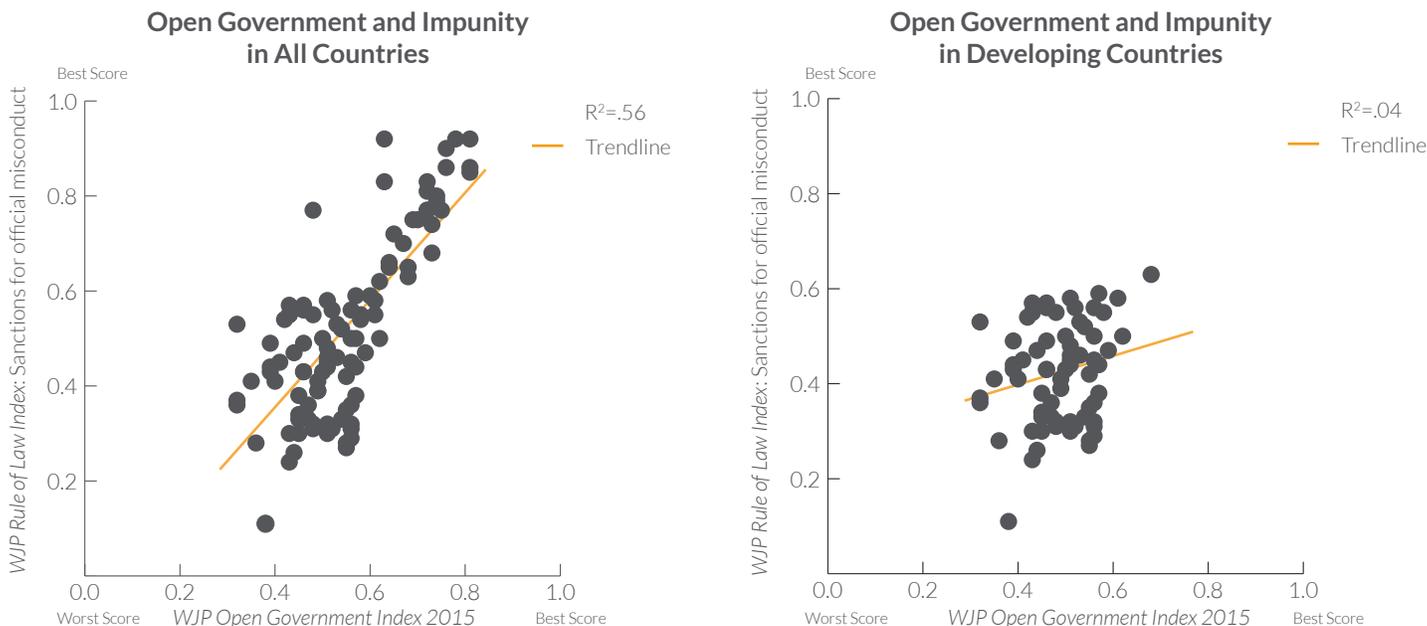
In general, countries with a higher gross domestic product per capita (GDP per capita) attain higher *WJP Open Government Index 2015* scores. The top ten performers are all high-income countries. However, creating an open government is not necessarily a matter of financial resources. Several middle and low income countries outperform countries with higher levels of economic development.



Sources: World Bank World Development Indicators

# Open Government and Impunity

Open government is a central mechanism to promote accountability, but open government alone may not be enough to combat impunity. As seen in the chart below, in countries attaining higher *WJP Open Government Index 2015* scores, people perceive that officials are more likely to be punished for official misconduct. However, in developing countries, this relationship disappears. Effective oversight agencies and the judicial system are also necessary to hold government officials accountable, as they constitute the conventional mechanisms to bring action against individuals for violating the law.



## WJP ROL Index 2015 subfactor 1.5 score: sanctions for official misconduct

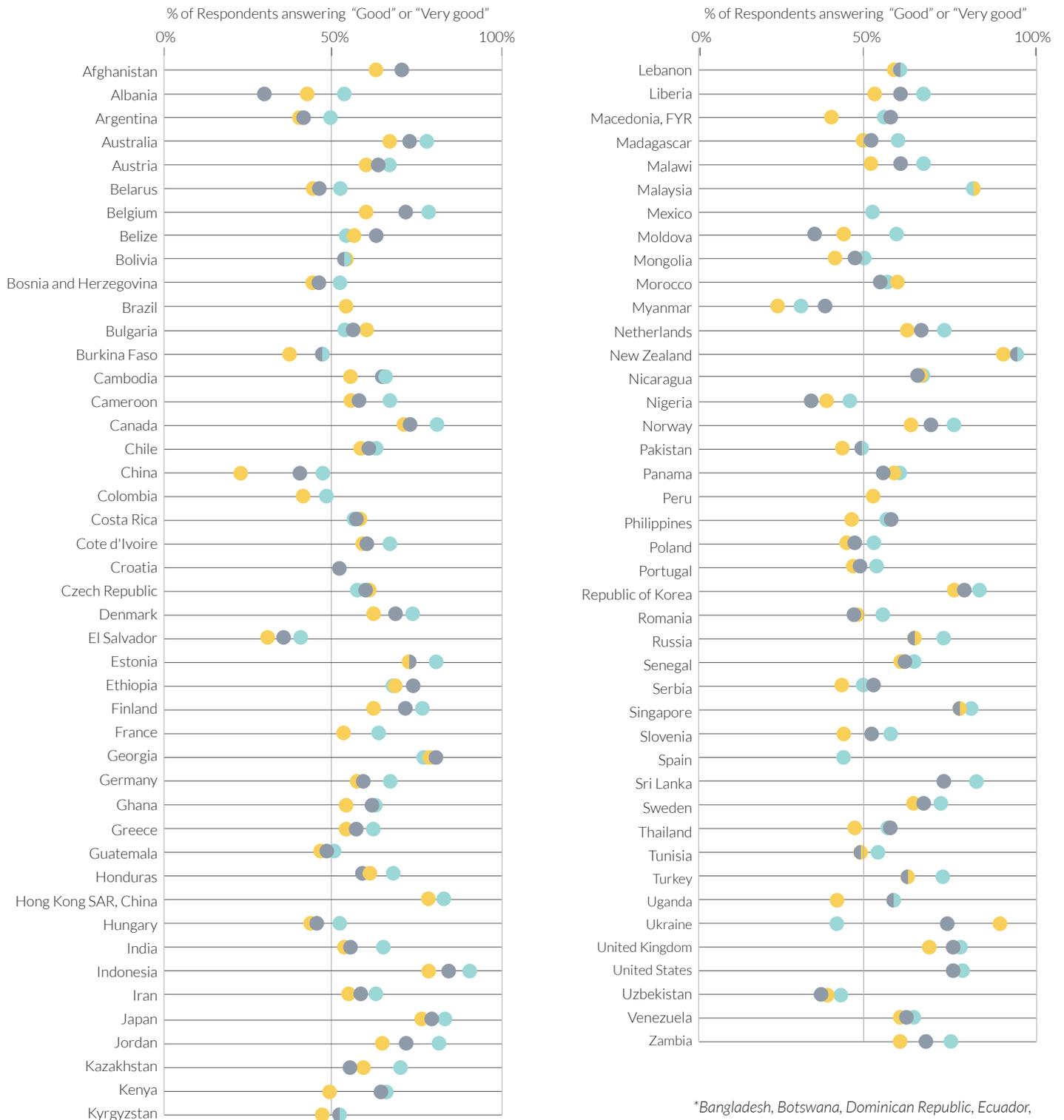
Country	Subfactor Score	Country	Subfactor Score	Country	Subfactor Score	Country	Subfactor Score	Country	Subfactor Score
Denmark	0.92	Uruguay	0.72	Croatia	0.54	Hungary	0.44	Bolivia	0.33
Norway	0.92	Poland	0.70	Egypt	0.54	Macedonia, FYR	0.44	Bulgaria	0.33
Singapore	0.92	United States	0.68	Myanmar	0.53	Cameroon	0.43	Liberia	0.32
Finland	0.90	Czech Republic	0.66	Romania	0.53	Kenya	0.43	Serbia	0.32
Netherlands	0.86	Chile	0.65	Philippines	0.52	Kyrgyzstan	0.43	Ukraine	0.32
Sweden	0.86	Portugal	0.65	Greece	0.50	Nigeria	0.43	Argentina	0.31
New Zealand	0.85	Costa Rica	0.63	Malawi	0.50	Peru	0.42	Dominican Republic	0.31
Estonia	0.83	Spain	0.62	Nepal	0.50	Cote d'Ivoire	0.41	Ecuador	0.31
Hong Kong SAR, China	0.83	Botswana	0.59	South Africa	0.50	Iran	0.41	Guatemala	0.31
Germany	0.81	Slovenia	0.59	Mongolia	0.49	Thailand	0.41	Afghanistan	0.30
United Kingdom	0.80	Georgia	0.58	Sierra Leone	0.49	Honduras	0.39	El Salvador	0.30
Australia	0.79	Morocco	0.58	Tunisia	0.48	Russia	0.39	Pakistan	0.30
Austria	0.77	China	0.57	Bosnia and Herzegovina	0.47	India	0.38	Mexico	0.29
Canada	0.77	Jordan	0.57	Kazakhstan	0.47	Lebanon	0.38	Belize	0.28
Japan	0.77	Belarus	0.56	Albania	0.46	Uzbekistan	0.37	Cambodia	0.28
United Arab Emirates	0.77	Ghana	0.56	Jamaica	0.46	Brazil	0.36	Moldova	0.27
Belgium	0.75	Senegal	0.56	Sri Lanka	0.46	Madagascar	0.36	Nicaragua	0.26
France	0.75	Indonesia	0.55	Colombia	0.45	Zimbabwe	0.36	Burkina Faso	0.24
Republic of Korea	0.74	Italy	0.55	Tanzania	0.45	Panama	0.35	Venezuela	0.11
		Malaysia	0.55	Uganda	0.45	Turkey	0.34		
		Vietnam	0.55	Ethiopia	0.44	Bangladesh	0.33		
		Zambia	0.55						

