



**REPORT ON EVALUATION AND MONITORING PRACTICES OF
ACCESS TO INFORMATION OF GROUPS IN SITUATION OF
VULNERABILITY**

Produced by ICIC – Gender and Groups in Vulnerable Situations Working Group

Directed by:

**Guarantor of the Right of Access to Information of the City of Buenos Aires,
Argentina**

**National Secretariat of Access to Information of the Office of the Comptroller
General (CGU), Brazil**



INDEX

- I. Introduction
- II. Theoretical Framework
- III. Background and methodology
- IV. Responses obtained
- V. Surveyed practices
- VI. Recommendations
- VII. Conclusion



INTRODUCTION

ICIC's Gender and Vulnerable Groups Working Group (GT) was established in 2022 as an initiative aimed at incorporating the specific needs of certain social groups regarding the Right to Access Public Information. It is mainly focused on social vulnerability, for which concrete actions are sought to promote the inclusion of Gender and Vulnerable Groups' perspectives within access to information (ATI) policies. Currently, the GT is coordinated by the Guarantor of Access to Public Information of the Autonomous City of Buenos Aires, Argentina (OGDAI) and the National Secretariat for Access to Information of the General Comptroller of Brazil. It is comprised of the following Members: National Information Commission of Nepal, Freedom of Information Project Management Office of the Philippines, Office of the People's Defender of Peru, Institute of Transparency, Access to Public Information, and Protection of Personal Data of the State of Mexico and Municipalities (INFOEM), National Institute of Transparency, Access to Information and Protection of Personal Data of Mexico (INAI), South African Information Regulator, U.S. Government Office of Information Services (OGIS), Administrative Justice Commission (Ombudsman's Office) of Kenya, Institute of Transparency, Access to Public Information, Protection of Personal Data, and Accountability of Mexico City (INFOCDMX) and Administrative Documents Access Commission of Portugal.

The GT understands groups in vulnerable situations as: "groups and communities that suffer discrimination and exclusion (social, political, and economic) due to unequal power relations in the economic, political, social, and cultural dimensions" (NARA, 2021); who "due to inherent aspects of their identity or condition, and due to state agency omission or action, are deprived of enjoying and exercising their fundamental rights and lack attention and satisfaction of their specific needs" (Ministry of Justice and Human Rights of Argentina, 2011, p.11). Consequently, they "require attention and the implementation of necessary or urgent actions, as well as measures and policies by the Obligated Subjects" (INFOEM, 2022).



THEORETICAL FRAMEWORK

The right of access to public information (“right of ATI”) is a fundamental pillar of transparency and the exercise of citizen rights in a democratic society. Internationally recognized as an essential component of freedom of expression, this right allows individuals to know and monitor the activities of the government and other public entities, promoting accountability and strengthening public participation.

In addition to constituting a right in itself, the right of access to information is a 'key' right: it fulfills an instrumental function for the exercise of other fundamental rights, such as the right to health, work, housing, etc.

In a truly democratic society, the exercise of the right of ATI is a key tool for people in vulnerable situations. Whether they are minority groups such as people with disabilities, or migrants or people in a situation of socioeconomic marginality, etc., access to public information represents a crucial tool for the defense of their rights and equal opportunities. This right allows them to obtain information about policies, social programs and administrative decisions that directly impact their daily lives, allowing inclusion and fighting off discrimination.

Access to information is also essential to guarantee transparency in the allocation of resources and the implementation of public policies aimed at improving living conditions for people in this situation. It allows these groups to have a voice in the design and evaluation of social programs, ensuring that policies are effective and truly responsive to their specific needs. According to UNESCO, the right of ATI allows members of these groups to access public information and exercise their rights, as well as learn information about government policies related to and directed at people who are in vulnerable situations.

Although ATI authorities are devoting more and more attention to the implementation of practices aimed at these groups, there are often serious difficulties when designing strategies for monitoring and evaluating said practices. This report aims to raise awareness about the importance of these instances in the process of designing public policy. The evaluation of these policies is fundamental in improving the quality of



government interventions: it allows us to appreciate, analyse and judge the results and impact of a policy to improve its effectiveness and efficiency.

The continuous evaluation and monitoring of implemented ATI practices are crucial to empower people in vulnerable situations. Through robust evaluation mechanisms, barriers that prevent effective access to information can be identified and addressed, such as lack of training in the use of technological tools, excessive bureaucracy, or lack of availability of information in accessible formats. Furthermore, constant monitoring makes it possible to detect discriminatory or exclusive practices in access to information, thus promoting equity and justice in a democratic society. By empowering people in vulnerable situations with relevant and accessible information, their ability to actively participate in democratic processes and fully exercise their citizen rights is strengthened, contributing to a more inclusive and democratic society as a whole.

Concerns about having systems designed to monitor and evaluate the management of social policies have been present for more than two decades. However, in a large number of countries it is still a goal to be achieved (Cecchini and Martínez, 2011). Although the institutionalization of monitoring and evaluation of public policies advanced gradually at the end of the 20th century, it was only at the beginning of the 21st century that the process accelerated. The main challenges are centered around institutionalizing its practice for the improvement of quality and for policy management and modifying the prevalent perspectives of evaluation and monitoring in public administration.

As expressed by the Economic Commission for Latin America and the Caribbean (ECLAC), monitoring and evaluation are important for social policies and programs, for the follow-up of the actions carried out (monitoring) and the review of progress in compliance of objectives (evaluation). These actions are carried out from the planning and design stages to implementation. All of this allows us to rethink objectives or make adjustments to their implementation.



Without data on how a program or policy works, it is difficult to recognize its quality and relevance. For this reason, it is relevant to invest time and budget to generate or improve existing tools that allow strengthening the quality of monitoring and evaluation practices.

