ទីភ្នាក់ងារតស៊ូមតិ និង គោលនយោបាយ
ADVOCACY AND POLICY INSTITUTE

AN ASSESSMENT OF THE INFORMATION AVAILABILITY AND EFFECTIVENESS OF CURRENT CAMBODIAN LEGISLATION ON PUBLIC ACCESS TO PUBLIC INFORMATION

The Increasing Access to Public Information (IAPI) Project

Supported by

15 Jan 2014

Table of content

ACKNOWLEDGEMENT **4**

ACRONYMS AND ABBREVIATIONS **4**

EXECUTIVE SUMMARY **5**

1. INTRODUCTION **8**

1.1. Access to public information and its controversy in Cambodia 8
1.2. Project Background 10
1.3. Objectives of the Assessment 11
1.4. Scope of the assessment 12
1.5. Approach and Methodology of the Assessment 13

2. KEY FINDINGS **16**

2.1. The existing Cambodian law promoting public access to public information based on needs 16
2.2. The extent of the enforcement of the existing Cambodia law promoting public access to public information based on the need for information 17
2.3. The public need for Information 19
2.4. The amount of information available based on the public sectors in sub national government and effectiveness of existing Cambodia law enforcement in promoting access to information based on nine principles and analyse the communities' needs for public information 21
2.5. The extent of the capacity for information disclosure based on the nine principles 33
2.6. The challenges in disclosing and supplying enough and appropriate information to satisfy citizen needs, the rights to information and the nine principles 34

3. CONCLUSIONS **35**

4. RECOMMENDATIONS **37**

ANNEXES **38**

1. List of People met 38
2. Term of Reference 38
3. List of References 41
4. Assessment Tools 42

List of Figures

Figure 1: Open government partnership score Cambodia, 2014 10
Figure 2: Gap between demand and supply side of access to public information 35
Figure 3: Citizen's access to public information in different sector 36

List of Tables

Table 1: Types of government information 12
Table 2: Detail sample distribution 13
Table 3: Demographic characteristics of respondents 14
Table 4: Sample size key informant interview 15
Table 5: Public need for information in different sector 19
Table 6: Proportion of citizens who ever accessed information and means of accessing information 21
Table 7: Citizen understanding of public information 21
Table 8: Citizen's awareness of commune development plan and commune investment plan 22
Table 9: Citizen's awareness of CDP/CIP development sectors 22
Table 10: Proportion of citizens who ever accessed commune and types of request 23
Table 11: Proportion of citizens who faced difficulty and types of difficulty while accessing commune office 23
Table 12: Awareness of commune service fee and means of information 24
Table 13: Access to education information 25
Table 14: Access to health information 25
Table 15: Access to agriculture information 27
Table 16: Access to tourist information 28
Table 17: Access to Industrial and Commercial information 29
Table 18: Access to labor information 30
Table 19: Access to legal aid information 30
Table 20: Access to security information 32
Table 21: Difficulty in accessing information from the sector department 32

Acknowledgement

The Advocacy and Policy Institute (API) is pleased to present report "an assessment of the information availability and effectiveness of current Cambodian legislation on public access to public information".

The research would not have been possible without the assistance of the many individuals and organizations. API wishes to thank all the respondents interviewed during the research for giving their time freely and sharing their experiences and opinions openly.

This study was undertaken by an independent team led by Kem Ley and consisted of Kith Touch, Rith Thisith and professional researchers.

We would also like to thank all who provided excellent support and advice throughout the research.

Acronyms and Abbreviations

A2I	Access to Information
API	Advocacy and Policy Institute
API-IP	Advocacy and Policy Institute- Intervention Province
API-NIP	Advocacy and Policy Institute-Non-Intervention Province
CBO	Community Based Organization
CC	Commune Council
CDP	Commune Development Plan
CIP	Commune Investment Plan
CS	Commune/Sangkat
CSO	Civil Society Organization
DMK	District, Municipality and Khan
D&D	Decentralization and Deconcentraion
FGD	Focus Group Discussion
FOI	Freedom of Information
I/C	Industrial and Commercial
IAPI	Increasing Access to Public Information
KII	Key Informant Interview
MOI	Ministry of Information
NCDD	National Committee for Democratic Development
NGO	Non-Governmental Organization
RGC	Royal Government of Cambodia
SNA	Sub-national Administrations
ToR	Terms of Reference
UHDR	Universal Declaration of Human Rights