Sources: *WJP Open Government Index 2015* and *WJP Rule of Law Index* ([www.worldjusticeproject.org](http://www.worldjusticeproject.org))

# The State of Published Government Information

The following chart presents how respondents rate their government's published information based on quantity, quality, and accessibility.

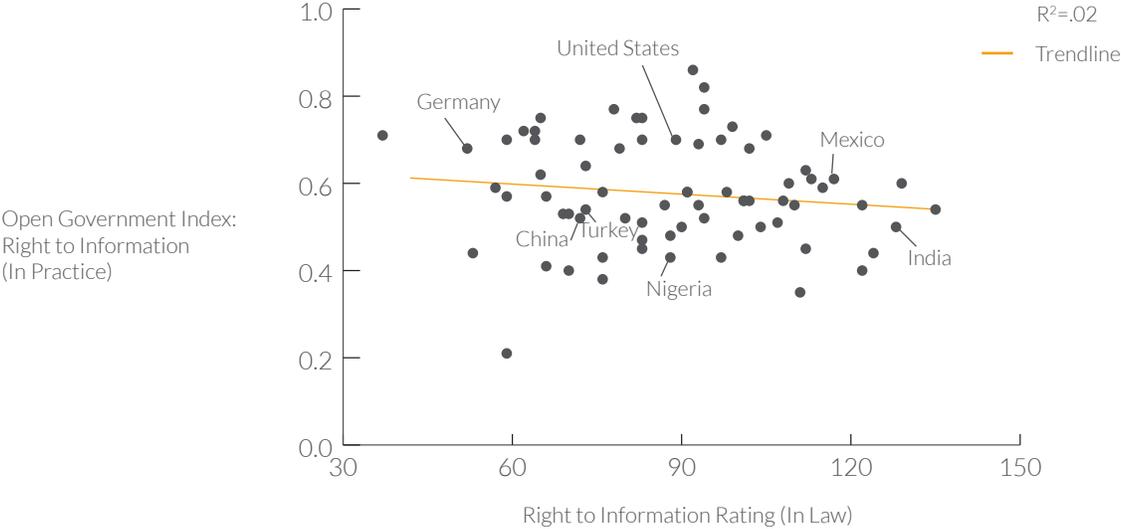
● Quantity ● Quality ● Accessibility



\*Bangladesh, Botswana, Dominican Republic, Ecuador, Egypt, Italy, Jamaica, Nepal, Sierra Leone, South Africa, Tanzania, United Arab Emirates, Uruguay, Vietnam and Zimbabwe have been omitted from this chart due to lack of significant data

# The Right to Information in Law and Practice

Realizing the right to information begins with its codification into law. Of the 102 countries surveyed for the *WJP Open Government Index 2015*, at least 73 have right to information laws on the books. Using the Right to Information Rating, published by the Centre for Law and Democracy, which analyzes and scores the quality of the world's access to information laws, the scatter plot below compares a country's right to information legal framework with its performance in practice. The results indicate that while right to information laws may be an important first step, such laws do not suffice in guaranteeing the right to information in practice.



Sources: *WJP Open Government Index 2015* ([www.worldjusticeproject.org](http://www.worldjusticeproject.org)), Global Right to Information Rating ([www.rti-rating.org](http://www.rti-rating.org)).

# The Global Status of Requesting Government Information

Governments are the custodians of public information on behalf of the people; in an open government citizens have the right to access and use public records freely. The following chart reflects worldwide experiences of those who requested information from the government.



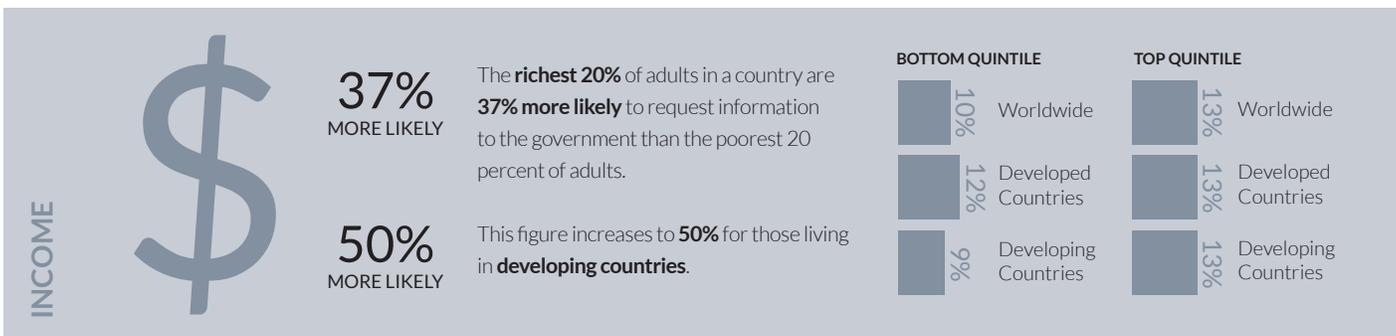
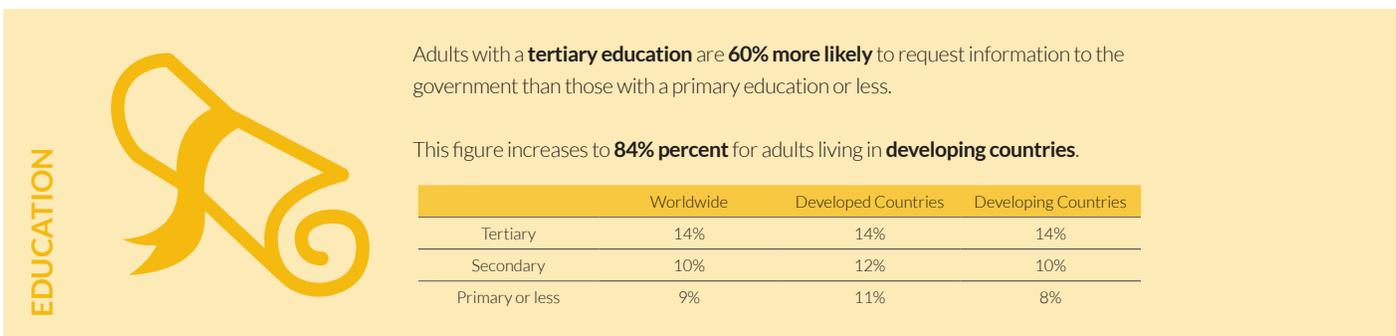
Sources: WJP Open Government Index 2015 ([www.worldjusticeproject.org](http://www.worldjusticeproject.org))