Monitoring is understood as the follow-up carried out during the execution of a policy, program or project.

In terms of the Center for the Implementation of Public Policies for Equity and Growth (CIPPEC), monitoring is a management and policy instrument that allows the substantive aspects of public policies to be periodically reviewed. It is interesting to mention in this regard the three characteristics of a successful monitoring system (Mackay, 2007):

- Sustainability: an institutionalized system, i.e. that survives changes in governments, ministers and senior officials.
- Quality information: thoroughness in the construction of information and existence of quality controls.
- Use and practicality of information: information produced must have a destination (input for the design of policies, budgets or the implementation of programs).

Unlike monitoring, evaluation makes it possible to identify and explain the operating factors and the reasons for successes or failures in achieving the objectives of programs and policies, as well as unintended effects (Weyrauch, 2012).

Monitoring and evaluation are strongly interrelated activities. While the first is a continuous and permanent process that is carried out during the implementation stage, evaluation is carried out in a focused manner at certain moments of the program/policy. In turn, monitoring focuses on describing progress in implementation, while evaluation focuses on explaining why and how the expected results have been achieved or not.

To strengthen monitoring and evaluation systems, it is important to highlight three key points. Firstly, the importance of generating credible, solid and quality evidence, that is, having reliable data. The second point is sustainability over time. The third factor is



that those who design and execute public programs or policies use the information and indicators efficiently and effectively.

In recent years, the development of evaluation and monitoring systems has been very dynamic and the existence of reliable systems with qualified human resources has become more important every day. Thus, the consolidation of monitoring and evaluation systems will result in efficient, effective and transparent public management (IDB, 2016).

Although in recent years the relevance of monitoring and evaluation has been increasingly recognized both in the academic field and within public management, in practice these tools have not always been established as significant instruments for the management of public policies. Institutions responsible for monitoring and evaluation face the challenge of consolidating, within their own design, an institutionality that is consistent with a rights-based approach. This is central to a trend that has recently gained relevance regarding the incorporation and/or consolidation of the human rights approach in the field of public policies. In this sense, there has been consensus that public policies must be rethought as part of the State's obligations to fulfil rights associated with the existence of social citizenship, prioritizing the principles of enforceability, comprehensiveness and universality (Cunill Grau 2010).

The State must have a firm stance on the importance of promoting a process of incorporating the human rights approach in the production of statistical information, as well as qualitative information and any other information recognized by the established validation mechanisms. However, the levels of institutionality of the monitoring and evaluation systems find important gaps between countries, sectors and levels of government. A large part of the fragmented interventions carried out by different state sectors, especially in relation to access and production of information, have developed decontextualized practices and data without respect for the requirements of comprehensiveness of human rights (CONICET, 2013).

As noted, the monitoring and evaluation of public programs and policies play a key role in the continuous improvement of government management and the



strengthening of democracy. By systematically analyzing the performance of initiatives such as the right of ATI, the identification of areas for improvement and compliance with transparency and responsibility standards is facilitated. This process not only generates high-quality, strategic data for informed decision-making, but also fosters a culture of accountability among public officials.

At the national and international levels, ATI monitoring is essential to evaluate progress toward specific goals related to human rights and government transparency. It allows us to evaluate whether international commitments regarding access to information are being fulfilled effectively, which is essential to maintain credibility and commitment to democratic principles. Furthermore, this monitoring provides valuable feedback to strengthen regulatory frameworks and administrative practices at the national and subnational levels, ensuring that citizens can exercise their rights effectively and equitably.

In this context, the continuous monitoring of the right of ATI not only informs about compliance with legal and regulatory obligations, but also facilitates the implementation of practical improvements that promote greater transparency and citizen participation. This contributes significantly to the strengthening of public management, ensuring that resources are managed efficiently and that public policies respond effectively to the needs and demands of society.

BACKGROUND AND METHODOLOGY

Based on the results obtained from the survey conducted by the Gender and Vulnerable Groups Working Group in 2023, whose findings were outlined in the document "Diagnosis on promising practices and experiences of Access to Information for Vulnerable Groups," the difficulties that participating organizations encounter regarding the implementation of evaluation and monitoring processes as a constitutive part of project planning were highlighted. The need to gather more information on this topic to understand the real and precise situation regarding monitoring and evaluation practices became evident, leading to the distribution of a new survey among ICIC members complementing the previous one on this specific



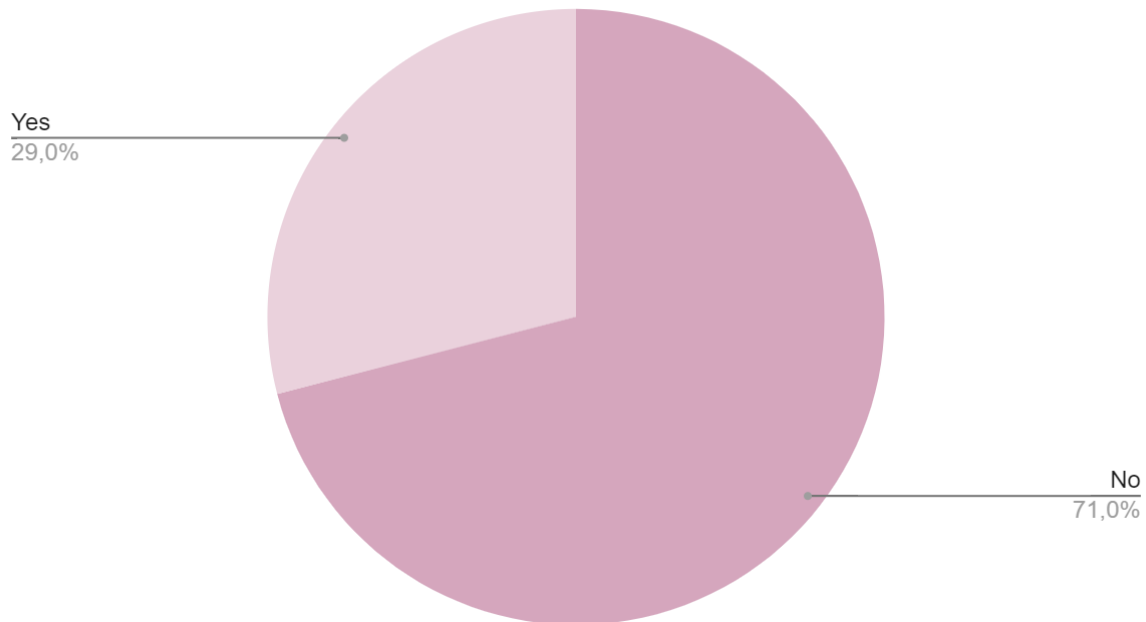
topic. Five questions were outlined to delve deeper into this aspect, which are detailed below:

