



Recent Developments in the Measurement of Selected Sub-Domains of Governance

3 April 2025, Members' Meeting of the Praia Group



Sub-Domains of Governance Statistics (CSA 2.0)

Definitions of the 8 dimensions of Governance Statistics

Non discrimination and equality

Focuses on any distinction, exclusion, restriction or preference or other differential treatment based on grounds such as colour, sex, language, religion, national or social origin, disability or other status, that has the intention or effect of nullifying or impairing human rights and fundamental freedoms.

Participation

Focuses on the ways in which individuals take part in the conduct of political and public affairs, including by registering to vote, voting and standing as a candidate in elections; being members of legislative, executive and judicial bodies at all levels of government; accessing positions in the public service; and engaging, individually or as members of political parties and other non-governmental organizations, in political activities.

Openness

Focuses on the extent to which public institutions provide access to information and are transparent in their decision- and policy-making processes. More specifically, the dimension covers access to information, open government provisions, freedom of expression and media pluralism.

Access to and quality of justice

Focuses on the ability of people to defend and enforce their rights and obtain just resolution of justiciable problems — if necessary, through impartial formal or informal institutions of justice and with appropriate legal support.

Responsiveness

Focuses on whether people have a say in what government does and whether they are satisfied with the government's performance.

Absence of corruption

Focuses on the levels of intolerance to corruption; the levels and patterns of observable corrupt practices; and the State response to corruption.

Trust

Focuses on people's trust in institutions as well as in other people, with a primary focus on the former, e.g. the parliament, the national government and the justice system.

Safety and security

Focuses on levels and patterns of crime, perceptions of safety, measurement of casualties directly provoked by armed operations, and the quality of law enforcement and criminal justice institutions.

Access to and quality of justice

- Access to justice for all is **critical for competitive and democratic societies** and requires effective and people-centered justice systems.
- **Praia Handbook** (2020) chapter on justice encouraged NSOs to:
 - Develop new statistical standards (definitions, classifications)
 - Expand people-centered data (surveys on victimization, legal needs)
 - Better disaggregation of data (user-specific and demographic patterns)
 - Collaboration in data production (civil society, academia, global surveys)
 - Strengthen approaches focused on outcomes
- Definitions and understanding of access to justice have **significantly evolved** since the Praia Handbook and methodologies and standards are being developed.



Access to and quality of justice

Criminal Justice

Administrative Data

Police (crimes, suspects, reporting)
Prosecution (cases, convictions)
Courts (cases, duration, hearings, sentencing, appeals)
Prisons (admissions, releases, recidivism)
Non-custodial (admissions, releases, recidivism)

✓ SDG16.3.2

Victimisation Surveys

People-centred: Survey-based data
Beyond the system: Unreported crimes
Understand victim demographics
Analyse the impact of crime

✓ SDG16.3.1

Civil Justice

Administrative Data

Courts (cases, duration, sentencing, appeals)
Legal Aid (budget, cases, beneficiaries)
Efficiency (backlog, digitalization)
Enforcement (duration, agents, effectiveness)
Quality (transparency, independence)

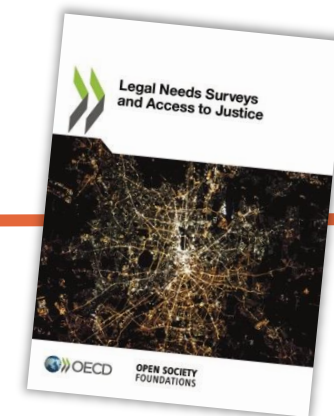
Legal Needs Surveys

People-centred: Survey-based data
Beyond the system: Justice problems
Understand differences between specific groups
Analyse the impact of unresolved justice problems

✓ SDG16.3.3

Update on civil justice data

- OECD Guidance on Legal Needs Surveys and Access to Justice (2019)



- First-ever estimate of the global justice gap (2019)



- Adoption of the civil justice indicator SDG16.3.3 in the UN StatsCom (2020)



- Praia City Group: Handbook on Governance Statistics (2020)



- Grasping the Justice Gap (2021)



- Improving the monitoring of SDG 16.3.3 (2023)



- From Data to Action: Strengthening Civil Justice with SDG 16.3.3 (2025)



Country support and other developments

- Conducting and building countries' capacity on **Legal Needs Surveys**: Portugal (2023), Peru (2024), Ireland (2025), possibly Moldova, Malta, others ...
- Co-custodians of SDG 16.3.3: Create awareness to collect and report data
- OECD is developing a **justice measurement framework**
 - Policy and governance indicators (connected to the OECD Recommendation)
 - Service-level measurement (significant methodological work required)
 - Outcome indicators (set of comparable indicators, Justice Action Coalition)
- Methodology to assess the economic value of people-centered justice
 - Case studies ongoing in Canada and Colombia.
 - Conversations have started with Indonesia and South Africa (both tbc).

