



PARTICIPATION ASSESSMENT OF EXECUTION OF THE OGP EUSKADI 2018- 2020 ACTION PLAN

IMPLEMENTATION OF THE PARTICIPATION ASSESSMENT OF EXECUTION OF
THE OGP EUSKADI 2018-2020 ACTION PLAN

Research conducted during the 1st week of November

Vitoria-Gasteiz (Spain), 15 November 2020

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A. INTRODUCTION

Under Assessment of the OGP Euskadi 2018-2020 Plan, and definition of the new 2020-2022 Plan, Citizens Services, Innovation and Administrative Improvement Management requires support to execute three tasks:

- 1. Address self-assessment of execution of the OGP Euskadi 2018-2020 Action Plan.**
2. Conduct participation assessment of execution of commitment 3.
3. Define methodological orientations to discover to which extent citizen participation has an impact on designing and executing public policies, and influences specific aspects such as procurement, town planning, citizen services, facility maintenance, etc.

This report mainly aims to present results from the self-assessment of the OGP Euskadi 2018-2020 Action Plan, conjointly addressing the different participants throughout the process.

B. OBJECTIVES AND METHODOLOGICAL PROCESS

Project objectives

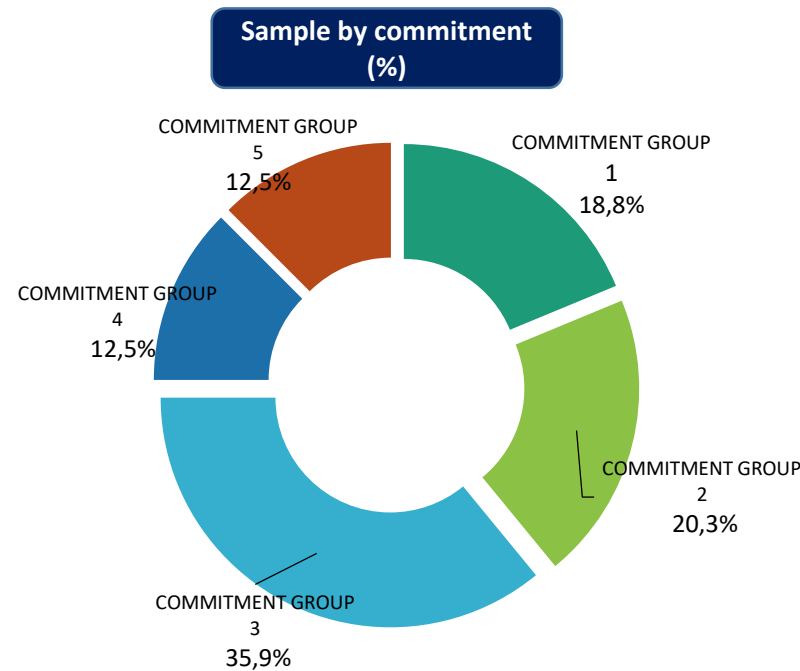
The project's objectives are **self-assessment of the OGP Euskadi 2018-2020 Action Plan**. To this end, we intend to address the following dimensions of the assessment:

1. Evaluate the execution process of the 2018-2020 Action Plan.
 - Compliance with **roles assigned** to each one of the participant groups.
 - Regarding the execution process, score for **each one of the 5 commitments**:
2. Assess the results obtained in the 5 commitments

Methodological process

5

- **Technique:** Self-completed *survey in electronic format*
- **Date of execution of field work:** From 4 through 26 November 2020.
- **Universe:** **396 PEOPLE**, with 120 additional records that imply duplicate persons, given that one same person may belong to different participation profiles (promotion group, regular forum, commitment groups, open forum).
- **Sample:** **64** complete surveys
- **Participation rate:** **16.2%** participation



C. RESULTS

1. Assessment of groups and spaces in the OGP Euskadi.
2. Assessment of commitments set forth in the OGP Euskadi.
3. Assessment of the OGP Euskadi website and the information that it provides

C. RESULTS

1

Assessment of groups and spaces in the OGP Euskadi

- I. General score for the 4 forums in OGP Euskadi
- II. Score of PROMOTION GROUP and areas for improvement
- III. Score of REGULAR FORUM and areas for improvement
- IV. Score of OPEN FORUM and areas for improvement
- V. Score of COMMITMENT GROUP and areas for improvement
- VI. Score of PILOT GROUPS and areas for improvement

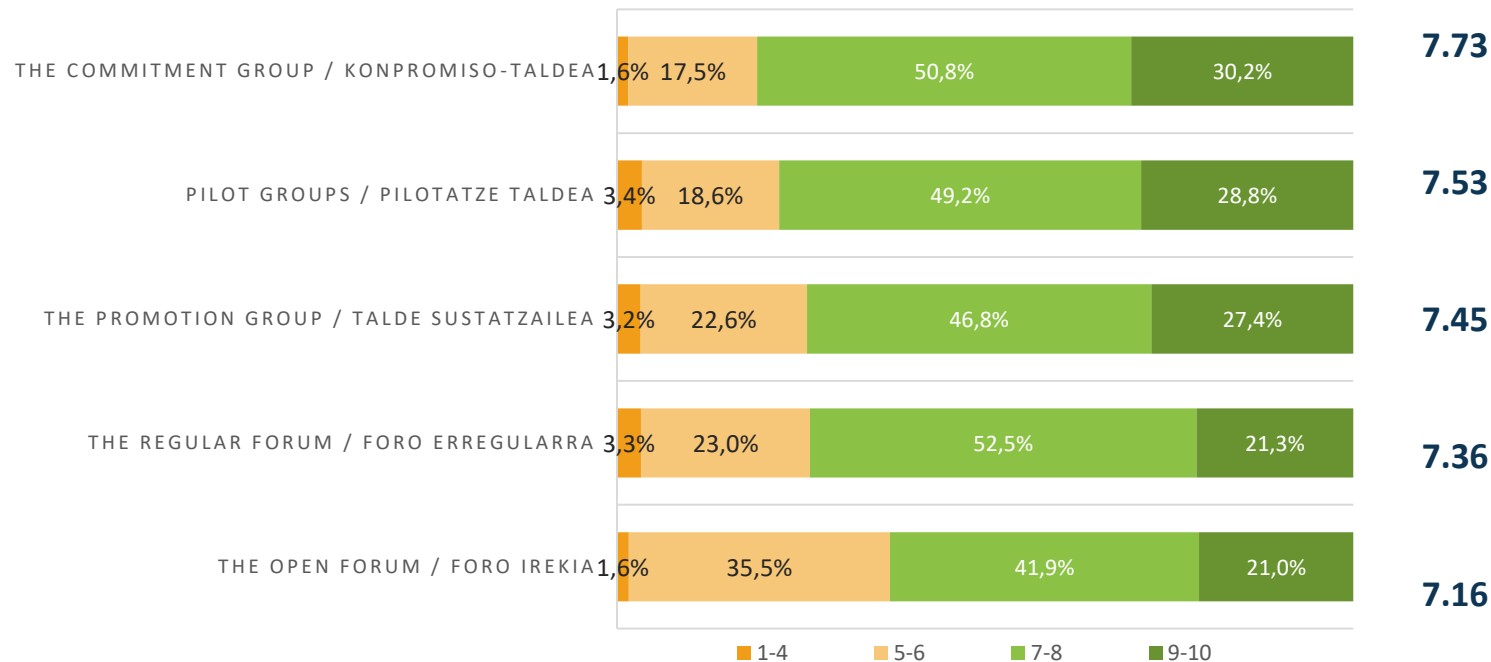
General score for the 4 forums in OGP Euskadi

- ✓ Firstly, as a preamble to the analysis of the 5 commitments entered into by means of the OGP Euskadi, the graph below shows the score given by participants to their own **groups or forums into which the OGP Euskadi Action Plan is structured**.
- ✓ On a scale of 1 (worst score) to 10 (best score), **between 45% and 65% more than notably approve** of the exercise of roles assigned to each one of the forums. Moreover, those who do not approve are less than 4% in all groups. In turn, it should be noted that the rest of participants believe there is still room for improvement (between 5 and 7).
- ✓ Specifically, the *Commitment Group* obtains the **best score** (65% out of 8). On the opposite side of the scale, with 53% in intermediate positions, we have the *Open Forum*, the group with the **lowest score**.