- Does your organization consider the development of evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups important and necessary?
- What are the difficulties your organization encounters in developing evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?
- Of the practices promoting the right to access information directed at vulnerable groups that your jurisdiction has implemented, which ones have evaluation or monitoring mechanisms?
- What is the current situation of your organization regarding the development of evaluation or monitoring mechanisms for the results of practices promoting the right to access information?
- Even if your organization has not implemented evaluation or monitoring mechanisms for practices promoting the right to access information for vulnerable groups, can you suggest good evaluation or monitoring practices from other public policies in your jurisdiction that could be replicated?

Through the survey, information on the monitoring and evaluation practices implemented by ICIC members was collected, as well as an understanding of the current situation and the main obstacles faced when measuring and evaluating implemented policies.

The survey was conducted among all ICIC members, and 31 members responded. Currently, ICIC consists of 86 members from 54 countries, meaning that the survey was answered by 36.04% of the total members. It is also evident that, out of the total responses, 29% (9 responses) correspond to members of the Gender and Vulnerable Groups Working Group (GT).

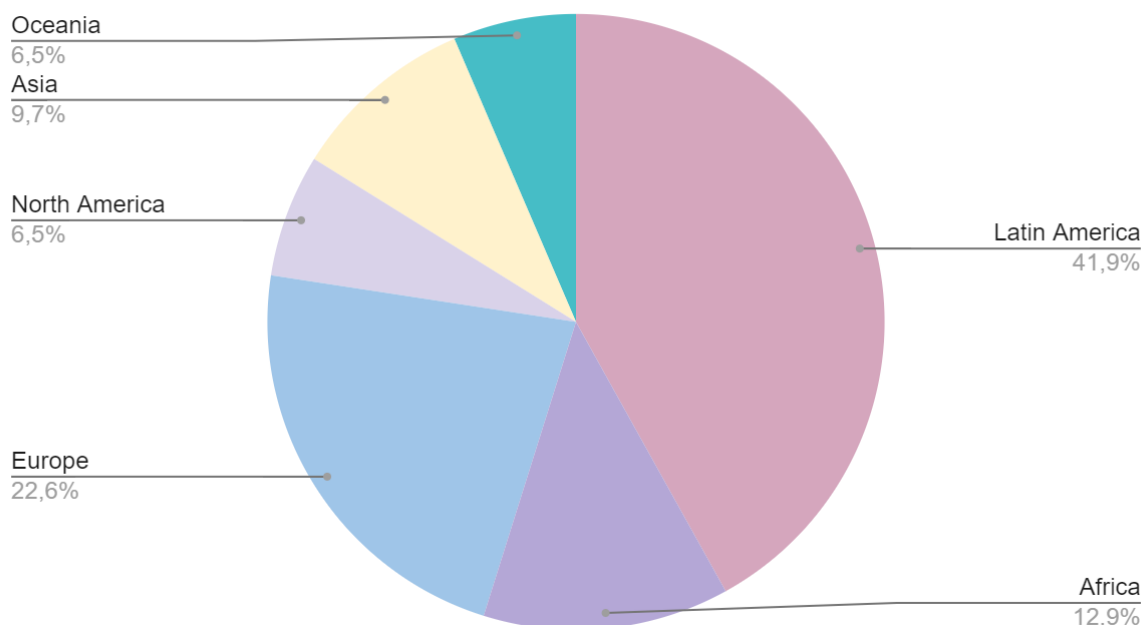
Members of the Working Group



Regarding the total number of members of the GT, the participation percentage was much higher, as 9 out of the total GT membership (12 members) participated, representing 75% of the group.

The survey response universe consists of 13 members from Latin America (41.9%), 2 from North America (6.5%), 7 from Europe (22.6%), 4 from Africa (12.9%), 3 from Asia (9.7%), and 2 from Oceania (6.5%).

Origin of the respondents



Received responses were processed using graphs to systematize the information obtained according to different analysis variables, and different evaluation and monitoring practices implemented by the members were revealed.

In some of the responses received, the questions were not answered completely or said answers did not address the specifications set out in the survey in terms of mechanisms for monitoring and evaluating practices aimed at groups in vulnerable situations.

In this line, we will strive to identify any deficiencies in the data collection method, or if the attempt to answer did not take into account the questions' specifications. This information will be applied in the design and implementation of tools such as clarifications, re-questions and/or personalized follow-up on the answers obtained, in order to improve the quality of the data collected in the future.

Finally, to build upon our initial research, we will explore the criteria identified in "Diagnosis of promising practices and experiences of Access to Information for Groups



in Situations of Vulnerability" (specifically, replicability/adaptability, sustainability and participation). These criteria hold promise for guiding the development of our next survey, which will delve deeper into the evaluation and monitoring practices used in Access to Information for Groups in Situations of Vulnerability.