What's ahead for access to justice statistics

Going forward:

- Promote the use and frequency of **legal needs survey modules**, incl. by NSOs
- Develop a **statistical standard** for civil justice statistics based on current best practices
- Connect to latest innovations in the field with further methodological development and an **update to the 2019 LNS Guidance**
- Improve the relevance of administrative data collected at the service-level, by agreeing on **concepts, definitions and classifications**
- Identify a small core **group of NSOs to validate** this work and act as a sounding board for methodological developments



SDG 16 – two measures of access to justice

Criminal Justice (16.3.1)

Definition

Reporting of **physical, sexual and psychological violence** experienced by the population

Maturity

Relatively **well-established** indicator with a long history of measurement

Data

Survey-based indicator – reporting to competent authorities heavily underreported, first step for crime victims to seek justice

Data availability

54 countries with available data on reporting of violence (2024)

Civil Justice (16.3.3)

Experiences of **civil disputes** and access to formal and informal **dispute resolution mechanisms** – broad list of disputes

An indicator **adopted in 2020**, right at the beginning of the unfolding COVID-19 pandemic

Survey-based indicator - data production disrupted by the COVID-19 pandemic due to constraints on statistical systems

10 countries with available data (2025)

SDG 16.3.3: Access to dispute resolution mechanisms



Data sources

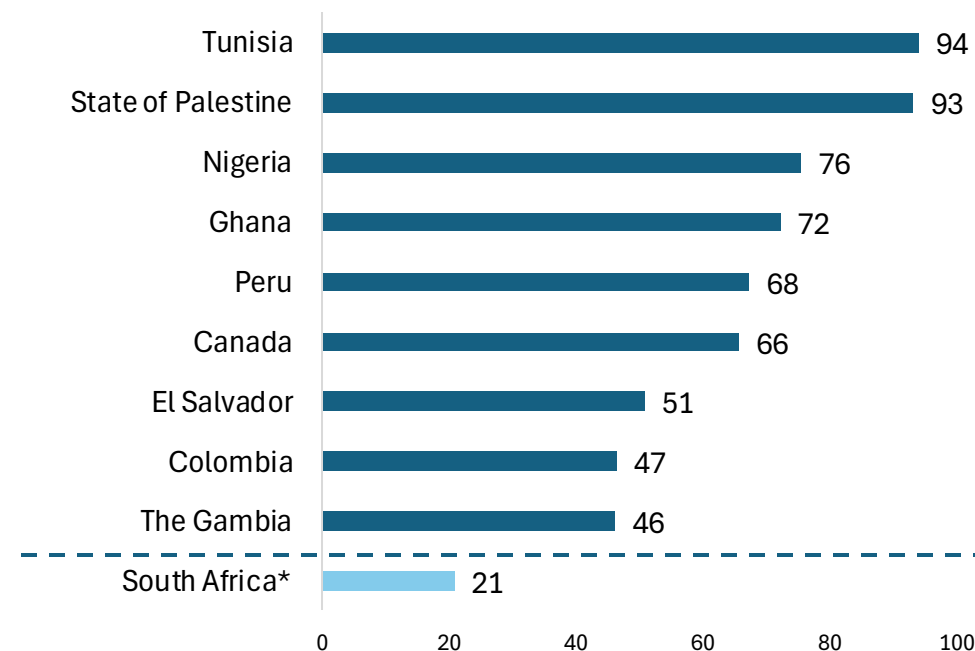
- **SDG16** Survey
- **SDG** Monitoring Surveys
- **Legal Problems** / Unmet Legal Needs Surveys
- **Justice Needs** and Satisfaction Surveys
- **Governance**, Public Safety and Justice Surveys
- **National Surveys** on Quality and Integrity of Public Services
- **Multipurpose** Households Surveys



Availability

10 Countries with available data

Share of the population that experienced a civil dispute and accessed a dispute resolution mechanism



Note: latest available year of survey data between 2015 and 2024

* Share of the population that have experienced a civil dispute

SDG 16 Survey module on access to civil justice

1



Personal experience of a dispute over past 2 years, by type of dispute

2



Select one dispute experienced, by type of dispute

3



Access to dispute resolution mechanism, by type of mechanism

4



Reason why no dispute resolution mechanism was accessed



Land or buying and selling property



Family disputes



Injuries or illnesses disputes



Employment / Labor disputes



Commercial transactions disputes



Government and public services



Government payments



Housing (Tenancy and landlord), Neighborhood disputes



Debt, damage compensation, and other financial matters



Environmental damage (land or water pollution, waste dumping, etc.)