Executive Summary

The purpose of this report is to document the outcome of "assessment of the information availability and effectiveness of current Cambodian legislation on public access to public information", commissioned by the The Advocacy and Policy Institute (API), which was carried out in October and December 2014 by a team of national consultants. With financial support from the European Union, Swiss Agency of Development and Cooperation, Danchurch Aid/ChristainAid, Open Society Foundation, Bread for the World, API and partners are currently implementing the project 'Increasing Access to Public Information' (IAPI) which aims to increase and enhance public access to public information at national and local levels. It is expected that this will lead to more effective participation and accountability in local and national government institution resulting in positive contributions to reduce poverty and promote equity among vulnerable groups. One of the main activities of 'Increasing Access to Public Information' is this assessment of the effectiveness of current Cambodian legislation on public access to public information.

The main objectives of the assessment was firstly to measure the effectiveness of law enforcement in promoting public access to public information based on nine principles and analyse community and civil society needs for public information, secondly to estimate the availability of public information and to examine what public service, government development and investment project information is presently available to support policy dialogue for improvements in public access to public information and information disclosure, thirdly to provide opportunities to discuss and debate on improvements to public access to information and information disclosure by sharing the assessment results with Government representatives, Members of Parliament, political parties, civil society lobby groups, Access to Information (A2I) Working Groups, Commune and District Councils, CBOs and partners who are expected to be encouraged to support A2I legislation and public information disclosure and lastly to provide encouragement for local councils to develop and support public information disclosure in sub national government and make an assessment, which can be used as a tool to lobby the Government and Parliament towards passing an A2I law for Cambodia.

An assessment of the Information availability and effectiveness of current Cambodian legislation on public access to public information applied both quantitative and qualitative approach. A total of n=1520 people participated in the survey. The sample was comprised of 56% who had either no schooling or had only finished a primary level education, and only approximately 17% had completed high school or additional schooling.

Summary findings

- Without specific freedom of information legislation enacted, Cambodia has other laws which guarantee the right to freedom of information and contain freedom of information related provisions. As of 01st October 2010, among the existing 358 Cambodian laws, there are 18427 Cambodia laws consisting of some points related to Access to information (API 2010). The RGC has pledged to enact an access to information law by 2016 to guarantee the public's right to information (Guaranteeing public access to government information) or freedom of information. One of the key components in the Social Accountability Framework-SAF, Demand For Good Governance Project-DFGG, National Program for Sub-National Democratic Development-NCDD and general context of Decentralization and Deconcentraion-D&D especially two main laws (Law on Sub-National Administration Management and law of Commune Council Administrative Management is to promote access to information. It aims to improve transparency and access to and use of public information on standards, budgets and the performance of the state.