# Who looks for information or requests information from the government?

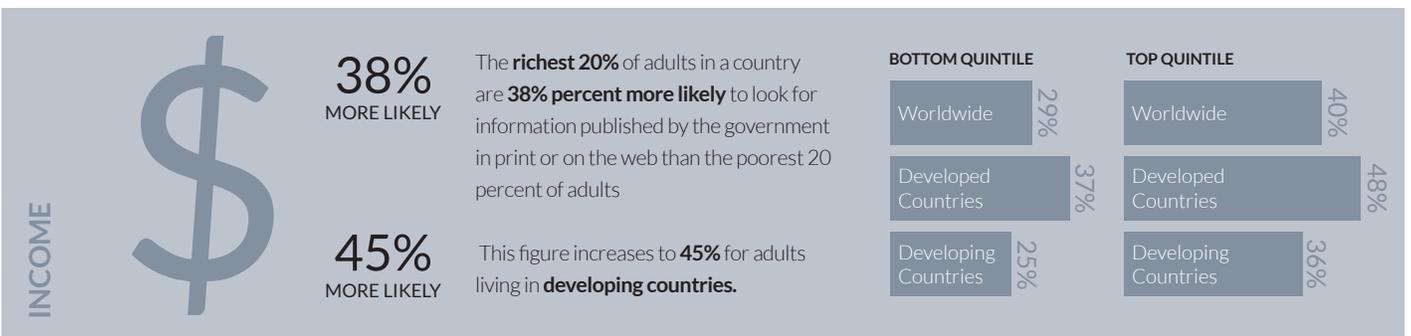
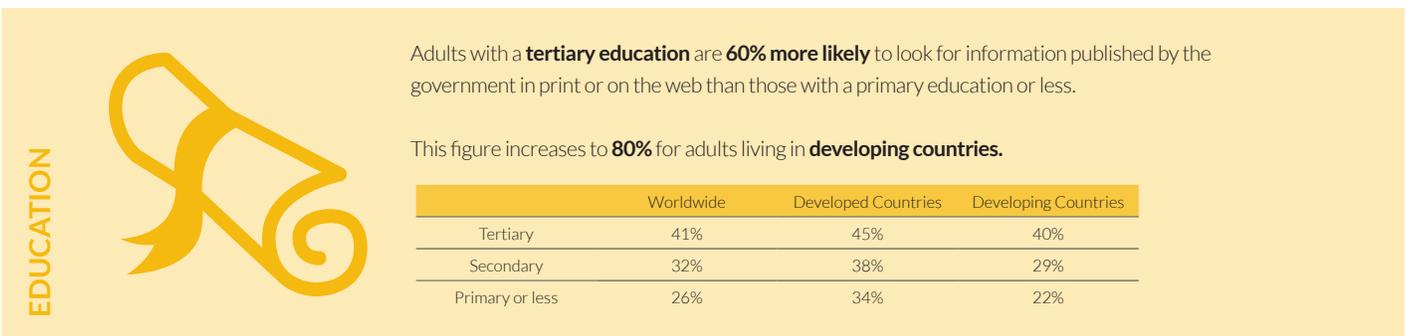
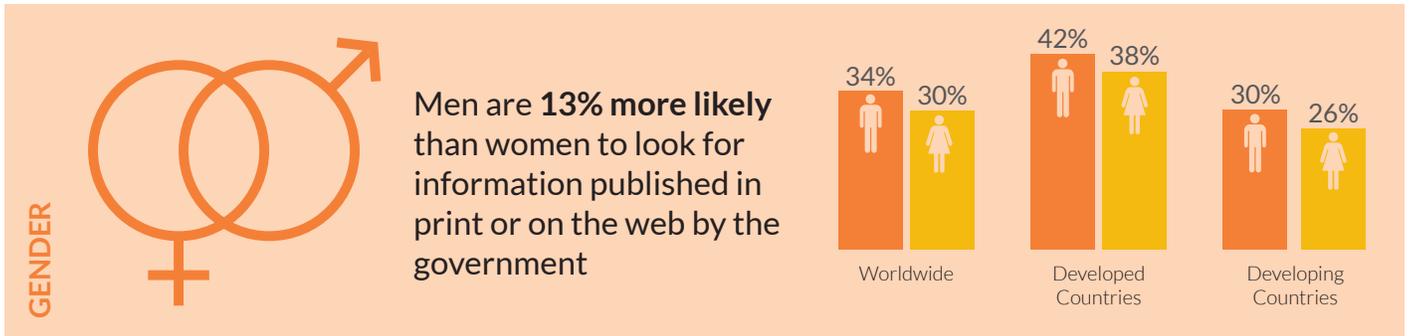
Official information that is available upon request or readily accessible to the public helps citizens participate in decision-making processes and holds the government accountable. In practice, however, not all people access or request information equally.

The following infographic breaks down requests and searches for publicized information by gender, socio-economic status, and level of education worldwide. Overall, people who are more educated, wealthier, and male are more likely to request and seek out government information than those who are less educated, poor, and female. This gap is larger in developing countries.

## A. Requested information from a government agency

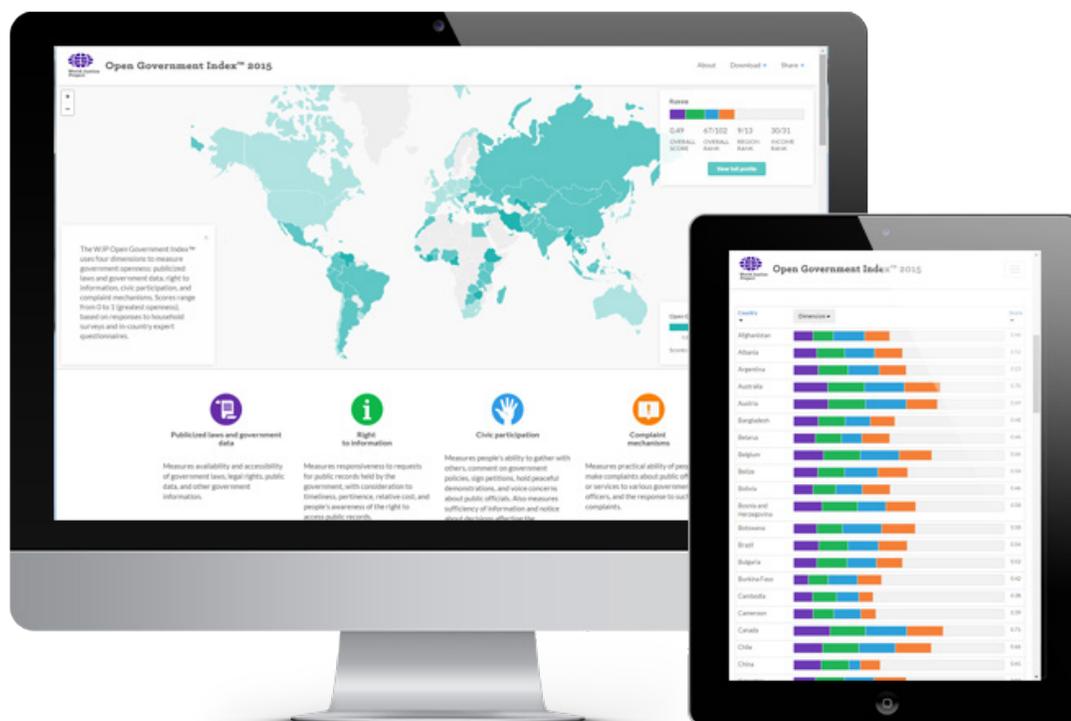


## B. Looked for any information published by the government in print or on the web



# Online Tools and Country Profiles

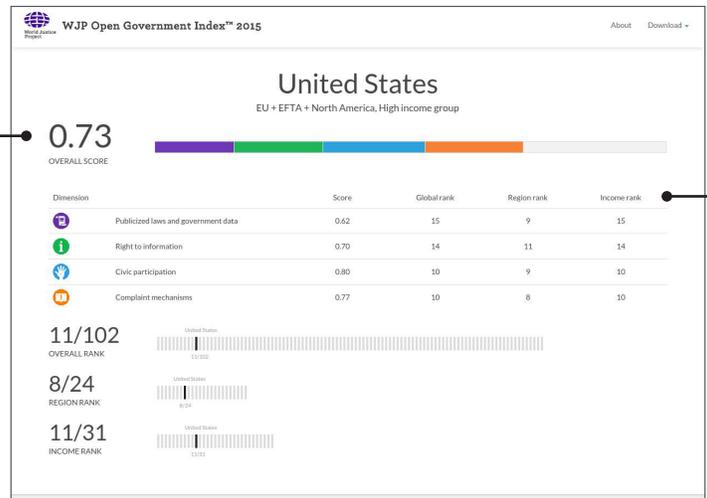
WJP's Open Government Index™ is designed to measure the openness of governments in over 100 countries and draws from interviews with over 100,000 people around the world. Online country profiles present scores for the four dimensions of open government and allows users to compare scores and rankings to other regional and income-group countries. Each country profile also includes aggregated scores, rankings, and selected individual questions. The WJP Open Government Index webpage, [data.worldjusticeproject.org/opengov](http://data.worldjusticeproject.org/opengov), also provides features to sort all surveyed countries alphabetically, by dimension score, and by overall score.



# Country Profiles

Each country profile presents the featured country's scores for each of the WJP Open Government Index's four dimensions and draws comparisons between the scores of the featured country and the average scores of other indexed countries in the same region or income group.

Explore each country's overall open government score, plus their global, income and regional ranks



Discover each country's open government scores on four criteria: publicized laws and government data, right to information, right civic participation, and complaint mechanisms.

The Voice of the People section of the country profile presents individual questions and responses on people's perceptions of collaborating with the government and participating in their community, as well as their experiences with requesting information and making official complaints.



Compare individual responses with the responses from other regional and group income countries

Analyze responses to individual questions by gender and income



# Methodology



The WJP Open Government Index™ is a measure of the openness of government in 102 countries. The Open Government Index is composed of four dimensions: publicized laws and government data, right to information, civic participation, and complaint mechanisms. In order to establish the extent to which a government is transparent, accessible, participatory, collaborative, and responsive, the WJP Open Government Index draws from general population and expert surveys collected for the WJP Rule of Law Index that capture the experiences and perceptions of ordinary citizens.

