

WGA Governance Perceptions Questionnaire

The World Governance Assessment (WGA) is intended to add systematic, in-country assessments to the external ratings that dominate the measurement and discussion of governance around the world. You have been chosen as someone who can provide us with an expert in-country perspective. We would be very grateful if you could complete this questionnaire.

The information obtained will be treated with the strictest confidence. No names will ever be associated in anyway with the results of the survey.

In order for us to make effective comparisons over time and across countries, the assessment instrument is a pre-coded, multiple-choice questionnaire. It is important to answer all the questions. Missing answers make compiling and comparing the results difficult. Your answers should reflect your experience and perceptions of governance in the country you are currently living.

We are well aware that these standardized questions cannot capture the full complexity of governance issues. Therefore, in addition to indicating which answer comes closest to describing your case, please provide additional comments to better explain the situation in your country. Also, please add comments if there have been important changes in governance contexts over the last five years, noting the date and nature of these changes. These comments are critical to understanding how context matters in perceptions of governance.

An expert who has extensive experience and can answer questions on the main dimensions of governance in his or her respective country for the past 5 years should fill in the questionnaire. If you don't meet these qualifications, please contact the country coordinator. On average the questionnaire takes between 30 minutes and one hour to complete, depending on how much you comment. Please contact us if you would like further clarification on the aims of the project or regarding specific questions.

The questionnaire comprises 42 questions and is divided into 7 parts.

Part I: covers the extent of participation in the political process.

Part II: covers the way interests in society are aggregated in the political process.

Part III: covers government stewardship of the system as a whole.

Part IV: covers policy implementation, particularly the bureaucracy.

Part V: covers the relationship between the state and the market.

Part VI: covers dispute resolution, particularly the judiciary.

Part VII: A few general questions for context.

PART I: CIVIL SOCIETY

6. To what extent do citizens enjoy the freedom of association?

Please note that we are interested in the real (de facto) opportunities for citizens to create or join organizations so as to participate in the political process. It also includes the right that no one is forced to belong to an association.

	5 years ago	2006
Very high – no restrictions on joining organizations		
High		
Moderate		
Low		
Very low – group membership not allowed except for certain state organizations		

Comments / Priority Issues / Successful Reforms: _____

7. To what extent is society free from discrimination according to race, ethnicity, gender or religion?

Discrimination may be by government, but it could also be one group humiliating or otherwise adversely affecting the interests of other groups.

	5 years ago	2006
Very high – minimal discrimination and there are state and/or societal efforts to promote less favored members		
High		
Moderate		
Low		
Very low – state and/or societal discrimination harms certain groups and strongly favours others		

Comments / Priority Issues / Successful Reforms: _____

8. To what extent do citizens have freedom of expression?

We are interested in the real situation, not just what the laws say.

	5 years ago	2006
Very high – no restrictions on speech and fair opportunities for communicating		
High		
Moderate		
Low		
Very low – speech is very restricted, dissenting views are likely to be suppressed violently		

Comments / Priority Issues / Successful Reforms: _____

9. To what extent do citizens respect the rules governing the country?

We are interested here in the extent to which citizens are law-abiding or may be engaged in acts of undermining the rules of governing the country.

	5 years ago	2006
Very high – citizens respectfully engage in public duties		
High		
Moderate		
Low		
Very low – frequent and violent protest		

Comments / Priority Issues / Successful Reforms: _____

5. To what extent is there freedom of the media?

	5 years ago	2006
Very high – no restrictions on media organizations		
High		
Moderate		
Low		
Very low – the media is under state control and free media violently repressed		

Comments / Priority Issues / Successful Reforms: _____

1. To what extent do civil society groups have an input into the making of policy?

	5 years ago	2006
Very high – a major input in making policy in almost all areas		
High		
Moderate		
Low		
Very low – virtually no input in making policy		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting participation in the political process. What are some priorities for reform in your country? What important issues does the questionnaire not cover?

PART II: INTEREST AGGREGATION IN THE POLITICAL PROCESS

2. How well are different groups in society, defined by ethnicity, gender, race, religion or social class, represented in the legislature?

	5 years ago	2006
Very high – the legislature represents groups in society very well		
High		
Moderate		
Low		
Very low – legislature is completely dominated by and/or overwhelmingly favours certain groups		

Comments / Priority Issues / Successful Reforms: _____

3. To what extent does policy-making fairly reflect public preferences?

	5 years ago	2006
Very high – policy reflects the broad public interest very well		
High		
Moderate		
Low		
Very low – policy harms certain groups and/or strongly favours interests of dominant groups		

Comments / Priority Issues / Successful Reforms: _____

4. To what degree is there peaceful competition for political power?

We are interested here in the extent to which rules allow for competition for the selection of lawmakers, whether at national or local level, in a manner that is peaceful. Competition is often between political parties, but it need not always be the case.