- Only half of the citizens have ever accessed information and this is significantly lower in AIP-IP than NIP. 52% had ever access information; surprisingly it was significantly lower in API-IP (43.9%) than NIP (60.8%). 82% access information via media and 32% via local authority. The access to information through local authority is higher among male (37.2%) respondents than female (28.3%) and higher in the API-IP (37.9%) than NIP (29.1%).
- Understanding of "what is public information?" is low. Only 38% understand what public information is. This understanding of public information is significantly lower among API-IP (25.3%) than NIP (51.1%) and significantly higher among male (47.1%) than female (31.7%).
- Awareness of CDP/CIP is low among population, but it is significantly higher in AIP-IP than NIP. Only 42.6% reported to be aware of CDP/CIP. 78.2% (77.7% AIP-IP, 78.8% NIP) reported to be aware of CDP/CIP development sectors.
- Access to commune office is higher among citizen, but it is lower among AIP-IP than AIP. 68.7% had ever visited commune office; surprisingly it was significantly lower in API-IP (64.4%) than NIP (73%). Only 18.5% (16.6% AIP-IP and 20.2% NIP) reported having faced any difficulty while accessing commune office. Waiting for commune office person (60.5%), travel times (20%), non-respect of promise by commune person (17.4%) are the main reported difficulties while accessing commune office.
- Awareness of commune service fee is lower among citizen. Only 27.5% (30.7% AIP-IP, 24.4% NIP) are aware of commune service fee.
- Access to education information is higher among citizen. 57.1% (55.5% AIP-IP and 58.7% NIP) had ever accessed education information.
- Access to health information is higher among citizen. 61.8% (62.8% AIP-IP and 60.9% NIP) had ever accessed health information.
- Access to agriculture information is average among citizen. 50.1% (51.8% AIP-IP and 48.3% NIP) had ever accessed agriculture information
- Access to tourist information is lower among citizen and significantly lower in AIP-IP than NIP. 65.6% (77.9% AIP-IP and 53.3% NIP) had never accessed tourist information.
- Access to Industrial and Commercial (I/C) information is lower among citizen and significantly lower in AIP-IP than NIP. 57.9% (72.9% AIP-IP and 42.9% NIP) had never accessed I/C information.
- Access to labor information is lower among citizen and significantly lower in AIP-IP than NIP. 39.4% (35.5% AIP-IP and 43.3% NIP) had ever accessed labor information.
- Access to legal aid information is lower among citizen. Only 36.1% (36.6% AIP-IP and 35.7% NIP) had ever accessed legal aid information. Access to legal aid information is higher among male (43%) than female (31.1%).
- Access to security information is higher among citizen, but significantly lower in AIP-IP than NIP. 61.2% (55.8% AIP-IP and 66.6% NIP) had ever accessed security information.
- 69% (73% AIP-IP and 65% NIP) had not faced any difficulty in accessing information from the sector department. The main difficulties faced are "Sector department does not want to give information" and citizens don't know who to ask for information in the assistance to law (49.1%); administration and social security (34.4%) and health sector (26.9%).
- There is limited capacity and skills of village chiefs regarding to skills related to: Village Profile Management, Local Needs Assessment, Communication, Note Taking and Report Writing. There are however the people who understand the needs of the locals much better and more specifically than any other duty bearers. In other words, they can pinpoint the issues and needs of the locals.
- Cambodia had no history of freedom of information and it patriarchal tradition means that Cambodians are reluctant to ask for information, or do not see their role as asking questions or interfering with the functions of government. At the same time, the government and public officials have been reticent to share information with the press or the public. Although this attitude is changing, it is a slow process and Cambodia still has no specific freedom of information policy or legislation.

Conclusion

Cambodian citizens desire for greater, reliable and timely access to public or government information associated with livelihood, however significant gap exists between public information given by public service providers/supply side/duty bearers and information demanded and needed by general public. Access to public information law is still a long way to go and greenlight for meaningful participation from civil society representatives and youth in formation of access to information are unclear. Access and awareness of public information is still low in most of the sector except education, health and agriculture. Level of access to information such as commune administrative services, health information, education information, social security and agriculture information is higher than investment, industrial, commercial, tourist, and commune services and others.

1. Introduction

1.1. Access to public information and its controversy in Cambodia

"The right to information is the touchstone of all freedoms." - United Nations General Assembly 1946

Information is not a privilege, it is a right. The right to information refers to the right of all people to have access to information held by the government or private bodies that may affect them or their communities. Bad governments and private bodies thrive on secrecy as it allows for waste, corruption and human rights abuses to remain hidden. Good governments and private bodies rely on openness to keep people informed and to allow people to participate in making decisions that will affect them. Having access to information allows citizens to participate in the government, which is its democratic right and responsibility. Citizens can participate in democracy and monitor government and private bodies' activities, actions or policies that have an impact on the rights of community by using their right to information, such as:

- The way they spend money
- Their plans to improve service delivery
- Their plans to reduce unemployment
- How can citizen participate in government policy making
- How they are working to reduce corruption
- The impact their activity has on environment
- How government manages land and natural resources by mean of good governance manner
- How local communities would be able to sustain their livelihood systems with government' ambitious and hungry with newly investment and development initiatives
- Their labor practices that affect members of community who are employed by them
- Any file they hold on, such as medical file

Having this information will allow citizens to hold public and private bodies accountable for the decisions they make that impact life and the lives of community members. The more citizens know, the more they can do to better their lives by helping to make change happen.