## The World Justice Project Open Government Dimensions

The following section presents a summary of the concepts underlying the four dimensions highlighted in the WJP Open Government Index.

- **Publicized laws and government data**

The first dimension of the WJP Open Government Index measures whether basic laws and information on legal rights are publicly available, presented in plain language, and are made accessible in all languages used by significant segments of the population. This dimension also measures the quality and accessibility of information published by the government in print or online (i.e. active transparency), and whether administrative regulations, drafts of legislation, administrative decisions, and high court decisions are made accessible to the public in a timely manner.

- **Right to information**

The second dimension measures whether requests for information held by a government agency are granted (assuming the information is a public record). It also measures whether these requests are granted within a reasonable time period, if the information provided is pertinent and complete, and if requests for information are granted at a reasonable cost and without having to pay a bribe. This dimension also measures whether people are aware of their right to information, and

whether relevant records – such as budget figures of government officials, ombudsman reports, and information relative to community projects – are accessible to the public upon request.

- **Civic participation**

The third dimension measures the effectiveness of civic participation mechanisms, including the protection of the freedoms of opinion and expression, and assembly and association, and the right to petition the government. It also measures whether people can voice concerns to various government officers and members of the legislature, and whether government officials provide sufficient information and notice about decisions affecting the community, including opportunities for citizen feedback.

- **Complaint mechanisms**

The fourth dimension measures whether people are able to bring specific complaints to the government about the provision of public services or the performance of government officers in carrying out their legal duties in practice, and how government officials respond to such complaints. It also measures whether people can challenge government decisions before another government agency or a judge.

## Data Sources

The WJP Open Government Index scores and rankings are based on answers drawn from a General Population Poll (GPP) and a series of Qualified Respondent's Questionnaires (QRQs) collected for the WJP Rule of Law Index.

The GPP surveys provide firsthand information on the experiences and perceptions of randomly selected ordinary people in each of the 102 countries regarding a range of pertinent rule of law information, such as their dealings with the government, the ease of interacting with state bureaucracy, the extent of bribery and corruption, the availability of dispute resolution systems, and the prevalence of common crimes to which they are exposed. A subset of these GPP survey questions - which contain information on the perceptions and experiences of ordinary people regarding their access to government information, the extent of their participation in local government, and the quality of mechanisms provided to make complaints - are used to compute scores of the WJP Open Government Index. For example, whether citizens can access agency budgets without paying an official fee, or whether community members are allowed to gather to present their needs to congressional officers. The subset includes 47 perception-based questions and 10 experience-based questions. The GPP also includes socio-demographic information of all respondents. Table 1 on page 33 lists the city coverage and polling methodology for each country included in the Index.

The Qualified Respondents' Questionnaires (QRQs) complement the polling data with assessments from in-country professionals with expertise in civil and commercial law, criminal law, labor law, and public health, all of which are reflected in specific Index questions. These questionnaires gather timely input from local experts and practitioners who frequently interact with state institutions and their accountability mechanisms. The questionnaires contain closed-ended perception questions and several hypothetical scenarios with highly detailed factual assumptions aimed at ensuring comparability across countries. Questionnaire respondents are selected from directories of law firms, universities and colleges, research organizations, and non-governmental organizations (NGOs). They are also contacted through referrals from the WJP global network of practitioners and vetted by WJP staff based on their expertise. The expert surveys are administered in three languages. The QRQ data for this report includes a total of 2,500 surveys, which

represents an average of 23 respondents per country. These data were collected from October 2014 through January 2015.

## Data Cleaning and Score Computation

Once collected, the data are carefully processed to arrive at country-level scores. As a first step, the respondent-level data are edited to exclude partially-completed surveys, suspicious data, and outliers (which are detected using a Z-score method). Individual answers are then mapped to the four components of the Index (or to the intermediate categories that make up them), codified so that all values fall between 0 (least open government) and 1 (most open government), and aggregated at the country level using the simple (or un-weighted) average of all respondents. To allow for aggregation, the resulting scores are normalized using the Min-Max method. These normalized scores are then successfully aggregated from the variable level all the way up to the factor level to produce the final country scores and rankings. In most cases, the GPP and QRQ data are equally weighted in the calculation of the scores of the intermediate categories or sub-dimensions. This formulation is sometimes adjusted in cases where one data source is better suited to the measurement of a particular concept. The exact survey questions, weights, and formulas used to calculate the sub-dimensions, dimensions and the Open Government Index are presented in the "Variables Used to Construct the Open Government Index" table that follows.

## Data Validation

As a final step, data are validated and crosschecked against qualitative and quantitative third-party sources to provide an additional layer of analysis and to identify possible mistakes or inconsistencies within the data.

## Strengths and Limitations

The Open Government Index methodology displays both strengths and limitations. Among its strengths is the inclusion of both expert and household surveys to ensure that the findings reflect the conditions actually experienced by the population. Another strength is that it approaches the measurement of open government from various angles by triangulating information across data sources and types of questions. This approach enables accounting for different perspectives on open government, and helps to reduce possible bias that might be introduced by any one particular data collection

method. The Index methodology also has some limitations. First, the data shed light on open government dimensions that appear comparatively strong or weak, but are not specific enough to establish causation. Second, the GPP is administered only in three major urban areas in each of the indexed countries. Third, given the rapid changes occurring in certain countries, scores for some countries may be sensitive to the specific points in time when the data were collected. Fourth, the QRQ data may be subject to problems of measurement error due to the limited number of experts in some countries, resulting in less precise estimates. To address this, the WJP works is piloting improvements to the methodology and continues to expand its network of in-country academic and practitioner experts in all countries.

### **Constructing the Open Government Index**

A more detailed description of the variables used to calculate the WJP Open Government Index is featured in Table 2: Constructing the Open Government Index.

# City Coverage and Polling Methodology

Country/Territory	Cities Covered	Polling Company	Methodology	Sample	Year
Afghanistan	Kabul, Kandahar, Herat	ACSOR Surveys, a subsidiary of D# Systems, Inc.	Face-to-face	1000	2014
Albania	Tirana, Durres, Shkodra	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2013
Argentina	Buenos Aires, Cordoba, Rosario	Statmark Group	Face-to-face	1000	2013
Australia	Sydney, Melbourne, Brisbane	Survey Sampling International	Online	1000	2013
Austria	Vienna, Graz, Linz	Survey Sampling International	Online	1008	2014
Bangladesh	Dhaka, Chittagong, Khulna	Org-Quest Research	Face-to-face	1000	2013
Belarus	Minsk, Gomel, Mogilev	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
Belgium	Antwerp, Ghent, Charleroi	Survey Sampling International	Online	1000	2013
Belize	Belize City, San Ignacio, Belmopan	CID-Gallup Latin America	Face-to-face	1020	2014
Bolivia	La Paz, Santa Cruz, Cochabamba	Prime Consulting	Face-to-face	1201	2013
Bosnia and Herzegovina	Sarajevo, Tuzla, Banja Luka	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
Botswana	Gaborone, Francistown, Molepolole	SIS International Research	Face-to-face	1045	2012
Brazil	Porto Alegre, Recife, Sao Paulo	IBOPE Market Research	Face-to-face	1000	2014
Bulgaria	Sofia, Plovdiv, Varna	Alpha Research	Face-to-face	1027	2013
Burkina Faso	Ouagadougou, Bobo Dioulasso, Dédougou	TNS-RMS	Face-to-face	1000	2014
Cambodia	Phnom Penh, Battambang, Kampong Cham	Indochina Research	Face-to-face	1000	2014
Cameroon	Douala, Yaounde, Bamenda	Liaison Marketing	Face-to-face	997	2013
Canada	Toronto, Montreal, Vancouver	Survey Sampling International	Online	920	2014
Chile	Santiago, Valparaiso, Concepcion	D3 Systems	Face-to-face	1000	2014
China	Shanghai, Beijing, Guangzhou	IBI Partners	Face-to-face	1002	2013
Colombia	Bogota, Medellin, Baranquilla	Statmark Group	Face-to-face	1017	2013
Costa Rica	San Jose, Alajuela, Cartago	CID-Gallup Latin America	Face-to-face	1020	2014
Cote d'Ivoire	Abidjan, San Pedro, Bouake	TNS-RMS	Face-to-face	1000	2014
Croatia	Zagreb, Split, Rijeka	Market Research & Polls - EURASIA (MRP-EURASIA)	Face-to-face	1000	2013
Czech Republic	Prague, Brno, Ostrava	Survey Sampling International	Online	997	2014
Denmark	Copenhagen, Aarhus, Odense	SIS International Research	Online	1050	2014
Dominican Republic	Santo Domingo, Distrito Nacional, Santiago	CID-Gallup Latin America	Face-to-face	1000	2013
Ecuador	Quito, Guayaquil, Cuenca	Statmark Group	Face-to-face	1000	2014
Egypt	Cairo, Alexandria, Giza	D3 Systems, Inc./WJP in collaboration with local partner	Face-to-face	300/ 1000	2014/ 2012
El Salvador	San Salvador, San Miguel, Santa Ana	CID-Gallup Latin America	Face-to-face	1009	2013
Estonia	Tallinn, Tartu, Narva	Norstat	Online	800	2014
Ethiopia	Addis Ababa	Infinite Insight	Face-to-face	570	2014
Finland	Helsinki, Espoo, Tampere	SIS International Research	Online	1050	2014
France	Paris, Lyon, Marseille	Survey Sampling International	Online	1001	2013
Georgia	Tbilisi, Kutaisi, Batumi	ACT	Face-to-face	1000	2014
Germany	Berlin, Hamburg, Munich	Survey Sampling International	Online	1000	2013
Ghana	Accra, Kumasi, Sekondi-Takoradi	FACTS International Ghana Limited	Face-to-face	1005	2013
Greece	Athens, Tessaoniki, Patras	Survey Sampling International	Online	1000	2014
Guatemala	Guatemala City, Quetzaltenango, Escuintla	CID-Gallup Latin America	Face-to-face	1026	2013
Honduras	Tegucigalpa, San Pedro Sula, La Ceiba	CID-Gallup Latin America	Face-to-face	1020	2014