	5 years ago	2006
Very high – political competition is essentially peaceful		
High		
Moderate		
Low		
Very low – political competition is always associated with the occurrence of violence		

Comments / Priority Issues / Successful Reforms: _____

5. To what extent are legislators accountable to the public?

For many countries, this will refer to the electoral system and how effectively representatives respond to constituent interests between elections.

	5 years ago	2006
Very high – legislators take their constituents interests seriously between elections		
High		
Moderate		
Low		
Very low – legislators act solely in their own (or other private) interests and ignore their public service role		

Comments / Priority Issues / Successful Reforms: _____

6. To what degree do political parties act in a transparent manner?

The areas where transparency matters could include, the decision-making processes, selection of officers, nominations and appointments, as well as their position on specific policy issues.

	5 years ago	2006
Very high – parties are very transparent in conducting their business		
High		
Moderate		
Low		
Very low – parties are not at all transparent in conducting their business		

Comments / Priority Issues / Successful Reforms: _____

7. How efficient is the legislative branch?

Please take into account the human, financial and informational resources available to the legislative system in your country.

	5 years ago	2006
Very high – the legislature is very efficient; makes laws and policies without undue delay		
High		
Moderate		
Low		
Very low – the legislature is not at all efficient, there are long delays or periods of inaction		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting interest aggregation in the political process. What are some priorities for reform in your country? What important issues does the questionnaire not cover?

PART III: GOVERNMENT STEWARDSHIP

13. To what extent does the executive include input from relevant public agencies in making decisions?

	5 years ago	2006
Very high – views of relevant public agencies and departments are always sought and used		
High		
Moderate		
Low		
Very low – views of relevant public agencies and departments are not sought or ignored		

Comments / Priority Issues / Successful Reforms: _____

14. To what extent is government promoting an adequate standard of living for all citizens?

Ensuring an adequate standard of living is broadly about having food, clothing, housing, medical care and necessary social services. Please take into account what is possible to do given the country's level of development.

	5 years ago	2006
Very high – government is strongly concerned with improving living standards of all citizens		
High		
Moderate		
Low		
Very low – government is not concerned about all citizens; strongly favours certain groups		

Comments / Priority Issues / Successful Reforms: _____

1. To what extent is government promoting the personal security of citizens?

Governments can promote rules that reduce the threat to personal security by providing a congenial political climate in which fear is limited and law and order are maintained.

	5 years ago	2006
Very high – government is strongly concerned with promoting personal security of citizens		
High		
Moderate		
Low		
Very low – government has no apparent commitment and personal security is at risk		

Comments / Priority Issues / Successful Reforms: _____

2. To what extent do the security forces accept their subordination to a civilian government?

	5 years ago	2006
Very high – military fully accepts its subordination to civilian leaders		
High		
Moderate		
Low		
Very low – the military has seized political power and rules the country		

Comments / Priority Issues / Successful Reforms: _____

17. To what extent does the government provide accurate information to the public?

We are interested in the assessment of how ready government is to share accurate information with its citizens about its intentions and consequences for the public interest.

	5 years ago	2006
Very high – government makes great effort to provide accurate information to the public		
High		
Moderate		
Low		
Very low – government doesn't provide information and/or misleads the public		

Comments / Priority Issues / Successful Reforms: _____

1. How efficient is the executive branch?

Please take into account the human, financial and informational resources available to your country.

	5 years ago	2006
Very high – the executive is very efficient; makes and implements policies without delay		
High		
Moderate		
Low		
Very low – the executive is very inefficient and / or very corrupt		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting overall stewardship of the governance realm. What are some priorities for reform in your country? What important issues does the questionnaire not cover?

PART IV: POLICY IMPLEMENTATION, ESPECIALLY THE BUREAUCRACY

2. To what extent are civil servants able to shape the policy-making process?

This would include the extent to which power is given to agencies to formulate policy.

	5 years ago	2006
Very high – good use is made of civil servants in making policy		
High		
Moderate		
Low		
Very low – civil servants are marginalized in the policy making process		

Comments / Priority Issues / Successful Reforms: _____

3. To what extent is there equal opportunity to public services for all citizens?

Such public services would include public education, health care, and police protection.