The right to information is recognized as part of the fundamental right of freedom of expression, which includes the right to seek, receive, and impart information and ideas, as set forth by Article 19 of the Universal Declaration of Human Rights (UDHR). However, there is still a board sense of interpretation; whilst public opinion refers to Article 31 of Cambodian Constitution stated that "the Kingdom of Cambodia shall recognize and respect human rights as stipulated in the United Nations Charter, the Universal Declaration of Human rights, the covenants and conventions related to human rights..." as the core provision acknowledged Article 19 and any other relevant international legal instruments. By contrast, most of public officials use to argue that the Constitutional provisions or international human rights laws would just be considered as ethical codes or general norms; so there is having no certain and enforceable power enough; unless, an existing law would be enacted in specifying or obliging one action. Nevertheless, there were still some more Constitutional provisions such as provisions of freedom of expression, press, publication and assembly remaining crucial; and also a part of active citizen in public works' participation as well as seeking for appropriate democratic governance according to Article 41 of the Constitution. So, there should be convincing enough for a legal thought about the meaning of seeing for or assessing to information based on double standards or dual systems of domestic and international laws; and relatively implacable in both. Moreover, the existing law on the Regime of the Press 1995 would be considered as a minimum standard for primarily assessing to information though the publication of official information such as statements, meetings, meeting minutes or reports etc…, of which there wouldn't not be penalized if

such publication is fully true or an accurate summary of the truth (Article 4). Nevertheless, the law's provisions are to prohibit any acts of breaching the secret affaires of respective parliaments, government and court processes. And the general prohibitions are not to harm respective national security and other countries' relationship; to invade individual privacy; to expose trade secrets; to affect a fair trial of any person; and to danger to public officials carrying out the law or their duties. Nevertheless, there wouldn't be applicable; whilst a request for information of Article 5 allows public officials for a variety of 30 days for replying back to the written request. Since the land and natural resources have been becoming a dominant agenda during the last decade; and communities' concerning their sustainable livelihood systems in versus with a notably increasing of agro-industrial investments as well as mining extraction projects; whilst a tremendous impact to the environment as the central concern of local communities; therefore, the access to information would significantly be important for timely, consistently and genuinely answered. Furthermore, in looking deeply on new era of ICT rapidly developing in parallel growing of social media tools be broadly using, of which the access to information matter is crucially required an open, transparent and capable governance. Otherwise, social compulsion or eventual moment, especially with youth frustration mindsets would lead social change to an uncertain direction. Incompatibly, Cyber Law has really been considering as critically and urgently needed as of a focal ruling parliamentarian, Chieng Vun made a public reminder.

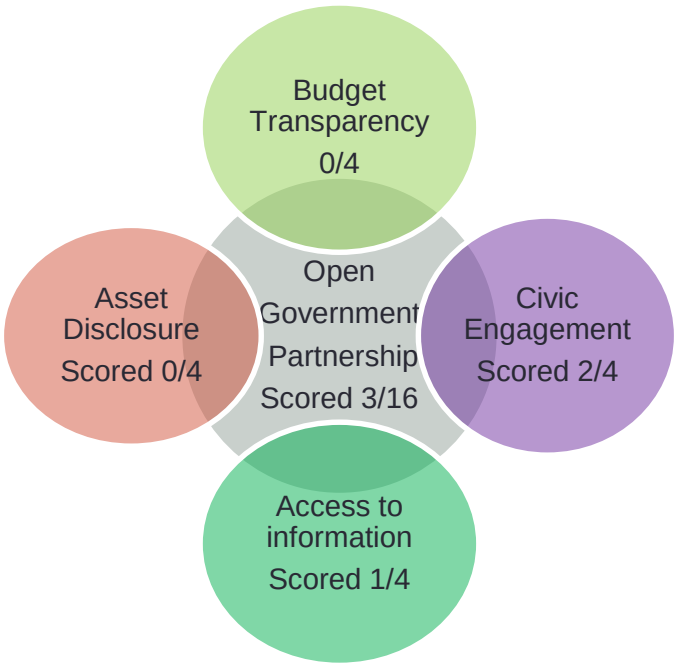
Currently, there is no suitable provision of existing laws that mandates government institutions to provide public information timely, genuinely and openly. As a consequence, civil society organizations made a decade of their efforts for seeking for mutual dialogue, distant discussion and doing broad advocacy works etc … for the need of an Access to Information law. Their action-taken so far, including conducting research and drafting a model law, and even a draft law written and proposed twice to the National Assembly for debate through a channel of Sam Rainsy Party lawmakers. Actually, those examples have been ignored. Even so, by November 2013, the Prime Minister officially and publicly acknowledged the need for an Access to Information Law; has tasked the Ministry of Information for coming up such law drafting; and also declaring an intention to adopt such a law in 2014. Although, it is an encouraging development, the drafting process seems to have started from zero in spite of the earlier drafts, research materials and a template. But it also remains uncertain whether civil society organizations will be part of the drafting stage or even consulted on the draft law's substance. This shortcoming in Cambodia's legal framework is most acutely felt by civil society in terms of completely opaque behaviors of government institutions regarding revenue generation, contracting for economic land concessions, national budget preparation and the drafting of new laws. The recent announcement by the Royal Government of Cambodia (RGC) that the draft NGO law being moving towards adoption would not be shared with the public nor NGOs during this process, reveals not only the lack of legal framework for access to information, but also the belief among the elite that such secrecy is in keeping with their sense of appropriate governance. Even though, some provisions of 1995 press regime law still relevant; and would be able to interpret for among almost all squares of societies, mainly government entities; however, CSOs and the public have been showing their demand for the access to information law to be treated as a priority; to be enacted in seeing it as crucial tool for the development of Cambodia. And the law shall be avoiding any contradicted viewpoints as cyber law, eventually, trying to minimize freedom of expression, freedom of opinion and assess to information; whilst almost constitutional provisions and international legal instruments have solemnly been upheld.