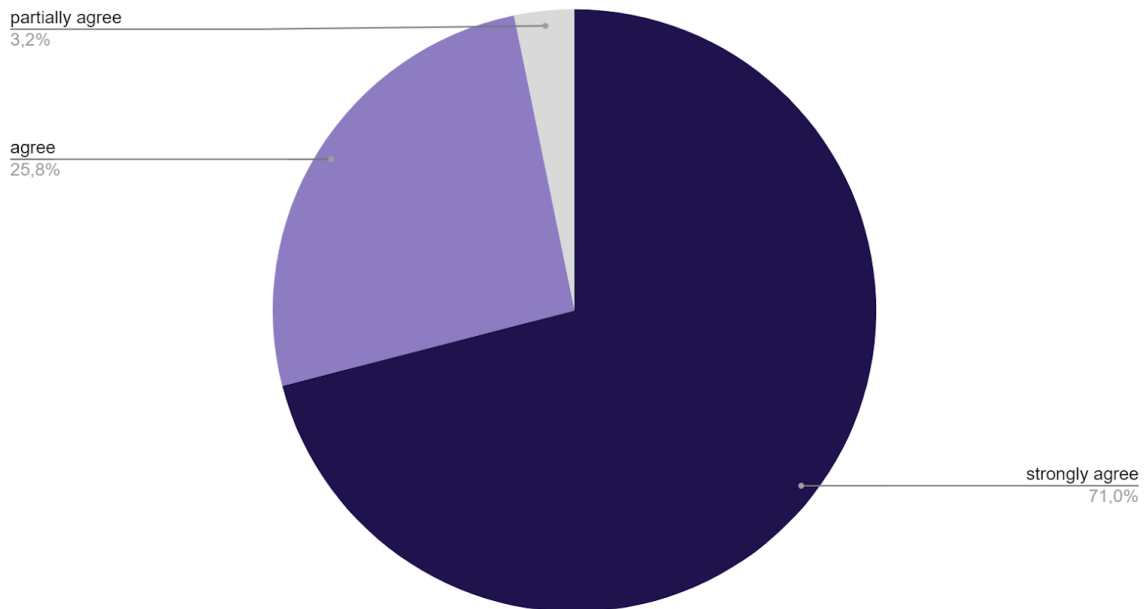
- **Replicability/adaptability:** refers to the ability to reproduce, replicate, or transfer the action or policy in different contexts and situations, either wholly or partially. It relates to the capacity to adapt to changes in the circumstances of the environment in which it is implemented and to the needs, characteristics, and demands of the vulnerable group it targets.
- **Sustainability:** implies the continuity of the action or public policy over time, in the short, medium, and long terms.
- **Participation:** the jurisdiction has foreseen the involvement of the final recipients of a public policy in the formulation of said policy. In this case, it is a fundamental criterion, as it is imperative that the people who are part of a vulnerable groups are involved in the evaluation of the results as protagonists of public policies applied to them.

RESPONSES OBTAINED

The first question, "Does your organization consider it important and necessary to develop evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?", seeks to delve into the importance of evaluation and monitoring mechanisms for promoting the right to access information for vulnerable groups by ICIC members.

Of the 31 responses obtained, 71% "strongly agree" with the development of evaluation and monitoring mechanisms, while 25.8% "agree" with this statement. Finally, only 3.2% (1 response) "partially agree". It would be advisable to delve into the reasons underlying this stance.

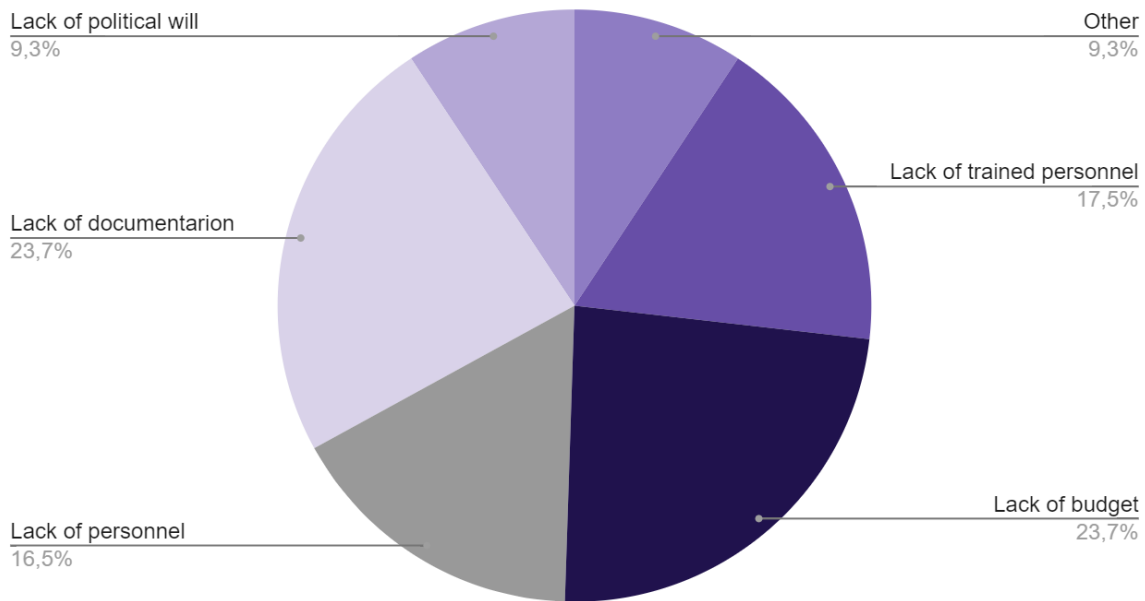
Does your organization consider it important and necessary to develop evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups



The next question in the survey was: "What are the difficulties in developing evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?" This query aimed to gain insight into the reasons that prevent or hinder the development of evaluation and monitoring mechanisms for promoting the right to access information. This question had the following possible responses: "lack of political will," "lack of personnel," "lack of trained personnel," "lack of documentation," "lack of budget," "other."