SCORE FOR COMPLIANCE WITH ROLES OF EACH ONE OF THE 4 FORUMS IN OGP EUSKADI (%)

RANKED FROM HIGHEST TO LOWEST SCORE

AVERAGE



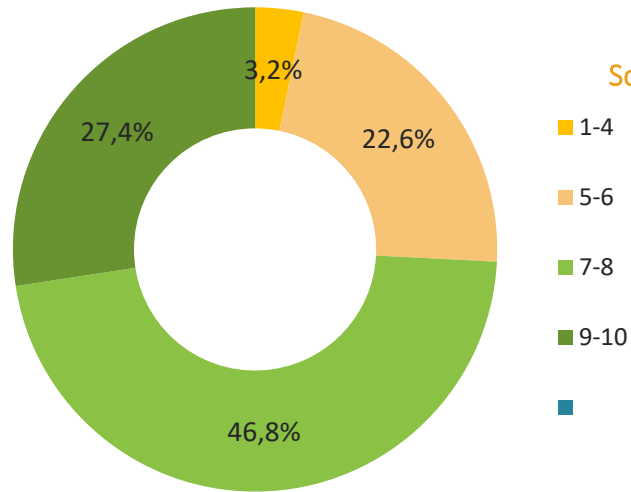
P1. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

Base: Total sample (64 cases)

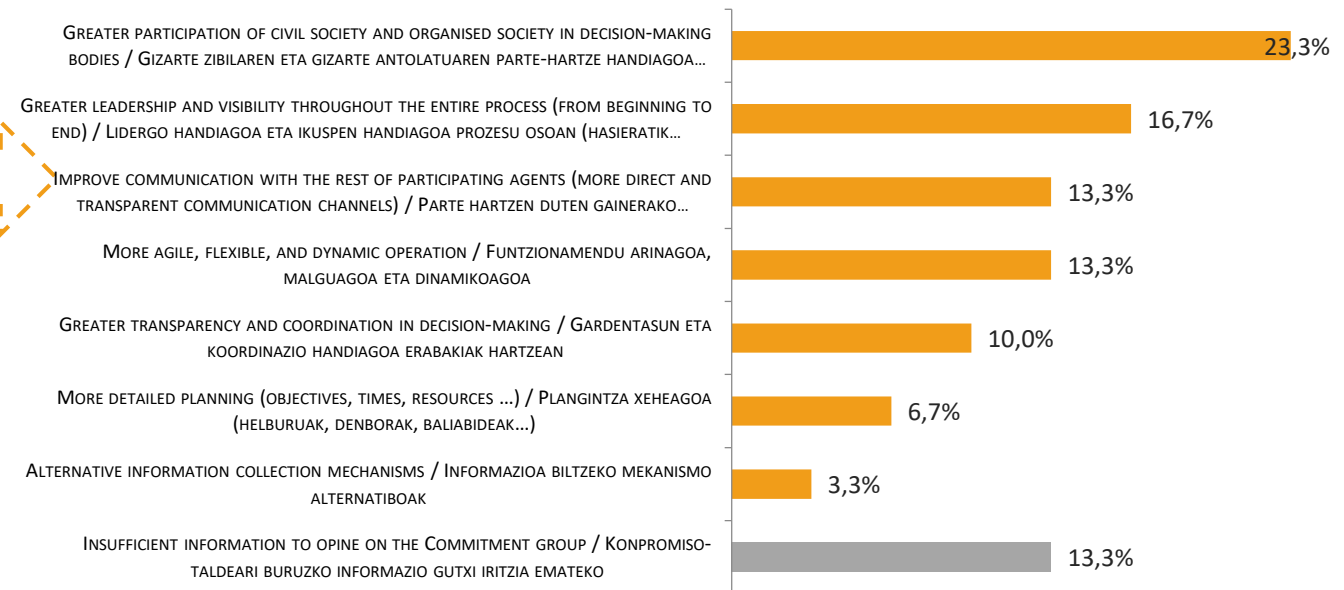
Score of PROMOTION GROUP and areas for improvement

- ✓ Participants who did not believe that assigned roles were fully complied with (**48.4%** of the *Promotion Group* gave a score less than 7 points) were asked about the **aspects they believe should be improved**.
- ✓ Nearly **1 out of every 4** believe that *greater civil society and organised society participation in decision-making bodies is necessary* (23.3%). As such, there is a perception of a certain gap between the *Promotion Group* and the rest of participants.
- ✓ Other aspects identified with room for improvement include *greater leadership and greater visibility* (16.7%), *improving communication with the rest of agents* (13.3%) and *more agile, flexible, and dynamic operation* (13.3%).

SCORE OF COMPLIANCE WITH ROLES OF THE PROMOTION GROUP(%)
ON A SCALE OF 1 (WORST SCORE) TO 10 (BEST SCORE)



ASPECTS WITH ROOM FOR IMPROVEMENT (%)



P1a. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

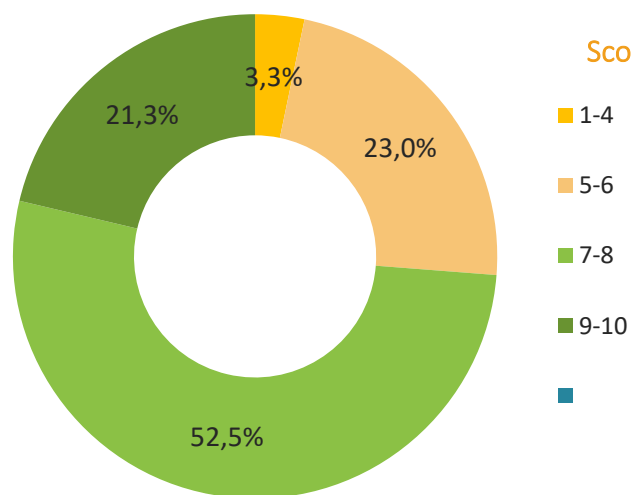
P2a. What do you think should be improved...?

Base: Total sample (64 cases)

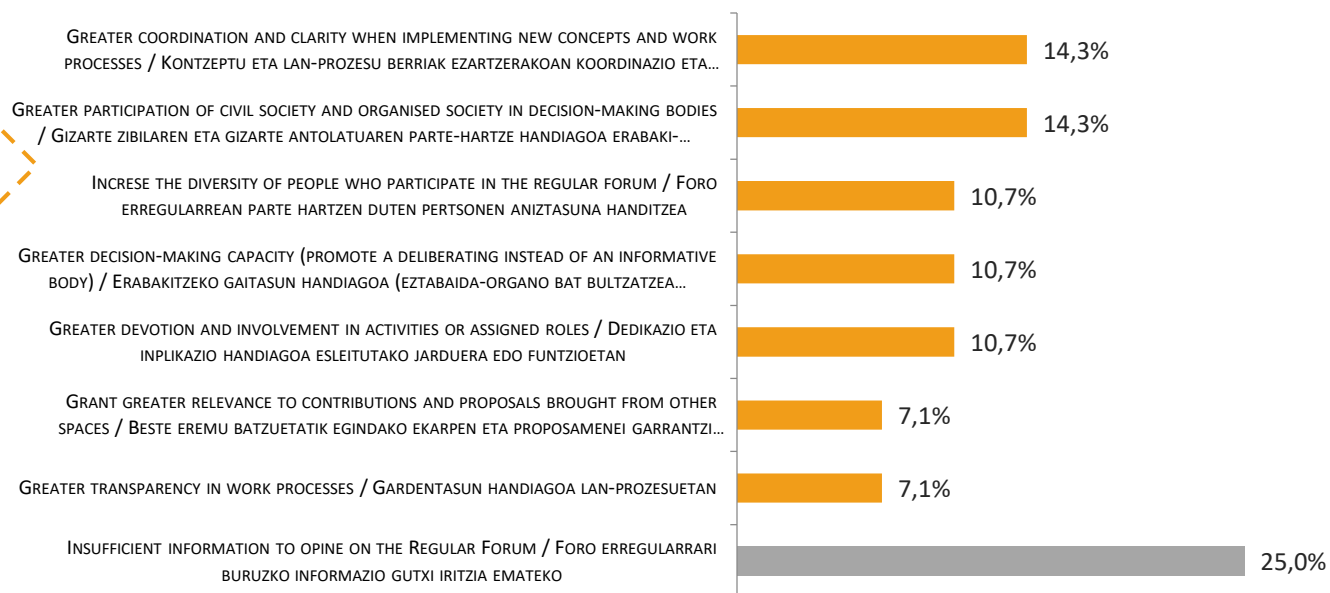
Score of REGULAR FORUM and areas for improvement

- ✓ Participants who did not believe that assigned roles were fully complied with (45.9% of the *Regular Forum* gave a score less than 7 points) were asked about the **aspects they believe should be improved**.
- ✓ Regarding the *Regular Forum's* needs for improvement, which is the body for deliberation and monitoring roll-out of the plan, of note is *greater coordination and clarity when implementing new concepts and processes* (14.3%) and, again, *greater civil society and organised society participation* (14.3%).
- ✓ Moreover, **certain needs** that must be given to the *Regular Forum* were identified, such as *increasing diversity in its composition* (10.7%), *greater decision-making capacity* (10.7%), and *greater devotion and involvement from participants* (10.7%).