The RGC has pledged to enact an access to information law by 2016 to guarantee the public's right to information (Guaranteeing public access to government information) or freedom of information. One of the key components in the Social Accountability Framework-**SAF**, Demand For Good Governance Project-**DFGG**, National Program for Sub-National Democratic Development-**NCDD** and general context of Decentralization and Deconcentraion-**D&D** especially two main laws (Law on Sub-National Administration Management and law of Commune Council Administrative Management is to promote access to information. It aims to improve transparency and access to and use of public information on standards, budgets and the performance of the state.

Figure 1 below shows open government partnership score for Cambodia in 2014. Cambodia scored only 3 out of 16.

Figure 1: Open government partnership score Cambodia, 2014

1.2. Project Background



The Advocacy and Policy Institute (API) is a Cambodian nonprofit and non-government organisation with a mission to serve the long term democratic and social development needs of Cambodia through supporting and empowering people to interact with their government to protect their rights and provide for the needs of themselves and their communities.

Starting in July 2003 as the Advocacy and Policy Programme of Pact Cambodia, the Advocacy and Policy Institute gained independence five years later and is now established as one of Cambodia's leading advocacy capacity building institutions, besides heading the campaign for a law on public access to public information. The organisation works on building communication between Parliament, the Government and civil society. It is renowned among Cambodian and international organisations for its reliability, relevance and professionalism. API's excellent reputation for communication activities is supplemented by the delivery of advocacy training courses and the production of a range of advocacy publications in English and Khmer to promote understanding about advocacy, access to information and the Government's Decentralisation and Deconcentration policy. Additionally API is increasingly involved in direct advocacy and policy activities.

API in cooperation with Cambodian Organisation for Women Support (COWS), Fishery Action Coalitions Team (FACT), Khmer Buddhist Society in Cambodia (KBSC), Mlup Baitong (MB) and Village Support Group (VSG), have been implementing a project, "Increasing to Access to Public Information" (IAPI), funded by The European Union (EU) and other donor agencies from January 2013 to December 2015. The project's overall objective is to

contribute to poverty reduction and equity among vulnerable groups through improved governance at sub-national levelin 49 communes in 5 provinces (Kampong Speu, Kampong Chhnang, Kampong Thom, Banteay Menachey and Kratie). This project is under the civil society activities in support of the "National Programme for Sub-national Democratic Development 2010-2019" and the Three Year Implementation Plan (IP3). The project is contributing to improve local councils' capacity to provide public access to commune and district information; increase understanding among target groups on their rights to access to public information; enhance capacities of civil society organisations working at sub-national government to advocate for greater transparency and information disclosure; and increase public dialogue on access to information by sub-national and national government officials, the Cambodian Parliament, UN agencies, civil society organisations and donors towards supporting, and developing the passage of an Access to Information (A2I) Law.