"Lack of budget" and "lack of documentation" were the most commonly chosen responses, each with 23.7%. Next were "lack of trained personnel" (17.5%) and "lack of personnel" in general (16.5%). Finally, "lack of political will" and the option "other" were at 9.3%. Within the latter, it is worth mentioning that several respondents mentioned "methodological difficulties," such as "accessibility to reliable data" and "lack of clear indicators," as well as "lack of technology and low levels of access to platforms or technological tools" to conduct evaluations. The "need for a diagnosis of the needs of vulnerable groups to address the complexity of this collective" also stood out.

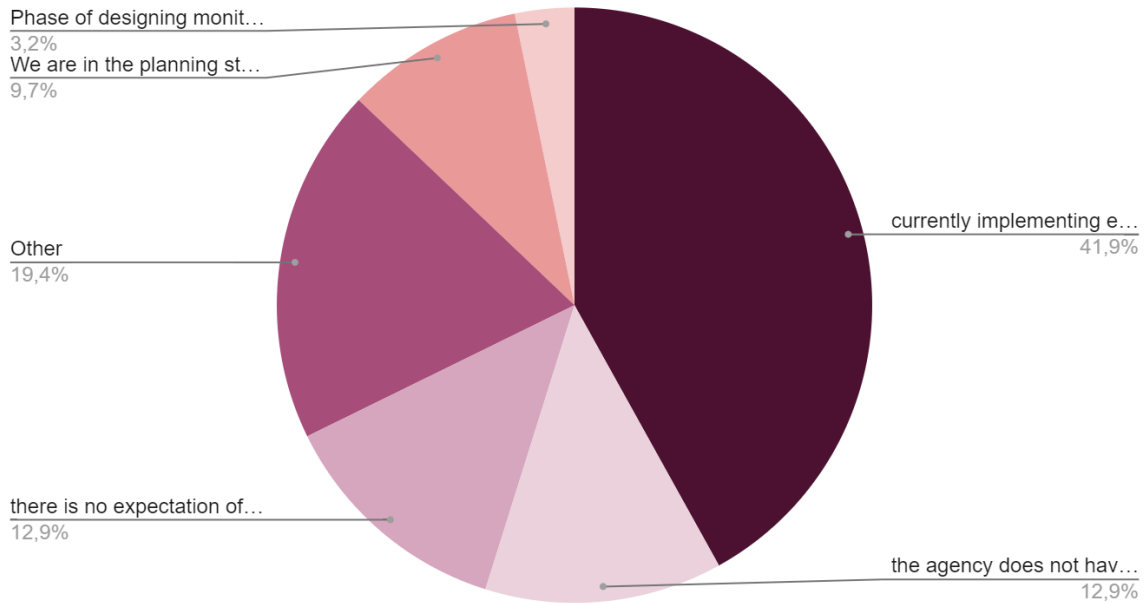
What are the difficulties in developing evaluation/monitoring mechanisms for promoting the right to access information for vulnerable groups?



Regarding the question "What is the current situation of your organization regarding the development of evaluation or monitoring mechanisms for the results of practices promoting the right to access information?", 41.9% of respondents stated that they are currently implementing evaluation/monitoring mechanisms. Next in line, with 12.9% (4 responses), are the answers "there is no expectation of implementing evaluation/monitoring mechanisms for now" and "the agency does not have the competence or capacity to implement evaluation/monitoring mechanisms." A total of three responses, representing 9.7%, refer to "we are in the planning stage of evaluation/monitoring mechanisms."

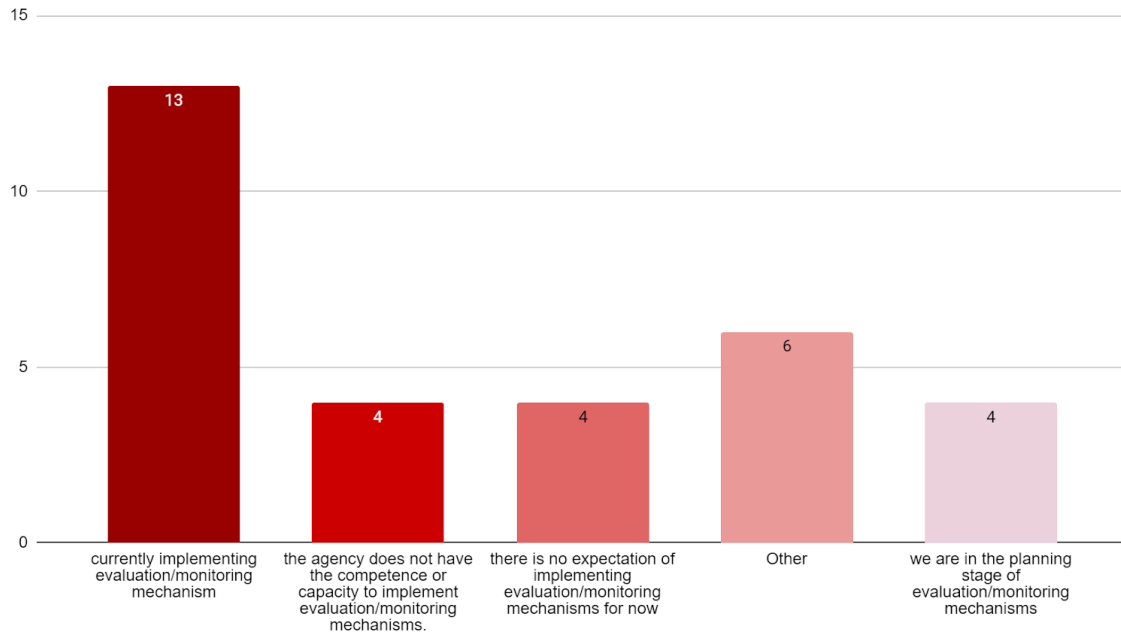
A single response indicating that "they are in the phase of designing monitoring/evaluation mechanisms" represented 3.2%, and 19.4% responded "other." Within the "other" option, some respondents mentioned the lack of personnel to implement evaluation and monitoring mechanisms, while others highlighted the importance of these practices in implemented projects but emphasized that they have not yet progressed in monitoring their projects.