SCORE ON COMPLIANCE WITH ROLES FOR REGULAR FORUM (%)
ON A SCALE OF 1 (WORST SCORE) TO 10 (BEST SCORE)



ASPECTS WITH ROOM FOR IMPROVEMENT (%)



P1b. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

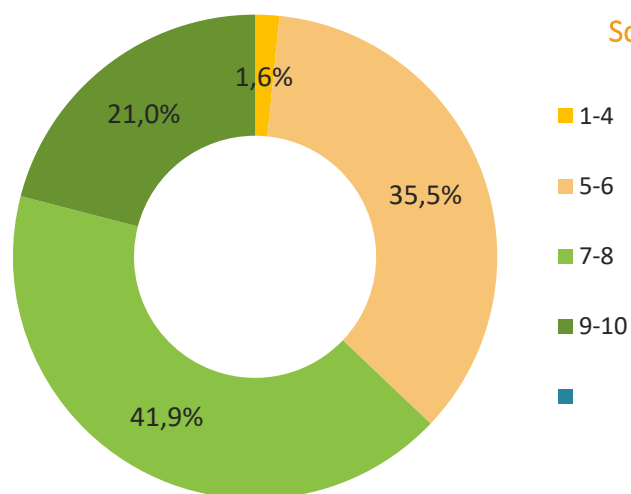
P2b. What do you think should be improved...?

Base: Total sample (64 cases)

Score of OPEN FORUM and areas for improvement

- ✓ Participants who did not believe that assigned roles were fully complied with (54.8% of the *Open Forum* gave a score less than 7 points) were asked about the **aspects they believe should be improved**.
- ✓ Clearly, **the main improvement** regarding exercise of the *Open Forum's* roles is focused on *greater dissemination of the forum's activities* (32.4%). We presuppose that greater dissemination of the work done shall attain greater citizen involvement, which is the true end purpose of the improvement.
- ✓ In this same vein, and through **greater citizen involvement**, fomenting *greater representativeness* (14.7%) and *participation of more diverse agents* (8.8%) is identified as a need for improvement. As such, representativeness and diversity are mandatory elements to consider. One of the hurdles identified in attracting new agents is the complexity of joining without being highly familiar with the process beforehand (complex concepts and work processes).

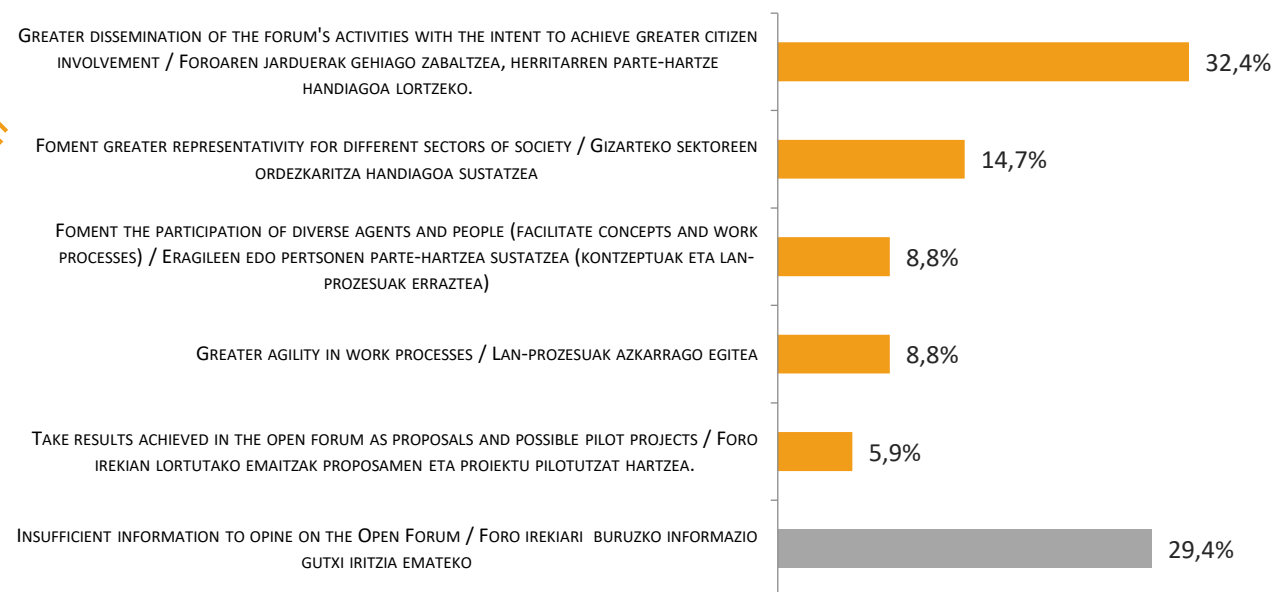
SCORE ON COMPLIANCE WITH ROLES FOR OPEN FORUM (%)
ON A SCALE OF 1 (WORST SCORE) TO 10 (BEST SCORE)



Scores under 7...

54.8%

ASPECTS WITH ROOM FOR IMPROVEMENT (%)



P1c. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

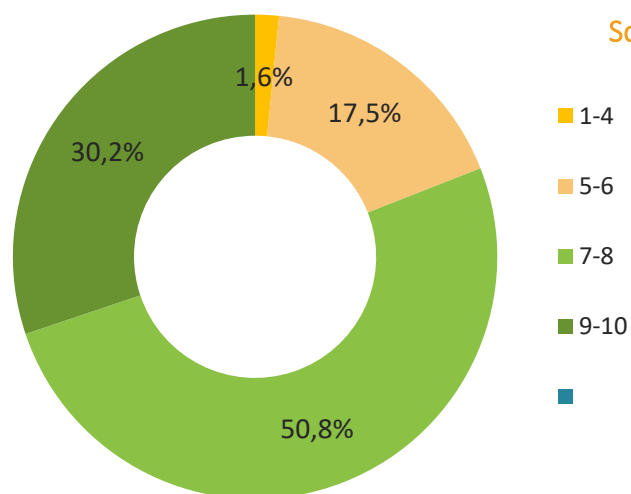
P2c. What do you think should be improved...?

Base: Total sample (64 cases)

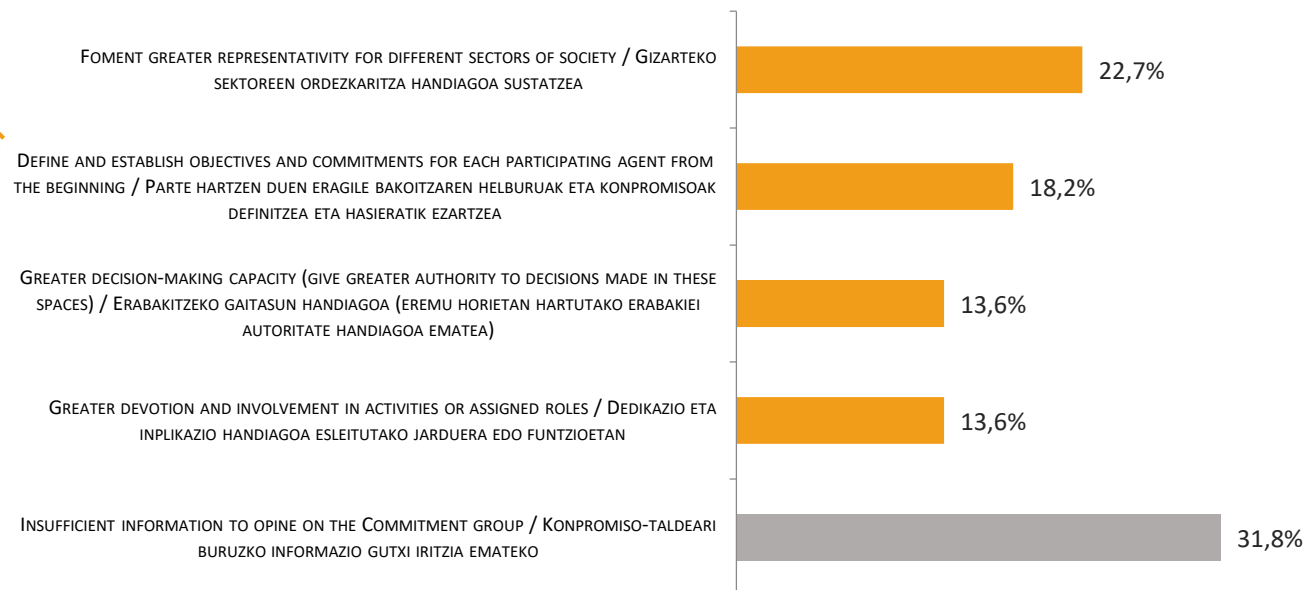
Score of COMMITMENT GROUP and areas for improvement

- ✓ Participants who did not believe that assigned roles were fully complied with (34.9% of the *Commitment Group* gave a score less than 7 points) were asked about the **aspects they believe should be improved**.
- ✓ Of note is the fact that the *Commitment Group* is **the highest-scored group** in terms of compliance with roles (2 out of every 3 scored it above 8).
- ✓ Those who observe certain room for improvement highlight 4 pillars or areas of improvement: fomenting *greater representativeness* (22.7%), *defining each participants objectives and commitments at the beginning* (18.2%), *greater decision-making capacity* (13.6%), and *greater devotion and involvement* (13.6%). As such, in sum, the *Commitment Groups* must be more representative, with clear roles and objectives, with decision-making capacity, and greater devotion.