	5 years ago	2006
Very high – equal opportunity; government makes a special effort to reach marginalized groups		
High		
Moderate		
Low		
Very low – government strongly favours some groups at the cost of others		

Comments / Priority Issues / Successful Reforms: _____

4. To what extent do civil servants perform their duties in a respectful manner towards citizens?

	5 years ago	2006
Very high – civil servants act respectfully toward all citizens and are reprimanded if they do not		
High		
Moderate		
Low		
Very low – civil servants show no respect for citizens; often humiliate, or even harm, people		

Comments / Priority Issues / Successful Reforms: _____

5. To what extent are civil servants accountable for their decisions and actions?

Some ways of holding civil servants accountable include audits, the courts or special institutions, such as the Ombudsman.

	5 years ago	2006
Very high – there are effective mechanisms that are used for holding civil servants accountable		
High		
Moderate		
Low		
Very low – bureaucrats act solely in their own interests and are rarely held accountable		

Comments / Priority Issues / Successful Reforms: _____

6. To what extent is the decision-making process in the civil service transparent to the public?

Sometimes transparency is provided for in the form of a code of conduct, informal systems or the presence of laws that make all official documents open to the public.

	5 years ago	2006
Very high – the decision making process in the civil service is very transparent		
High		
Moderate		
Low		
Very low – civil service processes are not at all open to public scrutiny		

Comments / Priority Issues / Successful Reforms: _____

7. To what extent is there a merit-based system for recruitment and promotion in the civil service?

	5 years ago	2006
Very high – recruitment and promotion procedures are primarily merit-based		
High		
Moderate		
Low		
Very low – patronage, rather than merit, is the dominant criterion		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting policy implementation, particularly the bureaucracy. What are some priorities for reform in your country? What important issues does the questionnaire not cover?

PART V: ECONOMIC SOCIETY

8. To what extent is the private sector being consulted on economic policy matters?

Examples might include, the existence and nature of consultation committees and whether firms are consulted about potential changes in economic policy. .

	5 years ago	2006
Very high – the private sector is always meaningfully consulted on economic policy		
High		
Moderate		
Low		
Very low – economic policy is essentially developed without consulting the private sector		

Comments / Priority Issues / Successful Reforms: _____

9. To what extent are regulations applied equally to all businesses in the economy?

	5 years ago	2006
Very high – there is great effort to ensure rules apply equally to all businesses in the economy		
High		
Moderate		
Low		
Very low – government agencies strongly favour certain businesses at the expense of others		

Comments / Priority Issues / Successful Reforms: _____

10. To what extent does government respect private property rights?

	5 years ago	2006
Very high – government strongly supports and respects private property rights		
High		
Moderate		
Low		
Very low – government often confiscates private property without reason and/or compensation		

Comments / Priority Issues / Successful Reforms: _____

11. How well is government regulating the private sector to protect workers from exploitation?

Examples might include government set rules for the conduct of business, which protect the workers and public interest at large.

	5 years ago	2006
Very high – government strongly protects workers against exploitation by the private sector		
High		
Moderate		
Low		
Very low – government is not at all interested in protecting workers from exploitation by the private sector		

Comments / Priority Issues / Successful Reforms: _____

1. How openly does the government act when it comes to incorporating the new rules of global trade in formulating economic policy?

	5 years ago	2006
Very high – government provides detailed information about its intentions and possible consequences of its economic policy		
High		
Moderate		
Low		
Very low – government provides no information about its intentions and possible consequences of its economic policy		

Comments / Priority Issues / Successful Reforms: _____

2. To what extent is business free from corrupt transactions?

We are interested in knowing to what degree businesses need to make additional payments, or bribes, to complete transaction, acquire licenses and permits, as well conclude contracts.

	5 years ago	2006
Very high – business is virtually free of corrupt practices		
High		
Moderate		
Low		
Very low – business transactions, licensing and regulation are very corrupt		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting the relationship between the state and the market. What are some priorities for reform in your country? What important issues does the questionnaire not cover?

PART VI: DISPUTE RESOLUTION, PARTICULARLY THE JUDICIARY

3. To what extent are non-formal processes in place for resolution of conflicts?

This form of the administration of justice typically involves the participation of community members.

