

Transparency

Governments need to do more to match citizens demands for openness

Overall score

59%



Transparency refers to **openness, accountability and trust.**

Service delivery

“Is it clear how long the service process will take?”



“For family life 1 in 3 services is transparent”

50%

Overall score



59%



35%



50%



56%

Public organisations

“How transparent is the public organisation?”



“1 in 3 public organisations publishes results from user satisfaction surveys”

73%

Overall score



72%



68%



82%



70%

Personal data

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

“For 3 in 4 public services there is no information on who consulted personal data”

53%

Overall score



58%



45%



56%



55%

Legend

%

Average of the scores achieved on the four life events



Starting a business and early trading operations



Family life



Losing and finding a job



Studying

Best performing countries



Malta



Estonia



Lithuania



Austria



Spain

Varia

Percentage of portals achieving level of transparency (Taking into account all life events)

0%



You can monitor whether and when your data has been consulted, who (department/organisation) has consulted the data and for what purpose

5%



You can monitor whether and when your data has been consulted and who (department/organisation) has consulted the data

13%



You can monitor whether and when your data has been consulted

8%



You can monitor whether your data has been consulted

74%



This information is not available