SCORE OF COMPLIANCE WITH ROLES OF THE COMMITMENT GROUP(%)
ON A SCALE OF 1 (WORST SCORE) TO 10 (BEST SCORE)



ASPECTS WITH ROOM FOR IMPROVEMENT (%)



P1d. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

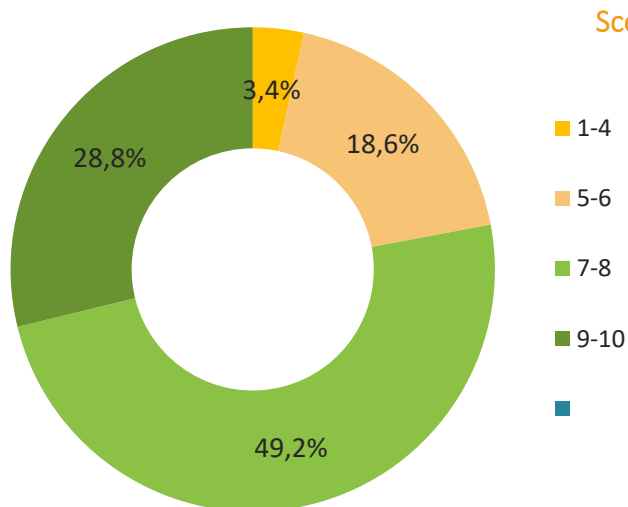
P2d. What do you think should be improved...?

Base: Total sample (64 cases)

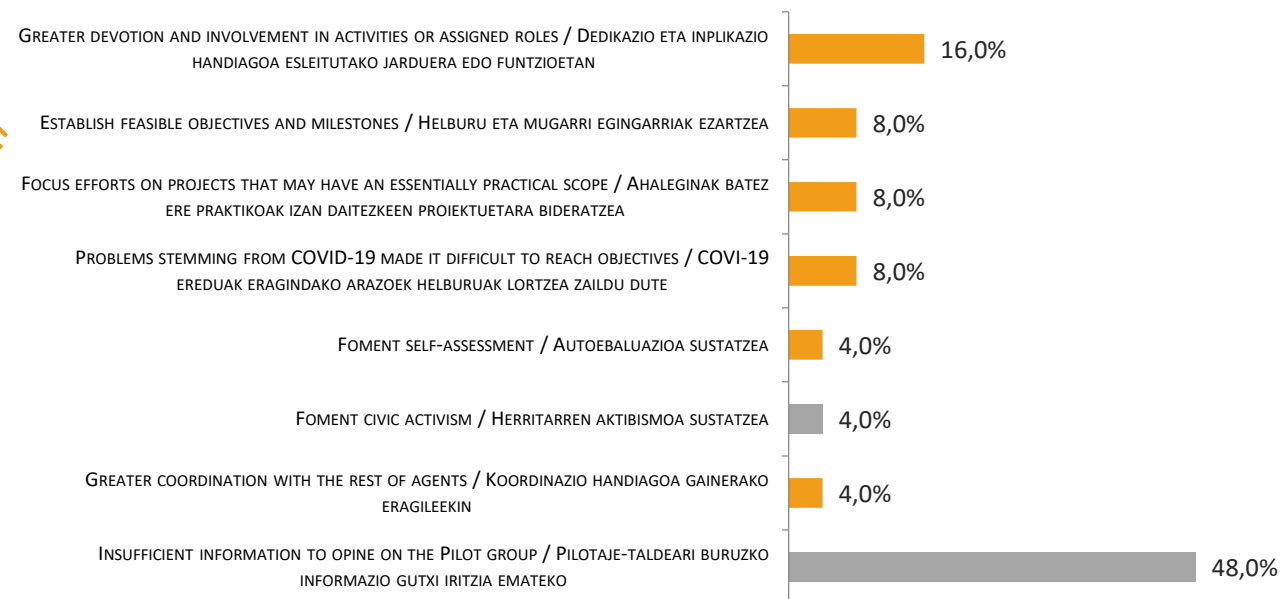
Score of PILOT GROUPS and areas for improvement

- ✓ Participants who did not believe that assigned roles were fully complied with (**44.1%** of the *Pilot Groups* gave a score less than 7 points) were asked about the **aspects they believe should be improved**.
- ✓ As such, *Pilot Groups* have the main objective of testing co-designed models from different commitments. In order to improve compliance with roles assigned to pilot groups, a need for *greater devotion and involvement* from participants was detected (16%).
- ✓ At a second level, *realizable objectives and milestones must be established* (8%) and *efforts must be focused on essentially practical projects* (8%). Moreover, for pilot projects, special mention is made of the difficulties caused by *problems stemming from COVID-19* when achieving objectives (8%).

SCORE OF COMPLIANCE WITH ROLES OF THE PILOT GROUP (%)
ON A SCALE OF 1 (WORST SCORE) TO 10 (BEST SCORE)



ASPECTS WITH ROOM FOR IMPROVEMENT (%)



P1e. From 1 to 10, with 1 being the worst score and 10 the best, score the degree of compliance with their role for the following:

P2e. What do you think should be improved...?

Base: Total sample (64 cases)

C. RESULTS

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Assessment of commitments set forth in the OGP Euskadi.

- I. Degree of knowledge of each one of the 5 commitments set forth in the OGP Euskadi
- II. Degree of execution of each one of the 5 commitments set forth in the OGP Euskadi
- III. Score of implementation of **COMMITMENT 1.** *Rendering accounts through mandate plans*
- IV. Score of implementation of **COMMITMENT 2.** *Open data Euskadi and Linked Open data*
- V. Score of implementation of **COMMITMENT 3.** *Citizen participation I-lab in Euskadi*
- VI. Score of implementation of **COMMITMENT 4.** *Open Eskola: open school for citizens*
- VII. Score of implementation of **COMMITMENT 5.** *Basque integrity system*

Degree of knowledge of each one of the 5 commitments set forth in the OGP Euskadi

- ✓ After presenting scores on groups or forums in the OGP Euskadi Action Plan, in this section, we present **results from scoring the 5 commitments in terms of their degree of execution.**
- ✓ To this end, and before beginning with scores, we must know the participants' **degree of knowledge** of each one of the 5 commitments. In fact, only people who state that they are aware of each one of the commitments shall score it.
- ✓ As we can see in the graph below, the degree of knowledge oscillates between 70.3% and 46.9%. The most **well-known** commitments are *citizen participation I-lab* (70.3%) and *Open Eskola* (70.3%) (commitments 3 and 4, respectively). However, the *Basque Integrity System* (46.9%) (commitment 5) is the **least well-known** commitment out of the five.
- ✓ In any event, **amongst the REST**, COMMITMENT 2 (46.9%) and COMMITMENT 4 (57.8%) are the most well-known by people who do not belong to the commitment group itself.

DEGREE OF KNOWLEDGE OF EACH ONE OF THE 5 COMMITMENTS ESTABLISHED (%)

RANKED FROM THE COMMITMENT 1 TO 5

RENDERING ACCOUNTS THROUGH MANDATE PLANS / KONTUAK
EMATEA AGINTALDIKO PLANEN BIDEZ

54,7%

45,3%

**TOTAL
NOTORIETY**

**REST*
NOTORIETY**

54.7%

35.9%

OPEN DATA EUSKADI AND LINKED OPEN DATA / OPEN DATA
EUSKADI ETA LINKED OPEN DATA

67,2%

32,8%

67.2%

46.9%

CITIZEN PARTICIPATION I-LAB IN EUSKADI / HERRITARREN
PARTE-HARTZEAREN I-LAB-A EUSKADIN

70,3%

29,7%

70.3%

34.4%

OPEN ESKOLA: OPEN SCHOOL FOR CITIZENS / OPEN ESKOLA:
HERRITARRENTZAKO ESKOLA IREKIA

70,3%

29,7%

70.3%

57.8%

BASQUE INTEGRITY SYSTEM / INTEGRITATEAREN EUSKAL
SISTEMA

46,9%

53,1%

46.9%

35.9%

■ They do know / Ezagutzen du ■ They do not know / Ez du ezagutzen

*Note: REST notoriety aims to measure the degree of notoriety amongst people who do not belong to the Commitment Group itself.