Country/Territory	Cities Covered	Polling Company	Methodology	Sample	Year
Hong Kong SAR, China	Hong Kong	IBI Partners	Face-to-face	1010	2014
Hungary	Budapest, Debrecen, Szeged	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
India	Mumbai, Delhi, Bangalore	Ipsos Public Affairs	Face-to-face	1047	2013
Indonesia	Jakarta, Surabaya, Bandung	MRI-Marketing Research Indonesia	Face-to-face	1011	2014
Iran	Teheran, Mashad, Isfahan	WJP in collaboration with local partner	Face-to-face	1045	2013
Italy	Rome, Milan, Naples	Survey Sampling International	Online	1000	2014
Jamaica	Kingston, Portmore, Spanish Town	Statmark Group	Face-to-face	1000	2011
Japan	Tokyo, Yokohama, Osaka	IBI Partners	Face-to-face	1002	2013
Jordan	Amman, Irbid, Zarqa	WJP in collaboration with local partner	Face-to-face	1004	2013
Kazakhstan	Almaty, Astana, Shymkent	VCIOM	Face-to-face	1002	2013
Kenya	Nairobi, Mombasa, Nakuru	TNS-RMS	Face-to-face	1003	2013
Kyrgyzstan	Bishkek, Osh, Jalalabad	VCIOM	Face-to-face	1000	2013
Lebanon	Beirut, Tripoli, Sidon	IIACSS	Face-to-face	1003	2014
Liberia	Monrovia, Kakata, Gbarnga	FACTS International Ghana Limited	Face-to-face	1000	2013
Macedonia, FYR	Skopje, Kumanovo, Bitola	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
Madagascar	Antananarivo, Antsirabe, Toamasina	DCDM Research	Face-to-face	1000	2014
Malawi	Blantyre, Lilongwe, Mzuzu	Consumer Options Ltd.	Face-to-face	997	2014
Malaysia	Kuala Lumpur, Johor Bahru, Ipoh	IBI Partners	Face-to-face	1011	2014
Mexico	Mexico City, Guadalajara, Monterrey	Data Opinion Publica y Mercados	Face-to-face	1005	2014
Moldova	Chisinau, Balti, Cahul	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
Mongolia	Ulaanbaatar, Darkhan, Erdenet	Sant Maral	Face-to-face	1000	2014
Morocco	Casablanca, Rabat, Marrakesh	Ipsos Public Affairs	Face-to-face	1000	2013
Myanmar	Mandalay, Naypyidaw, Yangon	IBI Partners	Face-to-face	1004	2013
Nepal	Kathmandu, Pokhara, Biratnagar	Solutions Consultant	Face-to-face	1000	2014
Netherlands	Amsterdam, Rotterdam, The Hague	Survey Sampling International	Online	1000	2013
New Zealand	Auckland, Wellington, Canterbury	IBI Partners	Telephone	1003	2014
Nicaragua	Managua, Masaya, Leon	CID-Gallup Latin America	Face-to-face	1020	2014
Nigeria	Lagos, Oyo, Kano	Marketing Support Consultancy	Face-to-face	1048	2013
Norway	Oslo, Bergen, Trondheim	SIS International Research	Online	1050	2014
Pakistan	Karachi, Lahore, Faisalabad	Gallup Pakistan	Face-to-face	2007	2014
Panama	Panama City, San Miguelito, David	CID-Gallup Latin America	Face-to-face	1020	2014
Peru	Lima, Trujillo, Arequipa	Prime Consulting	Face-to-face	1231	2013
Philippines	Manila, Davao, Cebu	IBI Partners	Face-to-face	1000	2013
Poland	Warsaw, Lodz, Cracow	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2013
Portugal	Lisbon, Villa Nova de Gaia, Sintra	Survey Sampling International	Online	1001	2014
Republic of Korea	Seoul, Busan, Incheon	IBI Partners	Face-to-face	1004	2013
Romania	Bucharest, Cluj-Napoco, Timisoara	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2013
Russia	Moscow, Saint Petersburg, Novosibirsk	VCIOM	Face-to-face	1000	2013
Senegal	Dakar, Thies, Saint-Louis	Liaison Marketing	Face-to-face	1001	2014
Serbia	Belgrade, Novi Sad, Nis	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014

Country/Territory	Cities Covered	Polling Company	Methodology	Sample	Year
Sierra Leone	Freetown, Kenema, Makeni	TNS-RMS Cameroun Ltd.	Face-to-face	1005	2012
Singapore	Singapore	Survey Sampling International	Online	1000	2014
Slovenia	Ljubljana, Maribor, Oelje	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
South Africa	Johannesburg, Cape Town, Durban	Quest Research Services	Face-to-face	1000	2013
Spain	Madrid, Barcelona, Valencia	Survey Sampling International	Online	1000	2013
Sri Lanka	Colombo, Negombo, Kandy	PepperCube Consultants	Face-to-face	1030	2014
Sweden	Stockholm, Gothenburg, Malmo	Survey Sampling International	Online	1000	2013
Tanzania	Dar es Salaam, Mwanza, Shinyanga	Consumer Options Ltd.	Face-to-face	1000	2012
Thailand	Bangkok, Nonthaburi, Pak Kret	IBI Partners	Face-to-face	1008	2013
Tunisia	Tunis, Sfax, Sousse	BJKA Consulting (BJ Group)	Face-to-face	1000	2014
Turkey	Istanbul, Ankara, Izmir	TNS Turkey	Face-to-face	1003	2013
Uganda	Kampala, Mbale, Mbarara	TNS-RMS	Face-to-face	1002	2013
Ukraine	Kiev, Kharkiv, Odesa	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
United Arab Emirates	Dubai, Sharjah, Abu-Dhabi	Dolfin Market Research & Consultancy (DolfinX)	Face-to-face	1610	2014
United Kingdom	London, Birmingham, Glasgow	Survey Sampling International	Online	1000	2013
United States	New York, Los Angeles, Chicago	Survey Sampling International	Online	1002	2014
Uruguay	Montevideo, Salto, Paysandu	Statmark Group	Telephone	1000	2012
Uzbekistan	Tashkent, Samarkand, Fergana	Market Research & Polls - EURASIA (MRP-EUR-ASIA)	Face-to-face	1000	2014
Venezuela	Caracas, Maracaibo, Barquisimeto	WJP in collaboration with local partner	Face-to-face	1000	2013
Vietnam	Hanoi, Haiphong, Ho Chi Minh City	Indochina Research	Face-to-face	1000	2014
Zambia	Lusaka, Ndola, Kitwe	Quest Research Services	Face-to-face	1000	2014
Zimbabwe	Harare, Bulawayo, Chitungwiza	SIS International Research	Face-to-face	1005	2012

# Variables Used to Construct the Open Government Index

This table lists the individual variables used to construct the dimensions of the WJP Open Government Index. The table consists of four columns. The first column lists the variable's identification number. The second column lists the individual questionnaires in which a variable was included. For variables included in the Qualified Respondent Questionnaires (QRQ) the following abbreviations are used: CC for the Civil and Commercial Law questionnaire, CJ for the Criminal Law questionnaire, LB for the Labor Law questionnaire, and PH for the Public Health questionnaire. The third column lists the qualitative and quantitative scales for each variable. The fourth column states the survey text of the variable. The formulas used to calculate the sub-dimensions, dimensions and the WJP Open Government Index are presented next to each composite indicator.