	5 years ago	2006
Very high – non-formal mechanisms are preferred to solve disputes, public or civil		
High		
Moderate		
Low		
Very low – society lacks non-formal mechanisms; disputes settled within formal legal structures		

Comments / Priority Issues / Successful Reforms: _____

4. To what extent is there equal access to justice for all citizens, regardless of ability to pay?

	5 years ago	2006
Very high – all are equal before the law; government provides legal aid when necessary		
High		
Moderate		
Low		
Very low – access is very unequal; privileged groups have easy access at the expense of others		

Comments / Priority Issues / Successful Reforms: _____

5. How effectively are international legal norms in the human rights field incorporated into the national legal practice?

Virtually all countries of the world have ratified the Universal Declaration of Human Rights. We would like to ask you to make an assessment of how effective the various branches of government have been in applying these norms to the human rights regime, including advocacy and prevention.

	5 years ago	2006
Very high – government works hard to incorporate universal norms into the legal regime		
High		
Moderate		
Low		
Very low – no interest exists in incorporating any international legal norms		

Comments / Priority Issues / Successful Reforms: _____

6. To what extent are judicial officers held accountable for their actions?

Mechanisms such as appeal, judicial review and special inquiries are examples of how legal service accountability can be exercised.

	5 years ago	2006
Very high – there are effective mechanisms that are used to hold judicial officers accountable		
High		
Moderate		
Low		
Very low – there is virtually no accountability; judicial officers act in their own interests		

Comments / Priority Issues / Successful Reforms: _____

7. To what extent does the judicial system administer justice in a clear manner?

This includes not just what happens in the courtroom but all other aspects associated with a legal case, including for example the way evidence is collected.

	5 years ago	2006
Very high – rules for administering justice are very clear and understood by public		
High		
Moderate		
Low		
Very low – rules for administering justice are not at all clear or open to the public		

Comments / Priority Issues / Successful Reforms: _____

8. How efficient is the judicial system in settling disputes?

Given the human, financial and informational resources available to the judicial system, we are asking you to assess how efficiently it works.

	5 years ago	2006
Very high – the judicial system is very efficient; minimal backlog of cases		
High		
Moderate		
Low		
Very low – the system is extremely inefficient; long delays and serious corruption the norm		

Comments / Priority Issues / Successful Reforms: _____

We would appreciate any further comments on the issues affecting dispute resolution, especially the judiciary. What are some priorities for reform in your country? Which important issues does the questionnaire not cover?

General Questions

A. To what extent is there a meaningful separation of powers in your country?

Many political systems aim for a separation of powers – between the executive, legislative and judiciary – in order to provide a mechanism for checks and balances in the exercise of authority. We are interested in the extent to which there is a meaningful (de facto) separation of powers in your country.

	5 years ago	2006
Very high – formal separation provides a meaningful check on the exercise of authority		
High		
Moderate		
Low		
Very low – lack of separation of powers in the government; domination by one branch		

Comments / Priority Issues / Successful Reforms: _____

B. To what extent is government promoting information and education about good governance in your country?

We are interested here in the extent to which the government promotes / disseminates the concept of good governance in society (e.g. in civic education).

	5 years ago	2006
Very high – government is strongly committed to promoting education on good governance		
High		
Moderate		
Low		
Very low – government ignores education / information concerning governance issues		

Comments / Priority Issues / Successful Reforms: _____

C. To what extent does the cultural or ethnic make-up of your country affect the quality of good governance. Please provide us with a brief explanation.

	5 years ago	2006
Very high - our culture and /or ethnic make-up has a very positive affect on levels of good governance		
High		
Moderate		
Low		
Very low - Our culture and /or /ethnic make-up severely undermines good governance		

Comments / Priority Issues / Successful Reforms: _____

D. To what extent do women play a role in governing the country?

Despite comprising half the population, women are underrepresented in all governance arenas in all countries. We are asking for an assessment of the degree to which women and men have an equal role in national governance.

	5 years ago	2006
Very high – women and men have an equal role in governing the country		
High		
Moderate		
Low		
Very low – women play virtually no role in governing the country		

Comments / Priority Issues / Successful Reforms: _____

E. How well does the government respond to the needs of the poorest 20% of the population?

	5 years ago	2006
Very high – government makes particular effort to help the poorest 20% of the population		
High		
Moderate		
Low		
Very low – government has no particular policies to help the poorest 20% and may harm them		

Comments / Priority Issues / Successful Reforms: _____

F. How transparent is the budget process?

	5 years ago	2006
Very high – government publishes accurate figures on budget expenditures		
High		
Moderate		
Low		
Very low – budget figures are not available or not accurate		

Comments / Priority Issues / Successful Reforms: _____