What is the current situation of your organization regarding the development of evaluation or monitoring mechanisms for the results of practices promoting the right to access information



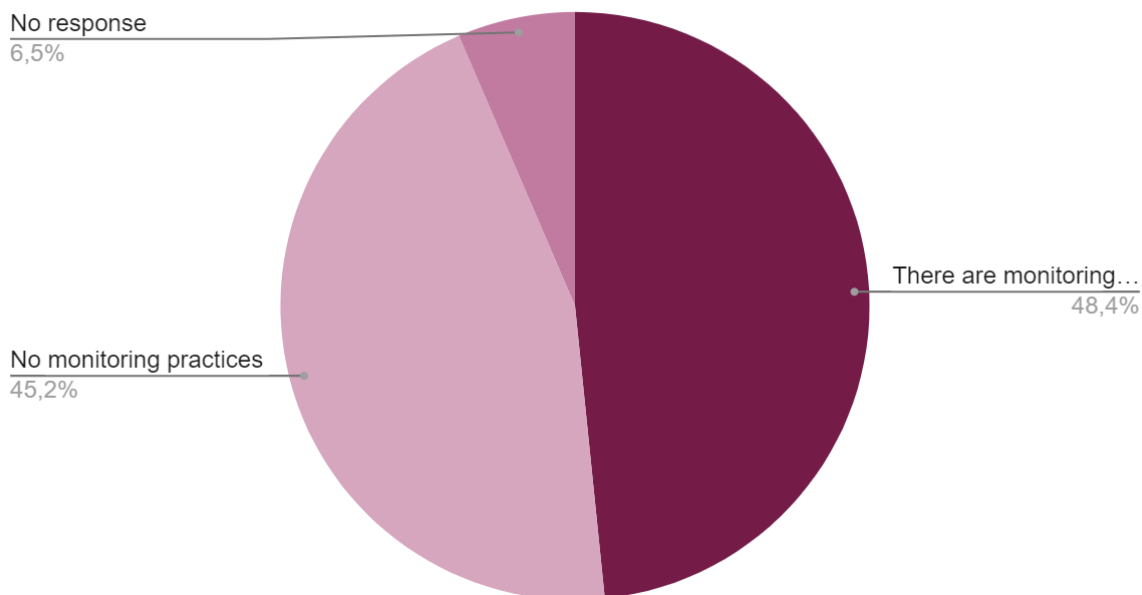
Based on the responses received, it can be determined that 13 ICIC members are currently implementing evaluation and monitoring mechanisms. Additionally, there are 4 members who do not have the competence to implement these mechanisms, and 4 are in the planning stage. Another 4 members responded that they have no expectations of implementation for now, while 6 responded "Other." Those within this category mentioned various issues, such as being in diagnostic stages or implementation difficulties due to lack of personnel, among others. The chart below illustrates this point.

Status of agencies in the development of evaluation and monitoring mechanisms



The chart below shows that, out of the total responses received, 45.2% of the practices promoting ATI rights do not have evaluation or monitoring mechanisms, while 6.5% did not respond to this point. This adds up to 51.7%, revealing that only 48.4% are conducting monitoring or evaluation practices for their projects.

Practices to promote the right of access to information aimed at GSV: Which have evaluation or monitoring mechanisms?



A particularity of this analysis is that out of all European members who participated in the survey (7), none have monitoring and control mechanisms. In the case of Africa, 2 out of 4 countries do not have mechanisms, while Latin America is the region with the highest monitoring, with a total of 9 countries out of the 13 Latin American countries surveyed.

The last question refers to the replicability of good practices in evaluating or monitoring public policies. Out of all the responses received, 22 respondents mentioned their good practices, while 9 (29.03%) did not provide a response on this matter.

Among the most recurrent practices are, in general terms, the creation of indicators, conducting training sessions, and conducting surveys and interviews.

SURVEYED PRACTICES

Below, we highlight some noteworthy practices based on the responses obtained in the survey:



- **INFOCDMX:** The Women's Secretariat of Mexico City created the Gender Indicators System of Mexico City (SINGE), which allows "key indicators about the condition and position of women in Mexico City and progress in closing gender gaps to be known and used for substantive equality." It would be interesting to delve into the process of operating the SINGE.

Regarding evaluation methodology, the agency proposes a quantitative and qualitative evaluation through two approaches: formative (quarterly) and summative (annually). Formative evaluation focuses on processes, aiming to improve them and allows for immediate action. Summative assessment applies to finished products, aiming to determine the extent to which the goals were achieved and to assess the evaluated product, enabling medium- and long-term actions to be taken. Each quarterly evaluation is accompanied by a progress traffic light, with four stages representing the degree of progress measured by a percentage of achievement relative to the goal. This percentage is represented by a colour.

On the other hand, the organization developed a project aimed at women that shows the usefulness of public information for this group in Mexico City. Faced with the need to promote the exercise of the rights of access to information and the protection of personal data under equal conditions, INFOCDMX promoted the publication 'Women's Testimonies: The Usefulness of Public Information in our City', in which 17 writings address the benefits of these rights in daily life, allowing the agency to know the interests and information needs of women who live and travel in Mexico City.

