Transparency

Governments need to do more to match citizens demands for openness



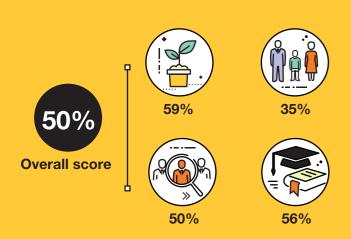


Transparency refers to openness, accountability and trust.

Service delivery



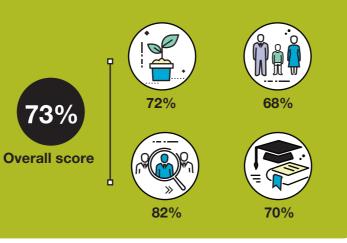
"For family life 1 in 3 services is transparent"



Public organisations



"1 in 3 public organisations publishes results from user satisfaction surveys"



Personal data

"Am I clearly informed on what is happening to my personal data?"

53%

"For 3 in 4 public services there is no information on who consulted personal data" **Overall score**