Open Government Index   AVERAGE(1, 2, 3, 4)			
1 Publicized laws and government data   AVERAGE(1.1, 1.2)			
1.1 Information in plain language and in all official languages   AVERAGE(GPP1,AVERAGE(GPP2:QRQ1),AVERAGE(GPP3:QRQ2),QRQ3)			
<b>GPP1</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	Could you please tell us how well or badly you think your local government is performing in the following procedures? Providing information in plain language about people's legal rights, so that everybody can understand them?
<b>GPP2</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them.
<b>QRQ1</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, the local government provides easy-to-understand information on people's legal rights (criminal suspects' rights; workers' basic rights; public health issues).
<b>GPP3</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, the basic laws of [COUNTRY] are available in all official languages
<b>QRQ2</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	The basic laws are publicly available in all official languages.
<b>QRQ3</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, the government strives to make the laws accessible in languages spoken by significant segments of the population, even if they are not "official" language.
1.2 Publicized laws and government data   AVERAGE(GPP4:QRQ8)			
<b>GPP4</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	Could you please tell us how well or badly you think your local government is performing in the following procedures? Providing citizens information about the government expenditures?

<b>GPP5</b>	GPP	Very good (1), Good (2), Bad (3), Very bad (4)	How would you rate the information published by the government in print or on the web in terms of quality of the information?
<b>GPP6</b>	GPP	Very good (1), Good (2), Bad (3), Very bad (4)	How would you rate the information published by the government in print or on the web in terms of quantity of the information?
<b>GPP7</b>	GPP	Very good (1), Good (2), Bad (3), Very bad (4)	How would you rate the information published by the government in print or on the web in terms of accessibility of the information?
<b>GPP8</b>	GPP	Very good (1), Good (2), Bad (3), Very bad (4)	How would you rate the information published by the government in print or on the web in terms of reliability of the information?
<b>GPP9</b>	GPP	Very good (1), Good (2), Bad (3), Very bad (4)	How would you rate the information published by the government in print or on the web in terms of format of the information?
<b>QRQ4</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, national regulations are published on a timely basis (i.e. within the timelines mandated by the applicable law or regulation).
<b>QRQ5</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, administrative regulations can be obtained at little cost, such as by mail, or online.
<b>QRQ6</b>	QRQ (CC, CJ, LB, PH)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, judicial decisions of the highest court are published on a timely basis.
<b>QRQ7</b>	QRQ(CC)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, drafts of legislation (bills) to be discussed in the legislative body are made available to the public on a timely basis.
<b>QRQ8</b>	QRQ(CC)	Almost Always (1), In Most Cases (.667), In Some Cases (.333), Almost Never (0)	In practice, legislative proceedings (e.g. bills submitted or presented before the legislature for consideration or approval) are broadcast to the public by radio or TV.
<b>2 Right to Information   AVERAGE (2.1, 2.2, 2.3, 2.4, 2.5, 2.6)</b>			
2.1 Awareness of right to information   AVERAGE(GPP10:GPP11)			
<b>GPP10</b>	GPP	Yes (1), No (0)	Are you aware of any laws that are intended to provide individuals with the right to access information held by government agencies?
<b>GPP11</b>	GPP	Yes (1), No (0)	Have you not requested information from a government agency because you did not know you can ask the government for information?
2.2 Information requests - responsiveness   AVERAGE(GPP12:QRQ10)			
<b>GPP12</b>	GPP	Yes (1), No (0)	Did you receive the information from the official or government agency from which you requested it?
<b>GPP13</b>	GPP	Yes (1), No (0)	Were you satisfied with the reasons given for not granting the information that you requested?
<b>GPP14</b>	GPP	Very satisfied (1), satisfied (.667), dissatisfied (.333), very dissatisfied (0)	How satisfied were you with the process of requesting the information?
<b>GPP15</b>	GPP	Yes (1), No (0)	Have you not requested information from a government agency because you didn't think the government would give it to you?
<b>GPP16</b>	GPP	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	If you could request to have access to information held by a government agency, how likely do you think it is that the agency will grant it, assuming the information is both public and properly requested?
<b>QRQ9</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	If the residents request a copy of the project design documentation prior to the initiation of the construction project, how likely are the relevant government authorities to provide them with such a copy?

<b>QRQ10</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	Assume that you request to have access to information held by the Ministry of Education about how the budget of that agency is spent. How likely is it that the government agency in charge will grant such information, assuming it is properly requested?
2.3 Information requests - quality   AVERAGE(GPP17:QRQ11)			
<b>GPP17</b>	GPP	Pertinent and Complete (1), Incomplete (.667), Vague/unclear (.333), evasive/doubtful (0)	In terms of the specifics of the information you requested, would you describe the information that was supplied to you as being:
<b>QRQ11</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	Assume that you request to have access to information held by the Ministry of Education about how the budget of that agency is spent. How likely is it that the information provided is pertinent and complete?
2.4 Information requests - timeliness   AVERAGE(GPP18:QRQ12)			
<b>GPP18</b>	GPP	Less than a week (1), between one week and one month (.75), between one month and three months (.5), between three months and six months (.25), more than six months (0)	Approximately how long did it take to obtain the information that you requested?
<b>QRQ12</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	Assume that you request to have access to information held by the Ministry of Education about how the budget of that agency is spent. How likely is it that the government agency will grant such information within a reasonable time period?
2.5 Information requests - affordability and trust   AVERAGE(GPP19:QRQ14)			
<b>GPP19</b>	GPP	Open response	If you had to pay a fee to the official to obtain the information, what was the amount of that fee?
<b>GPP20</b>	GPP	Yes (1), No (0)	Did you have to pay a bribe (or money above that required by law) in order to obtain the information?
<b>GPP21</b>	GPP	Yes (1), No (0)	Have you not requested information from a government agency because you don't trust the government as a source for this type of information?
<b>QRQ13</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	Assume that you request to have access to information held by the Ministry of Education about how the budget of that agency is spent. How likely is it that the government agency will grant such information at a reasonable cost?
<b>QRQ14</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	Assume that you request to have access to information held by the Ministry of Education about how the budget of that agency is spent. How likely is it that the government agency will grant such information without having to pay a bribe?
2.6 Information requests - general accessibility of information   AVERAGE(QRQ15:QRQ22)			
<b>QRQ15</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are budget figures of government agencies in your country?
<b>QRQ16</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are copies of government contracts in your country?
<b>QRQ17</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are sources of campaign financing of elected officials and legislators in your country?
<b>QRQ18</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are disclosure records of senior government officials in your country?
<b>QRQ19</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are reports of the national human rights institution in your country?
<b>QRQ20</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are copies of administrative decisions made by national government agencies in your country?
<b>QRQ21</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are copies of administrative decisions made by local government agencies in your country?

<b>QRQ22</b>	QRQ (CC, CJ, LB, PH)	Very accessible (1), slightly accessible (.5), not accessible at all (0)	How accessible are transcripts of administrative proceedings in your country?
<b>3 Civic participation   AVERAGE (3.1, 3.2)</b>			
3.1 Freedom of opinion and expression is effectively guaranteed   AVERAGE(QRQ23, QRQ24, GPP22)			
3.1 A People are free to express political opinions alone or in peaceful association with others   AVERAGE(AVERAGE(QRQ23:QRQ24),GPP22)			
<b>QRQ23</b>	QRQ (CC, CJ, LB, PH)	Very Likely (0), Likely (.333), Unlikely (.667), Very Unlikely (1)	How likely is a citizen to be beaten by the police, without justification, for participating in a non-violent public demonstration in [COUNTRY]?
<b>QRQ24</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in [COUNTRY] can freely hold public non-violent demonstrations without fear of reprisal.
<b>GPP22</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], people can freely express opinions against the government.
3.1 B Freedom of the media is respected   AVERAGE(AVERAGE(QRQ25:QRQ29),AVERAGE(GPP23:GPP24))			
<b>QRQ25</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, the media (TV, radio, newspapers) in [COUNTRY] can freely expose cases of corruption by high-ranking government officers without fear of retaliation.
<b>QRQ26</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, the media (TV, radio, newspapers) in [COUNTRY] can freely express opinions against government policies without fear of retaliation.
<b>QRQ27</b>	QRQ (CC, CJ, LB, PH)	Very Likely (0), Likely (.333), Unlikely (.667), Very Unlikely (1)	How likely is a journalist to be attacked by the police, without justification, for covering a non-violent public demonstration in [COUNTRY]?
<b>QRQ28</b>	QRQ (CJ)	Very Likely (0), Likely (.333), Unlikely (.667), Very Unlikely (1)	How likely is the newspaper reporter to be threatened, imprisoned, or punished (either through official or unofficial means), either by the police or by the organized criminal organization?
<b>QRQ29</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice in [COUNTRY], the government does not prevent citizens from accessing content published online.
<b>GPP23</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], the media (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation.
<b>GPP24</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government policies and actions without fear of retaliation.
3.1 C Freedom of civil and political organization is respected (NGOs and political parties)   AVERAGE(AVERAGE(QRQ30:GPP25),AVERAGE(QRQ31:GPP26))			
<b>QRQ30</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, civil society organizations in [COUNTRY] can freely express opinions against government policies and actions without fear of retaliation.
<b>GPP25</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation.
<b>GPP26</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation.
<b>QRQ31</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice in [COUNTRY], opposition parties can freely express opinions against government policies without fear of retaliation.
<b>QRQ32</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, opposing factions within the dominant party can freely express opinions in public without fear of facing substantial negative consequences.
3.2 Freedom of assembly and association is effectively guaranteed   AVERAGE(AVERAGE(QRQ33:QRQ36),AVERAGE(GPP27:GPP29))			
<b>QRQ33</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, civil society organizations in [COUNTRY] can freely express opinions against government policies and actions without fear of retaliation.
<b>QRQ34</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in [COUNTRY] can freely join together with others to draw attention to an issue or sign a petition.
<b>QRQ35</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people can freely join any political organization they want.