- **Guarantor of the Right of Access to Information of the Government of the Autonomous City of Buenos Aires (OGDAI):** OGDAI worked on promoting the right of access to information through the development and distribution of handbooks or "guides" aimed at different vulnerable groups. An evaluative instance of the practice was carried out through satisfaction surveys



accompanying the guide at the time of its distribution. Additionally, feedback was requested from trainers who used and distributed the guide in the field. Furthermore, a consultant will be engaged to evaluate results and issue recommendations.

In addition, we will also work with a consultancy to evaluate results, expand the scale of action and receive recommendations on the product.

- **Transparency Council of Chile:**

Workshops were held under the name of "Empowerment Workshop on the Right of Access to Information with a Gender Focus", which were framed in the educational model defined by the Promotion and Clients Unit that highlights "the importance of the prior knowledge of the subjects who learn, as well as the importance of the relationship between theory and practice for the experience of a learning process and in the context of the learning process, and the need for subsequent reflection and analysis of the cognitive process itself for the consolidation of significant learning". This educational model is composed of 4 stages of learning, associated with specific activities and actions that were aimed at the women who participated in them.

To demonstrate the progress that each user who participated in the workshops could eventually experience, an initial evaluation called "Baseline" was applied at the beginning of the workshop, and before any type of information, material or content of the Right of Access to Information. The same evaluation was applied at the end of the cycle of workshops -the "Exit Test"-, in order to observe the progress in the handling of elements of the law and the use of it in procedural terms. This final evaluation was applied to a total of 106 women, which becomes the sample on which the results that we explain below are evidenced. The evaluation had 12 questions in total, addressed in three dimensions:



- Dimension 1 (D1): Elements of the Right of Access to Information, representing 33% of the total evaluation.
- Dimension 2 (D2): Procedural obligations for the Public Institution, representing 42% of the total evaluation.
- Dimension 3 (D3): Procedural requirements for the Applicant, representing 25% of the total evaluation.

Specific satisfaction surveys were conducted for groups in situations of vulnerability. It is proposed to carry out learning assessments through entrance and exit tests to specific groups; as well as carrying out evaluations of the perception of the usefulness/efficiency of access to information to solve social or communal problems.

- **National Authority for Transparency and Access to Information of Panama (ANTAI):** The Authority launched the project called Oferta ANTAI, which seeks to provide training to vulnerable groups in hard-to-reach areas and indigenous groups to guarantee their right of access to information and other rights. The monitoring and evaluation of this practice is done through surveys aimed at participants on what they learned during the trainings.

On the other hand, ANTAI implements the use of accessibility solutions on websites for all public institutions in the Republic of Panama. This practice will be monitored and evaluated through the transparency monitoring platform, where compliant institutions must indicate whether their websites comply with the required solutions. Although this practice has not yet shown results, it would be interesting to delve into the operation and measurements that would be carried out through this transparency platform. Finally, it is worth noting, as an implemented practice, the use of a form to request information from all public institutions, in which questions of ethnicity, disability or age of the applicant are consulted. Although the law does not provide for a mandatory requirement of



this data, having them can be a valuable input for the design and implementation of public policies for these groups.

- **INFOEM:** The organization evaluates and monitors obligated subjects annually through a procedure called Official Virtual Verification, which is carried out on a sample and random basis for all obligated subjects, aiming to review and verify compliance with transparency obligations.

The DAI Plan, the National Plan for the Socialization of the Right of Access to Information, is a public policy implemented by the INAI through which all the guarantor bodies are invited to participate in order to increase the interest of society in exercising its right of access to public information. This public policy has been worked on year after year since 2019, aimed at various vulnerable groups (women, youth and indigenous peoples of the State of Mexico). The policy has a monitoring process that shows how many people were socialized, how many success stories were had -that is, the benefits obtained by citizens, derived from exercising their right of access to information-, as well as the places that benefited; And as far as evaluation is concerned, the benefit of implementation is measured by the success stories that are surveyed.

- **Institute of Transparency, Access to Information and Personal Data Protection of Mexico (INAI):** The Sensitization Program for Rights of Access to Information and Personal Data Protection (PROSEDE) stands out, which is an initiative of INAI aimed at civil society organizations that act as strategic allies to disseminate, promote, and disseminate the rights protected by the institute with a focus on social utility in sectors of the population in vulnerable situations. Regarding the program, INAI monitors and evaluates the implementation of the winning projects of the PROSEDE INAI program directed at vulnerable population groups. Final reports are requested from each of the organizations implementing the project to know in detail the results and impacts obtained. In



order to promote greater impartiality and objectivity in the evaluations, the organization prefers that this development be carried out by third parties (whether specific governmental entities, international organizations, civil society organizations, or individuals with extensive experience in the field).

It is worth highlighting how the generation of technical cooperation alliances with external organizations can be an attractive and highly effective alternative when the organization does not have adequate resources. Outsourcing the evaluation and monitoring process in some organizations can be an interesting alternative for those cases in which, according to the results obtained in the survey, the lack of adequate personnel and technical resources turns out to be one of the main obstacles.

- **Information Commission Bangladesh:** The Bangladesh Information Commission has three committees named Divisional Supervision and Monitoring Committee, District Supervision and Monitoring Committee, and Upazila (Sub-district) Implementation and Monitoring Committees. They are also working on grassroots-level field management to promote access to information for all sectors of the population, including vulnerable groups.

It would be interesting to observe how these committees are formed (academia, public sector, civil society), what the criteria and modality of evaluation and monitoring are; and to have concrete cases of monitoring practices for groups in vulnerable situations.