Update on trust in public institutions

- Trust essential **input** for good governance and trusted institutions **outcome** of good governance.
- Praia Handbook (2020) encouraged NSOs to collect trust data more systematically, and to conduct empirical research in this area to develop methodologically sound international standards.
- Key advancements led by OECD with NSOs in Australia, Colombia, Finland, Ireland, Luxembourg, Mexico, UK et al.
 - Since 2021 biennial “**OECD Survey on Drivers of Trust in Public Institutions**” in around 30 OECD countries.
 - Internationally comparable values of **levels of trust** in different public institutions and **drivers of trust**, comprising aspects of reliability, responsiveness, integrity, openness, fairness, satisfaction with public services and political participation.
 - Availability of standard questionnaire module with “core questions” that NSOs can use.
 - Methodological guidance “Updated guidelines to measuring trust in public institutions”(forthcoming 2025).

Results available in the Praia group workshop on 25 September 2024

Going forward:

- Extend the survey in non OECD countries: Brazil, Bulgaria, Croatia, Dominican Republic, Ecuador, Guatemala, Paraguay, Peru, Romania in 2025; others to follow
- Encourage research with experimental tools to assess cultural, cognitive and behavioral factors
- Further work to fill knowledge gaps: linkages with public services, voice and participation

Update on responsiveness

- Responsiveness is a key metric of people's sense of agency (political efficacy) and institutional performance (satisfaction with services)
- Praia Handbook (2020) suggested the implementation of political efficacy questions and the deployment of a methodology on satisfaction with services and its attributes (e.g., access, quality) alongside additional research that could contribute to further refinements
- Measures of responsiveness are regularly collected by cross country high quality comparative surveys such as the European Social Survey and the OECD Survey on the Drivers of Trust in Public Institutions and by some NSOs but standardized measures of satisfaction and more notably related attributes are still lacking.

Key advancements:

- Development of methodology to measure satisfaction with services through life events in 10 EU countries based on population surveys implemented by different agencies
- Development of an expert-based questionnaire on administrative processes and standards that governments have in place to support their delivery of public administrative services

Going forward:

- Keep deepening combination of sources – including public administrations (not just NSO)
- Explore developing a comparative methodology on output measures through administrative data, leveraging digitalized transactions ; but need NSO guidance on statistical use of digital data
- Further experimental and survey-based research

SDG 16.6.2: Satisfaction with public services



Data sources

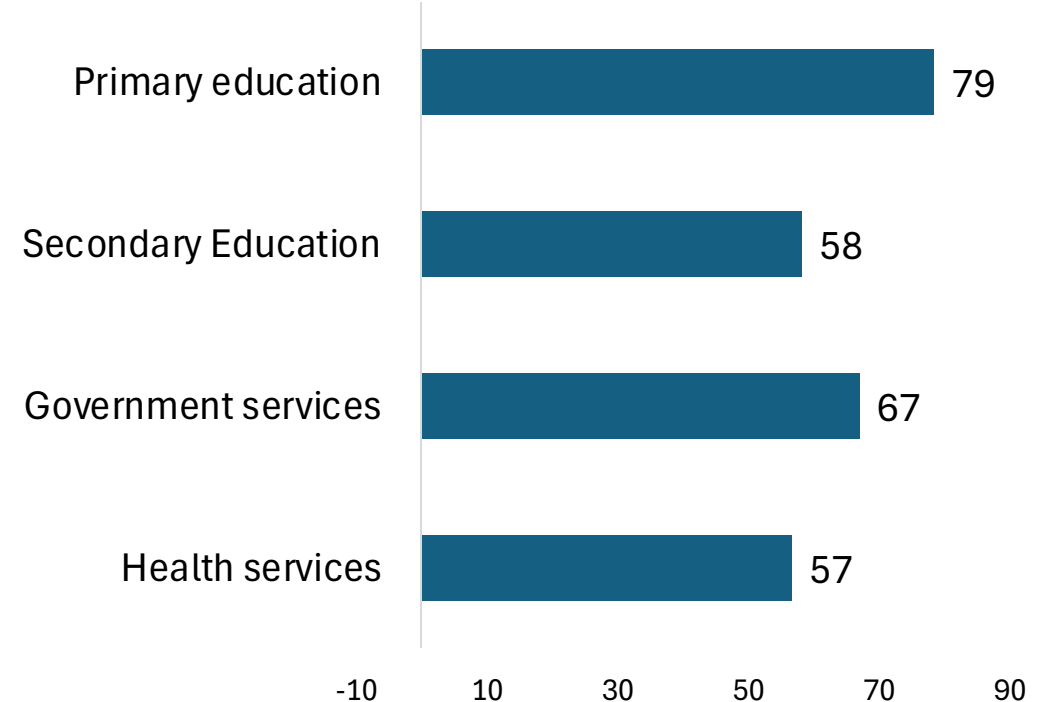
- **SDG16** Survey
- **SDG** Monitoring Surveys
- **National** Live Events and Satisfaction Surveys
- Survey modules attached to ongoing surveys
- **OECD** Trust Survey
- **Cross-country population** Surveys, such as Gallup World Poll