P3. In the OGP EUSKADI 2018-2020 ACTION PLAN, there are 5 commitments. State which of them you know and which you do not

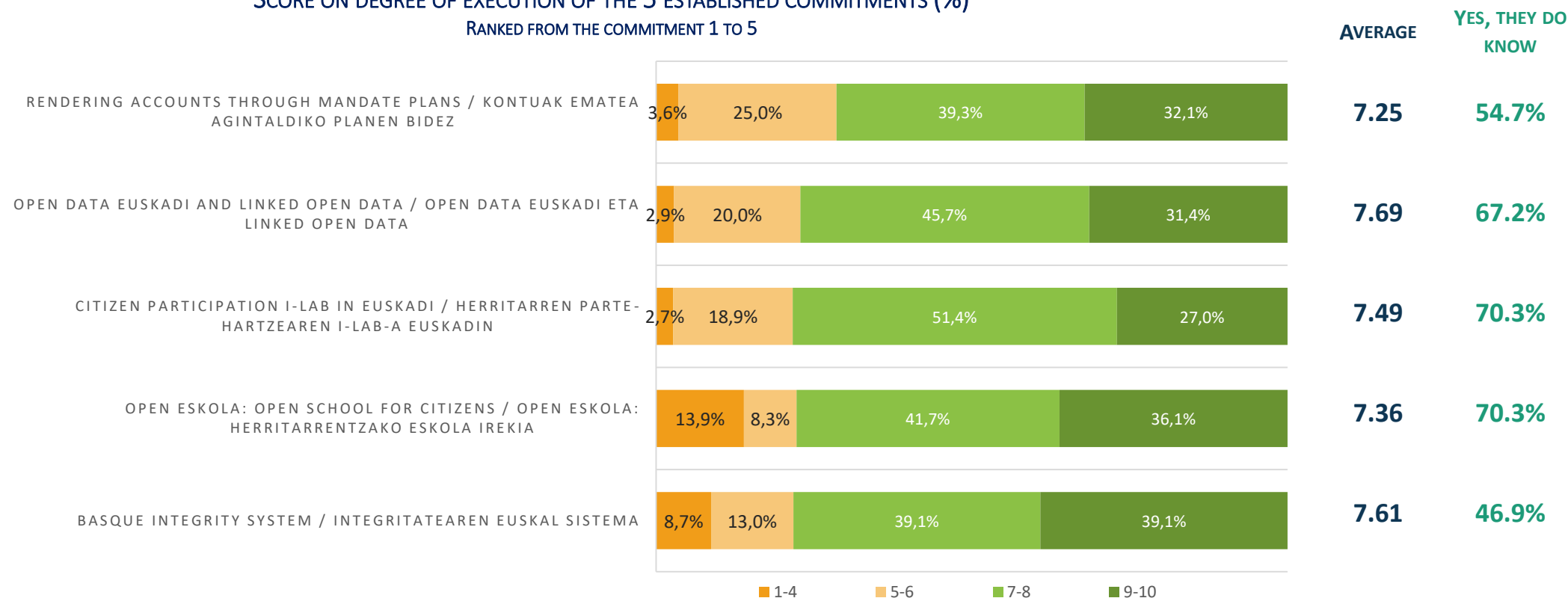
Base: Total sample (64 cases)

Degree of execution of each one of the 5 commitments set forth in the OGP Euskadi

- ✓ After learning the notoriety of each one of the 5 commitments, the graph below shows the **degree of execution perceived** by each participant (on a scale of 1 to 10, where 1 means not begun and 10 is complete)
- ✓ In general, there is perception of a **high degree of execution** amongst the 5 commitments, oscillating between 70% and 80% of participants who consider that the status of the commitment is at least **essentially executed** (score of 7 or higher).
- ✓ Specifically, **commitment 1** is of note, regarding *rendering of accounts through mandate plans*, which the highest % of people who consider the status of this commitment to be **limited in execution** (28.6%), slightly more than the rest.

SCORE ON DEGREE OF EXECUTION OF THE 5 ESTABLISHED COMMITMENTS (%)

RANKED FROM THE COMMITMENT 1 TO 5



P4. (only for commitments they know P3=1) On a scale of 1 to 10, how would you score the degree of execution of each commitment? 1 is not begun and 10 is complete

Base: Total sample (64 cases)

Score of implementation of COMMITMENT 1. Rendering accounts through mandate plans

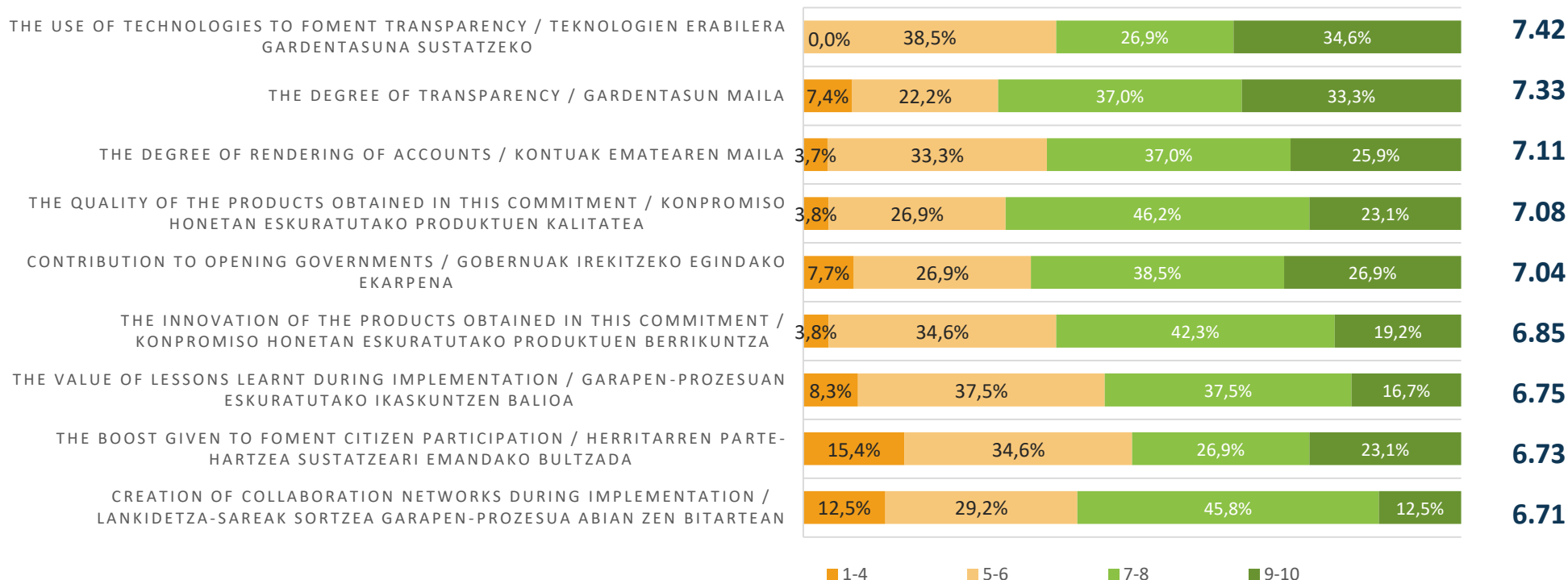
- ✓ A bit more than half of the participants (54.7%) are aware and were able to score implementation of COMMITMENT 1, *Rendering of accounts through mandate plans*.
- ✓ Ranked from highest to lowest score, the graph below shows **different dimensions of the commitment's implementation**. At the first level, **the highest-scored elements**, regarding **transparency**, are of note, both because of their high level and the use of technologies, and **rendering accounts**.
- ✓ At the second level, *the drive to foment citizen participation* and *the creation of collaboration networks* are elements leading to higher levels of discrepancy. Between 12% and 15% of people do not approve of implementation of COMMITMENT 1 in these dimensions.

54.7% of
participants
know it

SCORE OF DIFFERENT ASPECTS OF IMPLEMENTATION OF COMMITMENT 1 (%)

RANKED FROM HIGHEST TO LOWEST

AVERAGE



P5. On a scale of 1 to 10, how would you score implementation of this specific commitment...

Base: Total sample (35 cases)