- **National Transparency and Access to Information Authority (ANTAIP):** The National Center for Strategic Planning of the Government of Peru created a Guide that aims to establish a methodology for the monitoring and evaluation of national policies. This guide focuses on the identification of alerts, analysis of the progress of expected achievements and proposals to improve policies and



plans in progress. The guide provides for different types of evaluations: design, implementation and results. It can be consulted at: <https://bit.ly/3RqgqRW>

- **Malawi Human Rights Commission:** The institution does not have specific evaluation and monitoring mechanisms for groups in vulnerable situations. However, they have monitored groups of children, women and people with disabilities. In the past, they have implemented focus groups as well as key informant interviews as tools or methods to gather information.
- **Freedom of Information-Program Management Office (FOI-PMO):** They developed a Freedom of Information (FOI) Bridge Program for People with Disabilities (PWD) evaluation form in which they collected quantitative and qualitative data. The quantitative data collection section includes descriptive ratings of: 'strongly disagree', 'disagree', 'neither agree nor disagree', 'agree' and 'strongly agree', with the numerical equivalent of 5. for 'strongly agree' and 1 for 'strongly disagree'. Quantitative questionnaire topics include (a) overall session evaluation, (b) activity selection, organization and duration evaluation, (c) methodology evaluation, and (d) resource speaker evaluation. The qualitative questionnaire only focuses on (a) evaluation of the resource speaker and (b) comments and other suggestions.

These evaluation forms were examined to extract feedback from participants which could be used to improve the project in a future iteration of the same experience.

Another example of assessment and monitoring tools is pre- and post-testing during capacity development activities for Gender and Vulnerable Groups. The objective of these activities is twofold: (a) to familiarize participants with the FOI Program and the standard e-FOI portal (paper mechanism) as well as the FOI mobile application, and (b) to familiarize participants with the tools available, information, applicable priority assistance programs and government services for target groups. The goal of a pre-test is to determine participants' initial understanding of the concepts and tools listed above, while the purpose of a



post-test is to determine how well and deeply participants learned about these concepts and tools after the training sessions. The examination of the two (2) scores follows the development of the participants' learning.

RECOMMENDATIONS

Monitoring is a continuous process of collecting information on the implementation and results of a widespread public policy or plan to verify its progress. It involves periodic data collection and systematic recording, as well as identifying alerts and deviations to take corrective measures during the implementation of the policy or plan. One aspect to highlight from the results analysis is that many countries do not define evaluation and monitoring practices when implementing their public policies, or if they do, it is not a prioritized instance in the planning and design process of the measure or project. In this regard, the first recommendation would focus on generating training and awareness-raising activities on the importance of the evaluation and monitoring phase in the design of any public policy to establish its true scope and effectiveness. To achieve better performance of public policies, especially those directed at vulnerable sectors, many factors must be considered. Among them, increased access to evidence or knowledge and a better application of these in the decision-making process stand out. One of the main sources of evidence and knowledge about public policies is the practice of monitoring and evaluation exercises.

Monitoring and evaluating programs and public policies provide feedback for policy design, improve levels of transparency and accountability of officials, and achieve greater effectiveness and accountability. They allow for strategic and quality information for decision-making.

Consequently, they play a fundamental role in ensuring that the government is effective, efficient, transparent, and accountable to the citizenry, ensuring that policies effectively address the needs and concerns of society.

Therefore, it is necessary to assert that, when planning public policies, consideration should be given to how monitoring of these policies will be carried out. Not only to



measure the outcome but also to have additional information that can serve as a starting point for designing effective and efficient public policies.

The design of public policies aimed at vulnerable groups must consider the specific needs and the real and concrete situation of that particular group. Determining preliminary baseline data and situation diagnoses to understand the starting point of the collective to which a practice is intended is necessary and crucial for effectively evaluating and monitoring the impact of the activity in guaranteeing access to information for the target group. It is essential to have information that allows understanding the status of vulnerable groups regarding access to information to measure their evolution and progressive exercise over time.

CONCLUSION:

The results of the survey distributed among ICIC members revealed the difficulties in the implementation of evaluation and monitoring mechanisms for public policies and implemented projects, highlighting the lack of resources, trained personnel and political will as the main obstacles. Despite these difficulties, promising practices were identified in different member countries, which could be adapted and replicated in various contexts.

A significant lack was evident in the evaluation and monitoring processes of access to information policies as a structural problem. In many cases the importance of this instance is not taken into account in the design of a project or policy aimed at these groups: of the 31 ICIC members who responded to the survey, only a minority indicated the effective implementation of evaluation and monitoring mechanisms. However, the responses obtained showed that a majority of members consider the development of evaluation and monitoring mechanisms to be crucial and, although less than half of the respondents implement them effectively, the awareness or willingness to apply them exists. This underlines, on the one hand, a state of situation in which a clear demand is established regarding a need for evaluation and monitoring that must be satisfied and, on the other hand, the need for greater training and



awareness about the importance of these practices for the design and redesign of effective and efficient public policies.

Evaluation and monitoring are essential components in the planning of public policies, especially those aimed at vulnerable groups. Having reliable data and accurate diagnoses is essential to measure the impact and adapt policies to the real needs of these groups.

The lack of evaluation and monitoring mechanisms in policy design is a recurring problem that limits the effectiveness and ability to adjust and improve actions aimed at vulnerable groups. This report highlights the urgent need to integrate evaluation and monitoring as essential components in the planning of any public policy. This will guarantee better transparency and accountability and will allow the design of public policies better adapted to the specific needs of vulnerable groups, facilitating their inclusion and the full exercise of their rights. It is crucial that governments and organizations prioritize the creation and application of robust evaluation and monitoring systems, thus guaranteeing that public policies are truly effective and sustainable over time.