Availability

148 Countries with available data

Share of the population satisfied with...



*Note: latest available year of survey data between 2015 and 2024 for 148 countries (health services), 11 countries (primary education services), 43 countries (secondary education services) and 44 countries (government services)*₃

SDG 16.7.2: responsive and inclusive decision making



Data sources

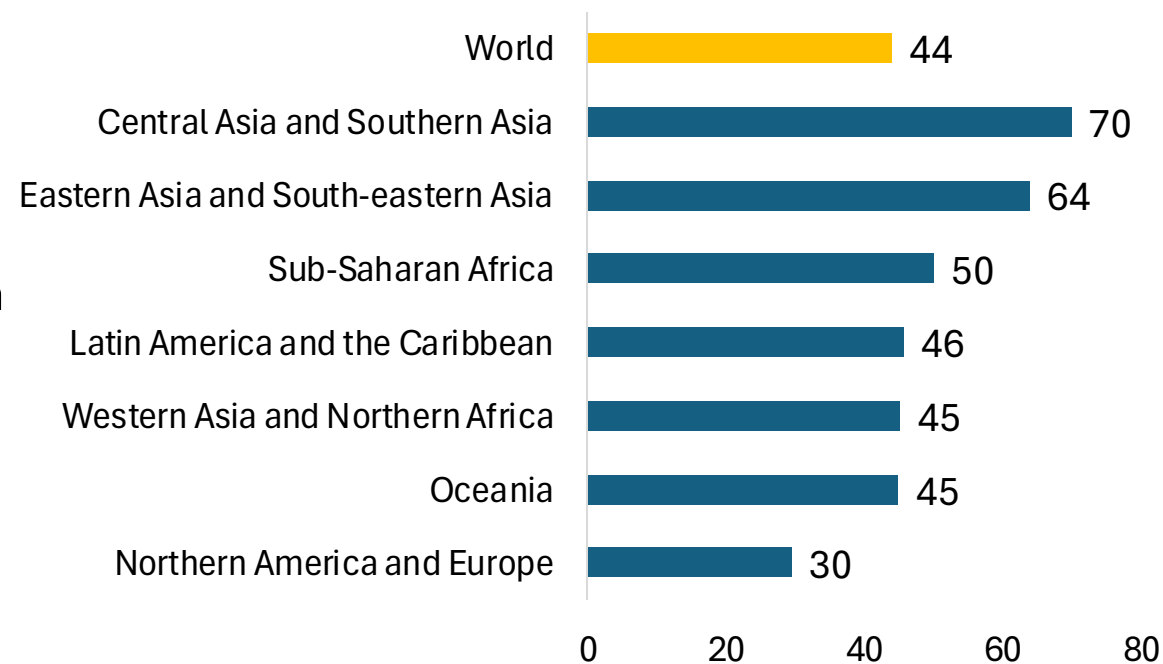
- **SDG16** Survey
- **SDG** Monitoring Surveys
- **Governance Peace and Security Surveys**
- **Community Life Survey / Political Culture Survey / Civil Culture Survey / Social Integration**
- Survey modules attached to ongoing surveys
- **OECD** Trust Survey / ESS Survey
- **Cross-country population** Surveys, such as World Value Survey



Availability

83 Countries with available data

Share of the population saying the political system allows them to have a say in what the government does



Note: latest available year of survey data between 2015 and 2024