<b>QRQ36</b>	QRQ (CC, CJ, LB, PH)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in [COUNTRY] can freely hold public nonviolent demonstrations without fear of reprisal.
<b>GPP27</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], people can freely attend community meetings.
<b>GPP28</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition.
<b>GPP29</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], people can freely join any (unforbidden) political organization they want.
<b>3.3 Right to petition and civic engagement   AVERAGE(GPP30:QRQ39)</b>			
<b>GPP30</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in this neighborhood can get together with others and present their concerns to members of Congress.
<b>GPP31</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in this neighborhood can get together with others and present their concerns to local government officials.
<b>GPP32</b>	GPP	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition.
<b>GPP33</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	When talking to people about their local government, we often find important differences in how well local governments perform their duties. Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? Responding to people's concerns about community matters.
<b>GPP34</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	When talking to people about their local government, we often find important differences in how well local governments perform their duties. Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? Consulting traditional, civil, and community leaders before making decisions.
<b>GPP35</b>	GPP	Yes (1), No (0)	Now, here is a list of actions that people sometimes do. For each of these, please tell me whether you, personally, have done any of these things during the past 12 months? Attend a community meeting.
<b>QRQ37</b>	QRQ (CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	In practice, how likely are local residents to receive sufficient advance notice of the impending construction project?
<b>QRQ38</b>	QRQ (CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	In practice, if a large number of residents file an urgent petition proposing an alternative construction plan before the relevant administrative or judicial authority, how likely is the relevant administrative or judicial authority to suspend the project until the residents' alternative construction plan can be considered?
<b>QRQ39</b>	QRQ (CC)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, people in [COUNTRY] can get together with others and present their concerns to local government officials
<b>4 Complaint mechanisms   AVERAGE(GPP29:QRQ28)</b>			
<b>GPP36</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	Could you please tell us how well or badly you think your local government is performing in providing effective ways to make complaints about public services?
<b>GPP37</b>	GPP	Very Well (1), Fairly Well (.667), Fairly Badly (.333), Very Badly (0)	Could you please tell us how well or badly you think your local government is performing in providing effective ways to handle complaints against local government officials
<b>QRQ40</b>	QRQ(CC)	Very Likely (1), Likely (.667), Unlikely (.333), Very Unlikely (0)	In practice, how likely are the residents to be given the opportunity to present their objections or comments to the relevant government authorities prior to the start of the construction project?
<b>QRQ41</b>	QRQ(CC)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	To what extent do you agree with the following statements: By law, if a government agency denies a citizens' request for information, citizens have the right to challenge this decision before another government agency or a judge
<b>QRQ42</b>	QRQ(CC)	Strongly Agree (1), Agree (.667), Disagree (.333), Strongly Disagree (0)	In practice, if a government agency denies a citizens' request for information, citizens can effectively challenge this decision before another government agency or a judge

# Acknowledgments

The World Justice Project’s Honorary Chairs, Directors, Officers, Staff, Financial Supporters, and Sponsoring Organizations listed in the last section of this report.

The polling companies and research organizations listed in the Methodology section of this report, and the contributing experts.

**Academic advisors:** Mark David Agrast, American Society of International Law; Jose M. Alonso, World Wide Web Foundation; Rolf Alter, OECD; Eduardo Barajas, Universidad del Rosario; Maurits Barendrecht, Tilburg University; Christina Biebesheimer, The World Bank; Tim Besley, London School of Economics; Paul Brest, Stanford University; Jose Caballero, IMD Business School; David Caron, Kings College, London; Thomas Carothers, Carnegie Endowment; Marcela Castro, Universidad de los Andes; Eduardo Cifuentes, Universidad de los Andes; Sherman Cohn, Georgetown University; Christine M. Cole, Harvard Kennedy School; Mariano-Florentino Cuellar, Stanford University; Larry Diamond, Stanford University; Claudia J. Dumas, Transparency International USA; Brad Epperly, University of South Carolina; Julio Faundez, Warwick University; Hazel Feigenblatt, Global Integrity; Todd Foglesong, Harvard Kennedy School; Tom Ginsburg, University of Chicago; Joseph Foti, Open Government Partnership; James Goldston, Open Society Justice Initiative (OSJI); Jorge Gonzalez, Universidad Javeriana; Alejandro Gonzalez-Arriola, Open Government Partnership; Jon Gould, American University; Martin Gramatikov, HiiL; Brendan Halloran, Transparency and Accountability Initiative; Linn Hammergren; Tim Hanstad, Landesa; Wassim Harb, Arab Center for the Development of Rule of Law and Integrity; Nathaniel Heller, Open Government Partnership; Vanessa Herringshaw, Transparency and Accountability Initiative; Susan Hirsch, George Mason University; Ronald Janse, University of Amsterdam Law School; Erik G. Jensen, Stanford University; Rachel Kleinfeld, Carnegie Endowment; Jack Knight, Duke

University; Harold H. Koh, Yale University; Margaret Levi, University of Washington; Iris Litt, Stanford University; Clare Lockhart, The Institute for State Effectiveness; Zsuzsanna Lonti, OECD; Diego Lopez, Universidad de los Andes; William T. Loris, Loyola University; Paul Maassen, Open Government Partnership; Beatriz Magaloni, Stanford University; Jenny S. Martinez, Stanford University; Toby McIntosh, FreedomInfo.org; Toby Mendel, Centre for Law and Democracy; Ghada Moussa, Cairo University; Sam Muller, HiiL; Robert L. Nelson, American Bar Foundation and Northwestern University; Alfonsina Panaloza, Hewlett Foundation; Harris Pastides, University of South Carolina; Randal Peerenboom, La Trobe University and Oxford University; Angela Pinzon, Universidad del Rosario; Shannon Portillo, George Mason University; Michael H. Posner, New York University; Roy L. Prosterman, University of Washington; Anita Ramasastry, University of Washington; Mor Rubinstein, Open Knowledge Foundation; Angela Ruiz, Universidad del Rosario; Audrey Sacks, The World Bank; Lutforahman Saeed, Kabul University; Michaela Saisana, EU-JRC; Andrea Saltelli, EU-JRC; Moises Sanchez, Alianza Regional por la Libertad de Expresion; Andrei Shleifer, Harvard University; Jorge Luis Silva, The World Bank; Gordon Smith, University of South Carolina; Christopher Stone, Open Society Foundations; Rene Uruena, Universidad de los Andes; Stefan Voigt, University of Hamburg; Barry Weingast, Stanford University; Michael Woolcock, The World Bank.

# About the World Justice Project

The World Justice Project® (WJP) is an independent, multidisciplinary organization working to advance the rule of law around the world.

Effective rule of law reduces corruption, combats poverty and disease, and protects people from injustices large and small. It is the foundation for communities of peace, opportunity, and equity—underpinning development, accountable government, and respect for fundamental rights.

Traditionally, the rule of law has been viewed as the domain of lawyers and judges. But everyday issues of safety, rights, justice, and governance affect us all; everyone is a stakeholder in the rule of law.

The World Justice Project (WJP) engages citizens and leaders from across the globe and from multiple work disciplines to advance the rule of law. Through our mutually-reinforcing lines of business Research and Scholarship, the WJP Rule of Law Index, and Engagement, WJP seeks to increase public awareness about the foundational importance of the rule of law, stimulate policy reforms, and develop practical programs at the community level.

Founded by William H. Neukom in 2006 as a presidential initiative of the American Bar Association (ABA), and with the initial support of 21 other strategic partners, the World Justice Project transitioned into an independent 501(c)(3) non-profit organization in 2009. Its offices are located in Washington, DC, and Seattle, WA, USA.

## Our Approach

The work of the World Justice Project is founded on two premises: 1) the rule of law is the foundation of communities of peace, opportunity, and equity, and 2) multidisciplinary collaboration is the most effective way to advance the rule of law. Based on this, WJP's mutually-reinforcing lines of business employ a multi-disciplinary, multi-layered approach through original research and data, an active and global network, and practical, on-the-ground programs to advance the rule of law worldwide.

## Research and Scholarship

The WJP's Research & Scholarship work supports research about the meaning and measurement of the rule of law, and how it matters for economic, socio-political, and human development. The Rule of Law Research Consortium (RLRC) is a community of leading scholars from a variety of fields harnessing diverse methods and approaches to produce research on the rule of law and its effects on society.