Score of implementation of COMMITMENT 2. Open data Euskadi and Linked Open data

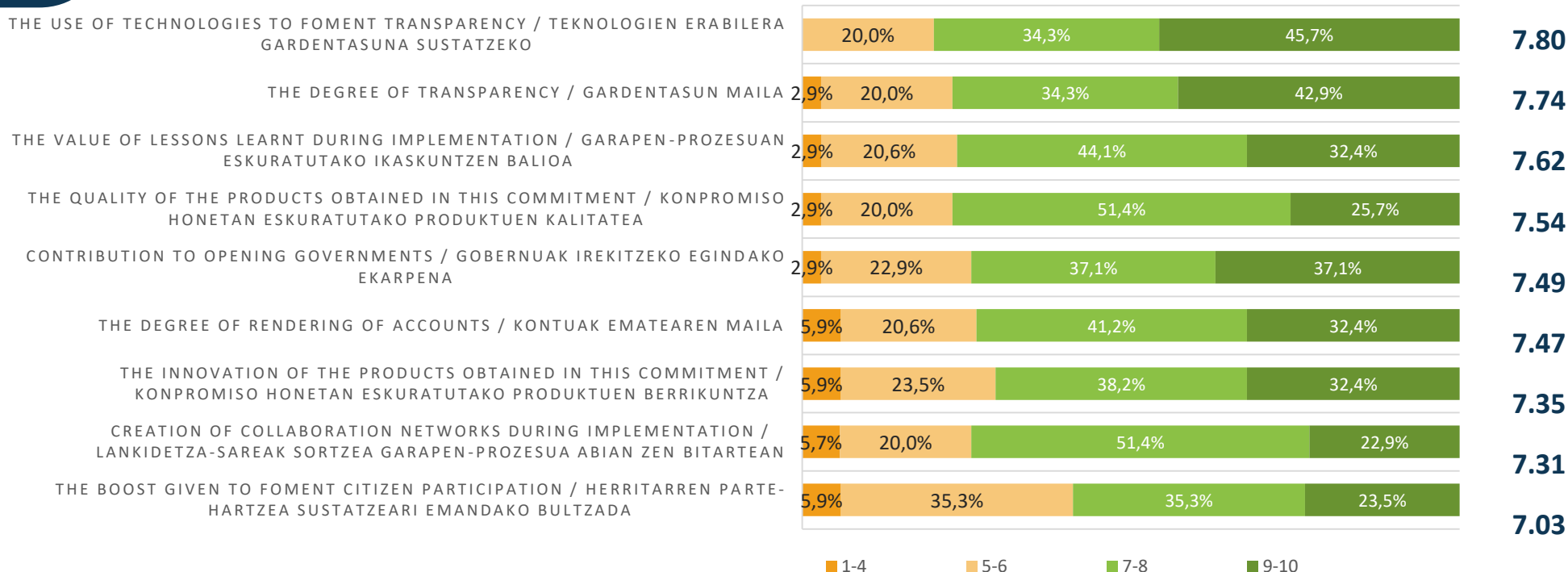
- ✓ A bit more than 1 out of every 3 participants (67.2%) know and were able to score implementation of COMMITMENT 2, *Open data Euskadi and Linked Open data*.
- ✓ As far as scores are concerned, with **average scores above 7 points** for all dimensions, high scores of note are those related to the *degree of transparency and the use of technology to foment transparency*. 42.9% and 45.7%, respectively, perceive implementation of **both dimensions as outstanding**.
- ✓ Again, the **lowest-scored dimensions** (but still with a good average score) are those related to *creation of collaboration networks and drive to foment citizen participation*.

67.2% of
participants
know it

SCORE OF DIFFERENT ASPECTS OF IMPLEMENTATION OF COMMITMENT 2 (%)

RANKED FROM HIGHEST TO LOWEST

AVERAGE



Score of implementation of COMMITMENT 3. Citizen participation I-lab in Euskadi

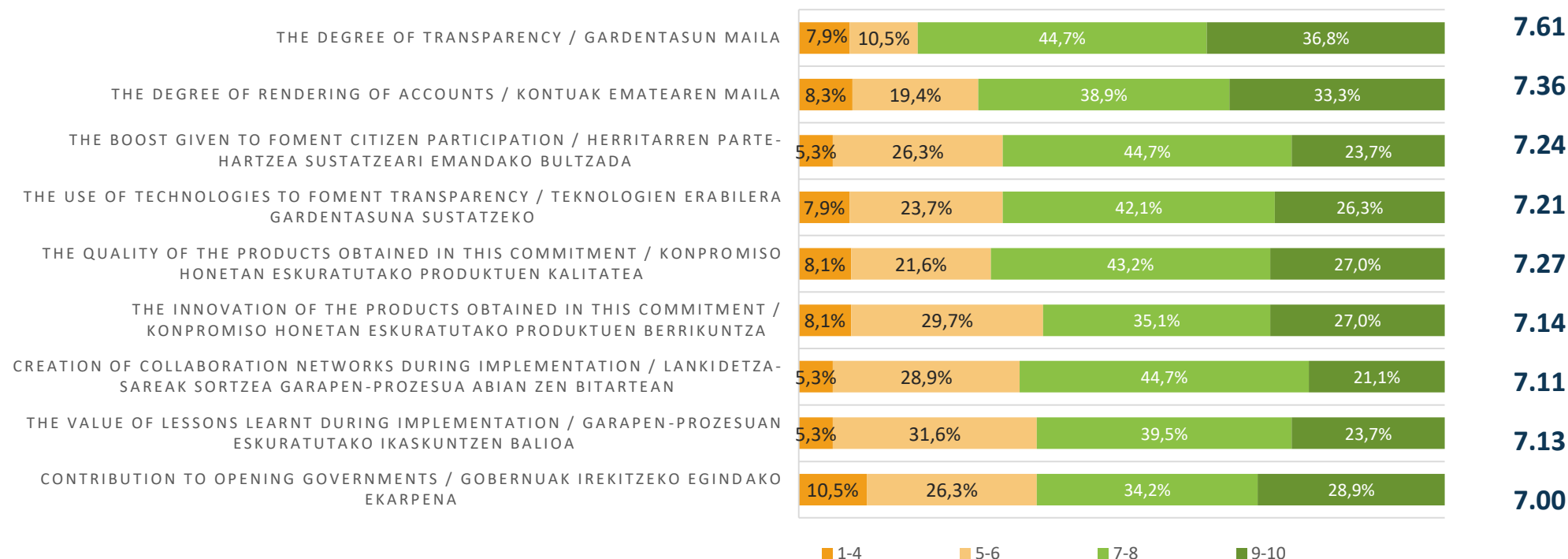
- ✓ A bit more than 1 out of every 3 participants (70.3%) **know and were able to score** implementation of COMMITMENT 3, *citizen participation I-lab in Euskadi*.
- ✓ As we can once again observe, the **average scores** for all dimensions are **above 7 points**. However, this time, one of the most noteworthy best-scored dimensions on its own is the *degree of transparency*. While it is true that, despite having significantly higher scores than the rest, it still has 8% that does approve of implementation of this dimension in COMMITMENT 3.
- ✓ On the opposite end, the **lowest-scored dimension** in terms of implementation is *its contribution to opening up governments*. With an average score of 7, 10.5% of participants consider that it has not reached a sufficient degree of implementation for approval.

70.3% of
participants
know it

SCORE OF DIFFERENT ASPECTS OF IMPLEMENTATION OF COMMITMENT 3 (%)

RANKED FROM HIGHEST TO LOWEST

AVERAGE



Score of implementation of COMMITMENT 4. Open Eskola: open school for citizens

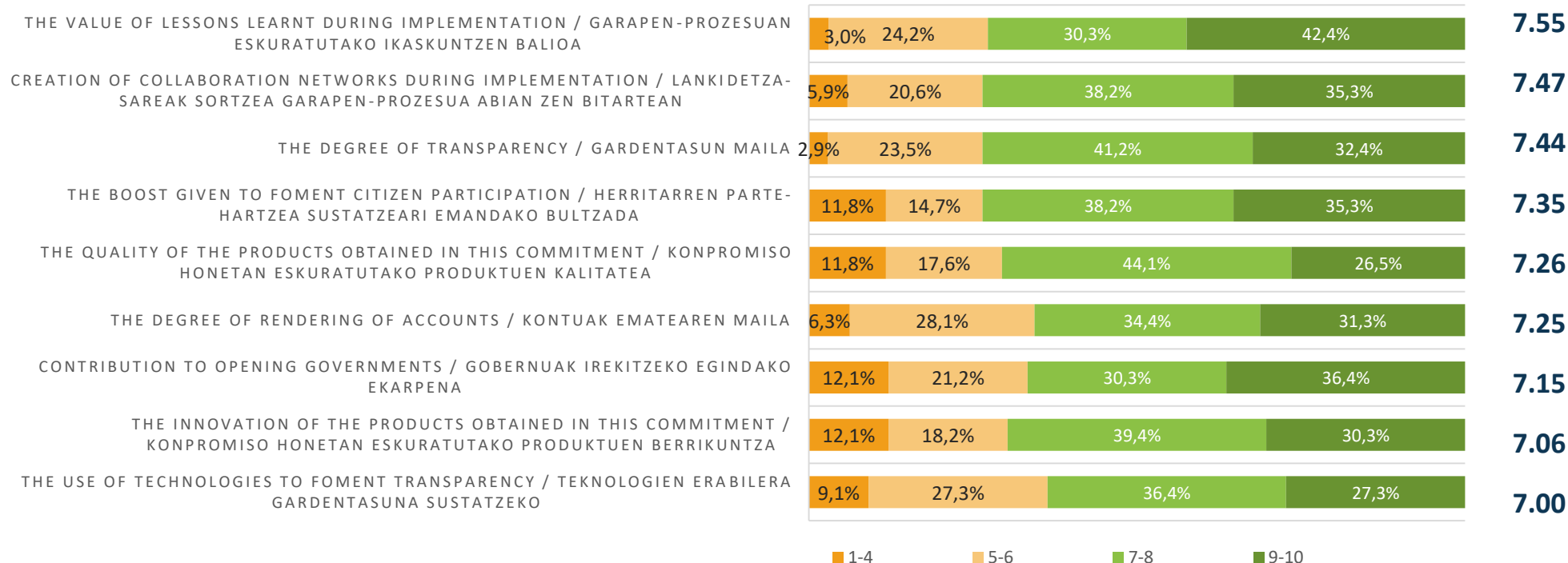
- ✓ Once again, a bit more than 1 out of every 3 participants (**70.3%**) **know and were able to score** implementation of COMMITMENT 4, *Open Eskola: open school for citizens*.
- ✓ In this case, and once again with **average scores above 7 points**, the highest-scored dimensions are, for the first time, the *value of lessons learnt* and *creation of collaboration networks*. As with previous commitments, the degree of transparency remains close.
- ✓ However, unlike the other commitments, *the use of technology to foment transparency*, was the lowest-scored element in this COMMITMENT 4.

**70.3% of
participants
know it**

SCORE OF DIFFERENT ASPECTS OF IMPLEMENTATION OF COMMITMENT 4 (%)

RANKED FROM HIGHEST TO LOWEST

AVERAGE



Score of implementation of COMMITMENT 5. Basque integrity system

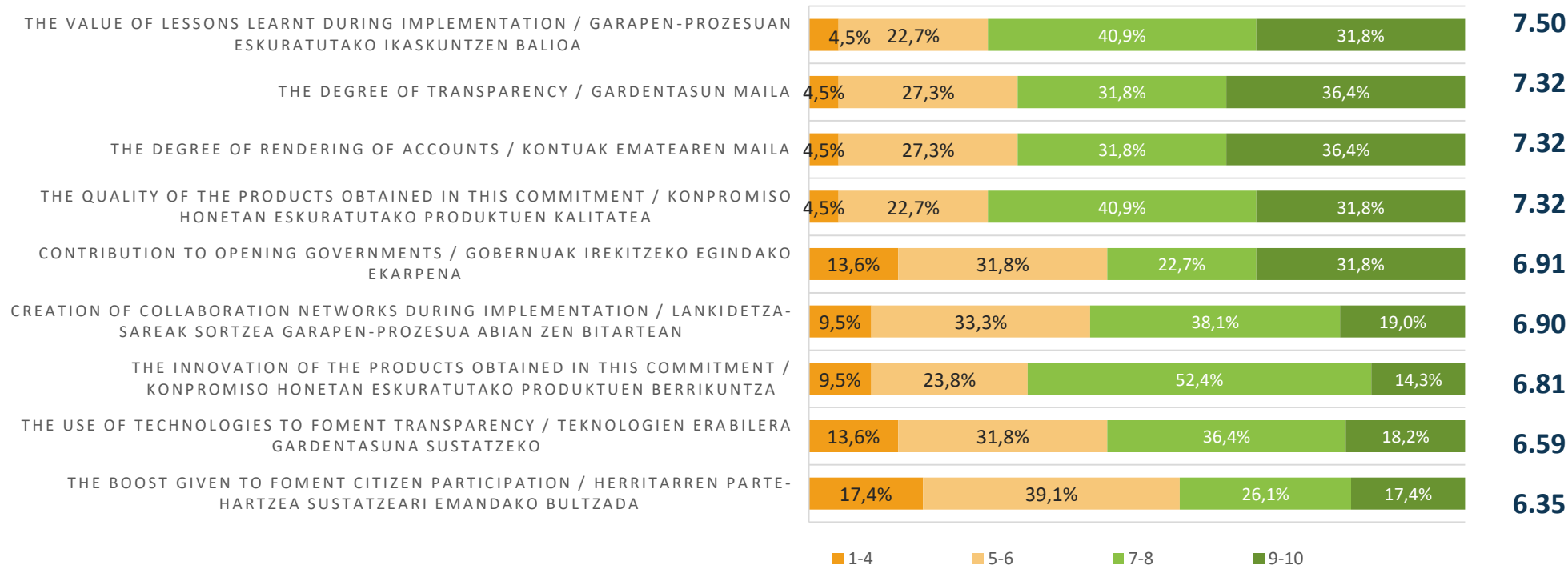
- ✓ Lastly, a bit fewer than half of participants (**46.9%**) **know and were able to score** implementation of COMMITMENT 4, *Basque integrity system*.
- ✓ In this last commitment, we can clearly see two planes or levels regarding participant scores. On the first level, the **dimensions with the least discrepancy**, which include *the value of lessons learnt, the degree of transparency, the degree of rendering of accounts, and the quality of the products*. All of these received good scores.
- ✓ On the second level, the **dimensions with the greatest degree of discrepancy** are *contribution to opening of governments, creation of collaboration networks, product innovation, the use of technology to foment transparency and, especially, drive to foment participation*.

46.9% of
participants
know it

SCORE OF DIFFERENT ASPECTS OF IMPLEMENTATION OF COMMITMENT 5 (%)

RANKED FROM HIGHEST TO LOWEST

AVERAGE



C. RESULTS

3

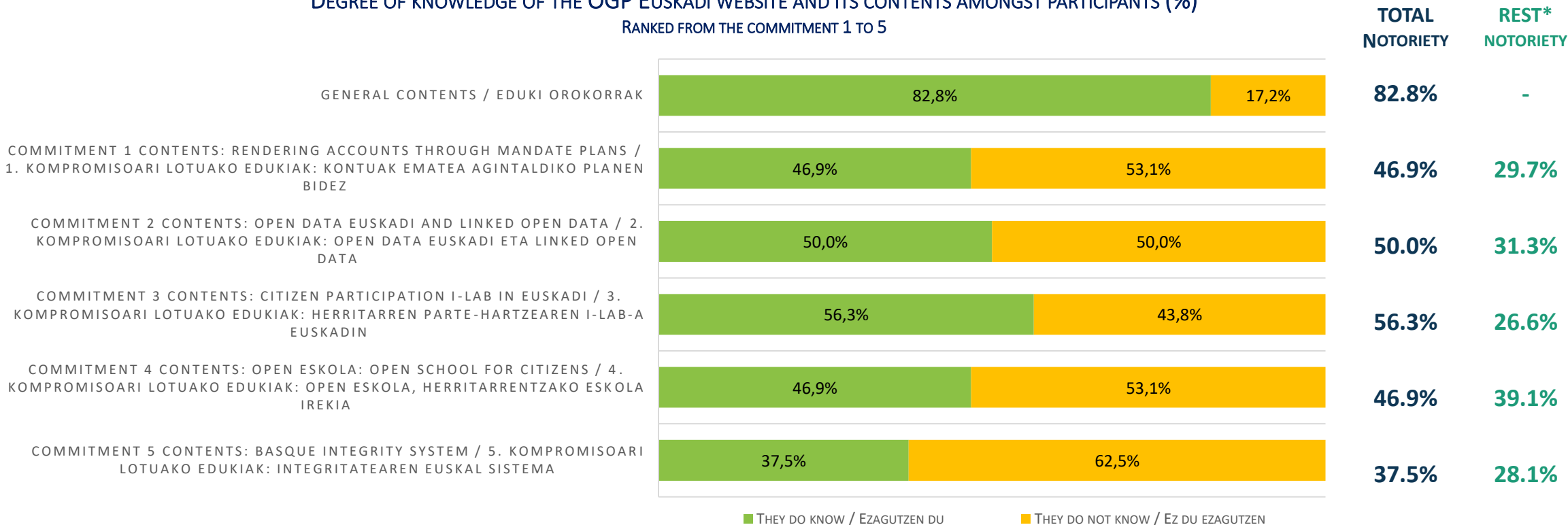
Assessment of the OGP Euskadi website and the information that it provides

- I. Degree of knowledge of the OGP Euskadi website
- II. Assessment of the information provided by the OGP Euskadi website

Degree of knowledge of the OGP Euskadi website

- ✓ This last section presents results on the **degree of knowledge of the OGP Euskadi website**, based on whether participants have knowledge of the contents related to each commitment. Therefore, and using the same logic as before, before scoring the website's content, the graph below shows the degree of knowledge, which varies significantly depending on the commitment referred to.
- ✓ Firstly, it should be noted that **8 out of every 10 state that they know the website's general contents**. This figure drops considerably in terms of specific content on each commitment, which belies the autonomous nature of the contents of each one of the modules, given that not all participants who know the general content access the rest of the specific contents. In any event, we must consider that participants in commitment groups, the regular forum or the promotion group had specific channels for participation in the tasks of said groups, which means their not accessing them through the website is irrelevant. The website's main target audience is the open forum and the general public.
- ✓ When adding **knowledge of the REST** of or people outside the commitment group to the analysis, we observe that non-participants in the commitment group are more aware of contents on the OGP Euskadi website related to COMMITMENT 4.