## WJP Rule of Law Index®

The *WJP Rule of Law Index* is a quantitative assessment tool that measures how the rule of law is experienced by ordinary people in 102 countries around the globe. It offers a detailed view of the extent to which countries adhere to the rule of law in practice. Index scores are derived from perceptions and experiences as reported in household surveys (180,000 have been collected to date) as well as questionnaire responses from in-country experts.

## Engagement

Engagement efforts include connecting and developing a global network, organizing strategic convenings, and fostering practical, on-the-ground programs. At our biennial World Justice Forum, regional conferences, and single-country sorties, citizens and leaders come together to learn about the rule of law, build their networks, and design pragmatic solutions to local rule of law challenges. In addition, the World Justice Challenge provides seed grants to support practical, on-the-ground programs addressing discrimination, corruption, violence, and more.

## Honorary Chairs

The World Justice Project has the support of outstanding leaders representing a range of disciplines around the world. The Honorary Chairs of the World Justice Project are:

Madeleine Albright, Giuliano Amato, Robert Badinter, James A. Baker III, Cherie Blair, Stephen G. Breyer, Sharan Burrow, David Byrne, Jimmy Carter, Maria Livanos Cattai, Hans Corell, Hilario G. Davide, Jr., Hernando de Soto, Adama Dieng, William H. Gates, Sr., Ruth Bader Ginsburg, Richard J. Goldstone, Kunio Hamada, Lee H. Hamilton, Mohamed Ibrahim, Hassan Bubacar Jallow, Tassaduq Hussain Jilani, Anthony M. Kennedy, Beverley McLachlin, George J. Mitchell, John Edwin Mroz, Indra Nooyi, Sandra Day O'Connor, Ana Palacio, Colin L. Powell, Roy L. Prosterman, Richard W. Riley, Mary Robinson, Petar Stoyanov, Richard Trumka, Desmond Tutu, Antonio Vitorino, Paul A. Volcker, Harold Woolf, Andrew Young.

## Board of Directors

Sheikha Abdulla Al-Misnad, Emil Constantinescu, William C. Hubbard, Suet-Fern Lee, Mondli Makhanya, William H. Neukom, Ellen Grace Northfleet, James R. Silkenat.

## Directors Emeritus

President Dr. Ashraf Ghani Ahmadzai

## Officers and Staff

William C. Hubbard, Chairman of the Board; William H. Neukom, Founder and CEO; Deborah Enix-Ross, Vice President; Suzanne E. Gilbert, Vice President; James R. Silkenat, Director and Vice President; Lawrence B. Bailey, Treasurer; Gerold W. Libby, General Counsel and Secretary.

Staff: Juan Carlos Botero, Executive Director; Alejandro Ponce, Chief Researcher; Rebecca Billings; Sophie Barral; Josiah Byers; Bryce de Flamand; Alyssa Dougherty; Radha Friedman; Amy Gryskiewicz; Margaret Halpin; Matthew Harman; Sarah Long; Debby Manley; Joel Martinez; Nikki Ngbichi-Moore; Christine Pratt; Kelly Roberts; Nancy Ward.

## Financial Supporters

**Foundations:** Allen & Overy Foundation; Bill & Melinda Gates Foundation; Carnegie Corporation of New York; Chase Family Philanthropic Fund; The Edward John and Patricia Rosenwald Foundation; Ewing Marion Kauffman Foundation; Ford Foundation; GE Foundation; Gordon and Betty Moore Foundation; Judson Family Fund at The Seattle Foundation; Neukom Family Foundation; North Ridge Foundation; Oak Foundation; Pinnacle Gardens Foundation; Salesforce Foundation; The William and Flora Hewlett Foundation.

**Corporations:** AmazonSmile; Anonymous; Apple, Inc.; The Boeing Company; E.I. DuPont de Nemours & Company; Google, Inc.; General Electric Company; Hewlett-Packard Company; Intel Corporation; Invest In Law Ltd; Johnson & Johnson; LexisNexis; McKinsey & Company, Inc.; Merck & Co., Inc.; Microsoft Corporation; Nike, Inc.; PepsiCo; Texas Instruments, Inc.; Viacom International, Inc.; WalMart Stores, Inc.

**Law Firms:** Allen & Overy LLP; Boies, Schiller & Flexner, LLP; Cochingyan & Peralta Law Offices; Drinker Biddle & Reath LLP; Fulbright & Jaworski; Garrigues LLP; Gómez-Acebo & Pombo; Haynes and Boone, LLP; Holland & Knight LLP; Hunton & Williams; K&L Gates; Mason, Hayes+Curran; Nelson Mullins Riley & Scarborough LLP; Roca Junyent; Sullivan & Cromwell LLP; SyCip Salazar Hernandez & Gatmaitan; Troutman Sanders LLP; Turner Freeman Lawyers; Uría Menéndez; White & Case LLP; Winston & Strawn LLP

**Governments:** Irish Aid; National Endowment for Democracy; U.S. Department of State

**Professional Firms and Trade Associations:** American Bar Association (ABA); ABA Section of Administrative Law and Regulatory Practice; ABA Section of Antitrust Law; ABA Business Law Section; ABA Criminal Justice Section; ABA Section of Dispute Resolution; ABA Section of Environment, Energy, and Resources; ABA Health Law Section; ABA Section of Individual Rights & Responsibilities; ABA Section of Intellectual Property Law; ABA Section of International Law; ABA Judicial Division; ABA Section of Labor and Employment Law; ABA Section of Litigation; ABA Section of Real Property, Trust and Estate Law; ABA Section of State and Local Government Law; ABA Section of Taxation; Major, Lindsey & Africa; Union of Turkish Bar Associations; United States Chamber of Commerce & Related Entities; Welsh, Carson, Andersen & Stowe.

**Institutions:** Eastminister Presbyterian Church; Society of the Cincinnati.

**Individual Donors:** Mark Agrast; Randy J. Aliment; H. William Allen; William and Kay Allen; David and Helen Andrews; Anonymous; Keith A. Ashmus; Kirk Baert; Robert Badinter; Lawrence B. Bailey; Martha Barnett; Richard R. Barnett, Sr.; April Baskin; David Billings; Juan Carlos Botero; Pamela A. Bresnahan; Toby Bright; Jack Brooms; Richard D. Catenacci; Valerie Colb; Lee and Joy Cooper; Russell C. Deyo; Sandra Disner; Mark S. Ellis; Deborah Enix-Ross; Matthew and Valerie Evans; William and Janet Falsgraf; Jonathan Fine; Malcolm Fleming; William Forney; Suzanne Gilbert; Jamie S. Gorelick;

Lynn T. Gunnoe; Margaret Halpin; Harry Hardin; Joshua Harkins-Finn; Norman E. Harned; Albert C. Harvey; Judith Hatcher; Thomas Z. Hayward, Jr.; Benjamin H. Hill, III; Claire Suzanne Holland; Kathleen Hopkins; Avery Horne; R. Thomas Howell, Jr.; William C. and Kappy Hubbard; R. William Ide; Marina Jacks; Patricia Jarman; George E. Kapke; Peter E. Halle and Carolyn Lamm; Suet-Fern Lee; Myron and Renee Leskiw; Margaret Levi; Gerold Libby; Paul M. Liebenson; Iris Litt; Hongxia Liu; Karla Mathews; Lucile and Gerald McCarthy; Sandy McDade; M. Margaret McKeown; James Michel; Leslie Miller; Liliana Moreno; Nelson Murphy; Justin Nelson; Robert Nelson; William H. Neukom; Jitesh Parikh; Scott Partridge; J. Anthony Patterson Jr.; Lucian T. Pera; Maury and Lorraine Poscover; David Price; Llewelyn G. Pritchard; Michael Reed; Joan and Wm. T. Robinson III; Daniel Rockmore; Rachel Rose; Robert Sampson; Erik A. Schilbred; Judy Schulze; James R. Silkenat; Rhonda Singer; Thomas Smegal; Ann and Ted Swett; Joan Phillips Timbers; Nancy Ward; H. Thomas Wells; Dwight Gee and Barbara Wright

## Strategic Partners

American Bar Association; American Public Health Association; American Society of Civil Engineers; Arab Center for the Development of the Rule of Law and Integrity; Avocats Sans Frontières; Canadian Bar Association; Club of Madrid; Hague Institute for the Internationalisation of Law; Human Rights First; Human Rights Watch; Inter-American Bar Association; International Bar Association; International Chamber of Commerce; International Institute for Applied Systems Analysis; International Organization of Employers; International Trade Union Confederation; Inter-Pacific Bar Association; Karamah: Muslim Women Lawyers for Human Rights; Landesa; NAFSA: Association of International Educators; Norwegian Bar Association; People to People International; Transparency International USA; Union Internationale des Avocats; Union of Turkish Bar Associations; U.S. Chamber of Commerce; The World Council of Religious Leaders; World Federation of Engineering Organisations; World Federation of Public Health Associations