DEGREE OF KNOWLEDGE OF THE OGP EUSKADI WEBSITE AND ITS CONTENTS AMONGST PARTICIPANTS (%)
RANKED FROM THE COMMITMENT 1 TO 5



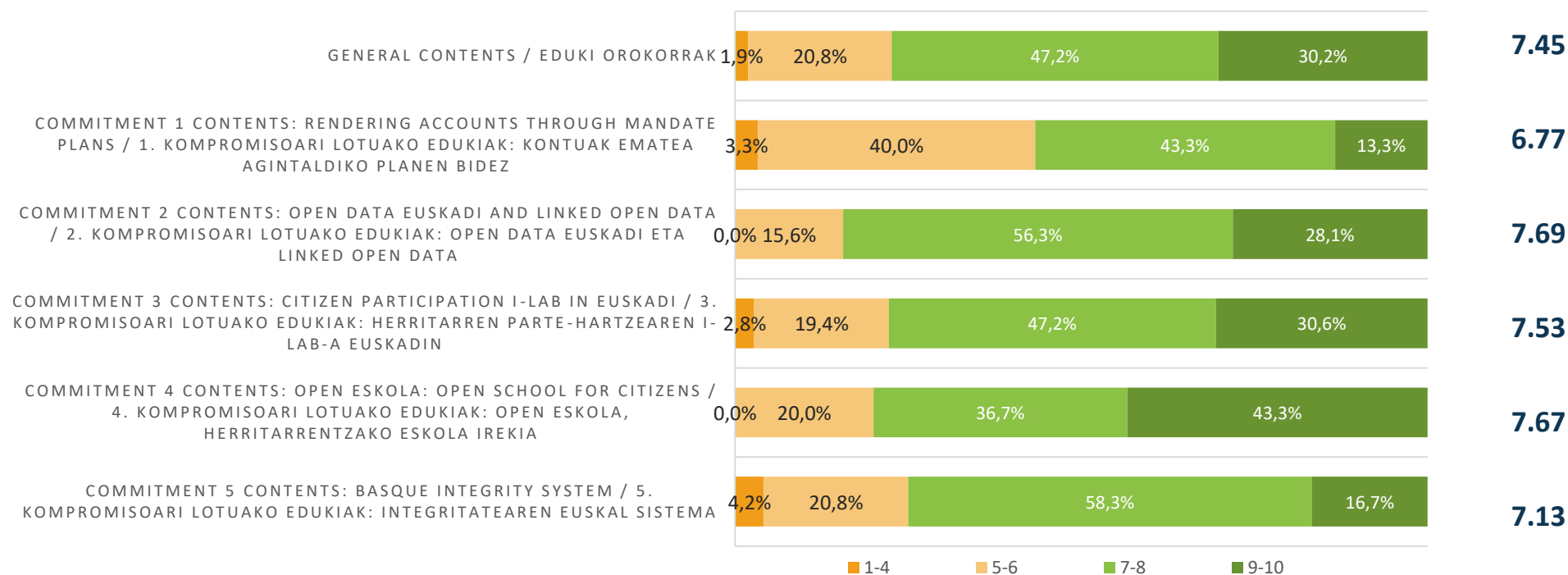
*Note: REST notoriety aims to measure the degree of notoriety amongst people who do not belong to the Commitment Group itself.
P10a. State whether you know the OGP Euskadi website and score the information it provides
Base: Total sample (64 cases)

Assessment of the information provided by the OGP Euskadi website

- ✓ With a score of *general contents* that is relatively high (7.45), **there are certain differences** as far as the different commitments are concerned.
- ✓ Of the information provided by the different contents of each one of the commitments, the **highest-scored** are *contents from COMMITMENT 2* (7.69) and *from COMMITMENT 4* (7.67).
- ✓ In a more **intermediate position**, and therefore with certain room for improvement, we find *contents from COMMITMENT 3* (7.53) and *contents from COMMITMENT 5* (7.13).
- ✓ Lastly, *contents from COMMITMENT 1* (6.77) have the **most room for improvement**, which 40% of participants who do not rate it as good.

ASSESSMENT OF THE INFORMATION PROVIDED BY THE OGP EUSKADI WEBSITE RANKED FROM THE COMMITMENT 1 TO 5

AVERAGE



D. CONCLUSIONS

Main conclusions

1. Assessment of groups and spaces in the OGP Euskadi.

1. The 5 groups and forums in OGP Euskadi **gave a good approval score** to exercise of their roles (average scores above 7 points).
2. **Practically all participants approve** at least the exercise of roles assigned to each one of the groups (in no case does fail reach 4%).
3. The *Commitment Group* received the highest average score (65% above 8).
4. The *Open Forum* has the most room for improvement in comparison with the rest (53% are in intermediate positions)
5. Regarding **room for improvement**, with obvious particularities in each one of the groups or forums, the main improvements or needs identified are:
 - ✓ *Higher civil society and organised society participation in decision-making bodies*
 - ✓ *Increase the diversity of people participating*
 - ✓ *Foment higher representativity for different sectors of society*
 - ✓ *Define and establish the beginning of objectives and the commitments of each participating agent*
 - ✓ *Greater devotion and involvement in assigned roles or activities*
 - ✓ *Special mention must be made of the improvement needed in communication strategy, with the intent to reach greater notoriety in each one of the commitments. Out of people who have negatively or moderately scored execution of roles, a significant portion of them do not have sufficient information to issue an opinion or judgement on improvements to be made.*

Main conclusions

2. Assessment of commitments set forth in the OGP Euskadi.

1. Firstly, and before scoring each one of the 5 commitments, we must discover the **degree of notoriety or knowledge** of each one of them, given that only those who are aware of the commitment can assess it correctly. Using the participants as a reference, the degree of knowledge of each one of the commitments **oscillates between 46.9%** (*Basque integrity system*) **and 70.3%** (*citizen participation I-lab in Euskadi and Open Eskola: open school for citizens*)
2. However, **if we neutralise the contribution of the participants themselves to each one of the groups** for the total degree of knowledge (we can surmise that participants in each commitment know that same commitment), we are left only with the participants who do not form part of that group, the *Open Eskola: open school for citizens and Open data Euskadi and Linked Open data* commitments have the highest degree of knowledge (**57.5% and 46.9%, respectively**)
3. Regarding assessment of the degree of execution of each one of the commitments, and in general, **we observe a high degree of execution** for all 5 commitments. Specifically, the *Basque integrity system and, especially, Open Eskola: open school for citizens*, are commitments that display **more room for improvement regarding execution** (8.7% and 13.9% of participants give a failing score for degree of execution).

Main conclusions

2. Assessment of commitments set forth in the OGP Euskadi. (II)

1. Score of implementation of **COMMITMENT 5**. *Rendering accounts through mandate plans*
 1. The degree of transparency and the use of technologies to foment this transparency are the **highest-scored elements**.
 2. The drive for greater citizen participation and creation of collaboration networks are the **lowest-scored elements**.
2. Score of implementation of **COMMITMENT 5**. Open data Euskadi and Linked Open data
 1. The degree of transparency and the use of technologies to foment this transparency are the **highest-scored elements**.
 2. Creation of collaboration networks is the **lowest-scored element**.
3. Score of implementation of **COMMITMENT 5**. Citizen participation I-lab in Euskadi
 1. The degree of transparency and rendering of accounts are the **highest-scored elements**.
 2. Contribution to opening of governments is the **lowest-scored element**.
4. Score of implementation of **COMMITMENT 5**. Open Eskola: open school for citizens
 1. The value of lessons learnt, creation of networks and the degree of transparency are the **highest-scored elements**.
 2. Innovation in obtained products and the use of technologies to foment transparency are the **lowest-scored elements**.
5. Score of implementation of **COMMITMENT 5**. Basque integrity system
 1. The value of lessons learnt while implementing the commitment is the **highest-scored element**.
 2. The use of technologies to foment transparency and a drive for higher citizen participation are the **lowest-scored elements**

3. Assessment of the OGP Euskadi website and the information that it provides

1. In order to assess the OGP Euskadi website, consultations were made firstly about its contents and, secondly, the score they give to said contents. As such, based on the results, **8 out of every 10 participants know the general contents** of the website. This figure drops considerably in terms of specific content on each commitment, which belies the autonomous nature of the contents of each one of the modules, given that not all participants who know the general content access the rest of the specific contents. However, it should be considered that commitment groups have specific channels for interaction to execute their tasks.
2. **Knowledge of contents varies** considerably, depending on the commitment in question. In general, the **most well-known contents** have to do with COMMITMENT 3 (56.3%). To the contrary, **the least well-known contents** belong to COMMITMENT 5.
3. However, using the same logic as above, **if we neutralise the contribution of participants to each one of the groups**, the **content most-known** by people who do not belong to the commitment group are contents from COMMITMENT 4 (**39.1%** know and do not form part of commitment group 4).
4. Regarding content assessment, in general, there are **relatively high scores for general contents (7.45)**. The results show that the **highest-scored contents** are from COMMITMENT 2 (7.69) and COMMITMENT 4 (7.67). In a more intermediate position, and therefore with certain room for improvement, we find contents from COMMITMENT 3 (7.53) and contents from COMMITMENT 5 (7.13). Lastly, contents from COMMITMENT 1 (6.77).