One of the main activities of 'Increasing Access to Public Information' is this assessment of the effectiveness of current Cambodian legislation on public access to public information.

1.3. Objectives of the Assessment

The main objectives of the assessment was firstly to measure the effectiveness of law enforcement in promoting public access to public information based on nine principles (See Box below for the Freedom of information 9 principles) and analyse community and civil society needs for public information, secondly to estimate the availability of public information and to examine what public service, government development and investment project information is presently available to support policy dialogue for improvements in public access to public information and information disclosure, thirdly to provide opportunities to discuss and debate on improvements to public access to information and information disclosure by sharing the assessment results with Government representatives, Members of Parliament, political parties, civil society lobby groups, Access to Information (A2I) Working Groups, Commune and District Councils, CBOs and partners who are expected to be encouraged to support A2I legislation and public information disclosure and lastly to provide encouragement for local councils to develop and support public information disclosure in sub national government and make an assessment, which can be used as a tool to lobby the Government and Parliament towards passing an A2I law for Cambodia.

Box 1: Freedom of information 9 principles

Freedom of Information Principles

ARTICLE 19, the leading international human rights organization on freedom of expression, has drawn up a set of principles entitled "The Public's Right to Know: Principles of Freedom of Information Legislation" (the "Freedom of Information Principles") There are nine Freedom of Information Principles

1. Maximum Disclosure: Freedom of information legislation should be guided by the principle of maximum disclosure.
2. Obligation to publish: Public bodies should be under an obligation to publish key information.
3. Promotion of open Government: Public bodies must actively promote open government.
4. Limited scope of exceptions: Exceptions should be clearly and narrowly drawn and subject to strict "harm" and "public interests" tests.
5. Processes to facilitate access: Requests for information should be processed rapidly and fairly and an independent review of any refusals should be available.
6. Costs: Individuals should not be deterred from making requests for information by excessive costs.
7. Open Meetings: Meetings of public bodies should be open to the public.
8. Disclosure takes precedence: Laws that are inconsistent with the principle of maximum disclosure

1.4. Scope of the assessment

The ToR specified that scope of the assessment, which was to focus on sub national level in API and non API target provinces and national level government offices with administrative offices able to create, store and manage government held information as well as all government ministries. As part of assessment consultant team assess the existing Cambodian law promoting public access to public information based on needs and the extent of the enforcement of the existing Cambodia law promoting public access to public information based on the need for information; Amount of information available at the sub national level government; Effectiveness of existing Cambodia law enforcement in promoting access to information based on nine principles and analyses the communities' needs for public information; and extent of the capacity for information disclosure based on the nine principles. Consultant team in participation with API identified 10 sector and 80 types of government information (Table 1) needed by the public, which served the basis of assessment.

Table 1: Types of government information

Types of government information	Commune Administrative Services	12 Type of information
	Health Information	11 Type of information
	Social Security Information	4 Type of information
	Education Information	4 Type of information
	Agriculture Information	13 Type of infomation
	Legal Aid Information	11 Type of information
	Comercial & Industrial Information	8 type of information
	Public Service Fee	10 types of information
	Tourist Information	7 types of information
	Total Information	**80 types of informations**

1.5. Approach and Methodology of the Assessment

As suggested in the TOR, we employed both quantitative and qualitative methods to gather information for the assessment.

(1) Desk review of document

Desk review of documents was conducted including

1. API's reports:' Access to Information for The Public and the Sub National Level of Government in Cambodia 2013';
2. A Training Needs Assessment for Commune Councils and CBOs on Access to Information and Information Management 2012';
3. A Cambodian Legal Review on A2I 2010',the TAI report 2010';
4. Consultative report on Access to Information to sectoral issues which identifies (1) positive changes in relationships with the implementation of Cambodia's existing laws, (2) the reasons and explanations for these positive changes; (3) the information currently available about public services, government development and investment projects and other relevant information (4) the measurement and effectiveness of existing laws in Cambodian promoting A2I, (5) an analysis of the gap between community needs for information and the availability of information.
5. Other national and international research and study report and documents.

(2) Sampling Survey among population

A total of n=1520 people participated in the survey. We conducted questionnaire survey (sample size 1520) among citizens age 18-56 years in 6 provinces of Cambodia (Kampong Thom, kampong Speu, Bantey Meanchey,Kratei, Pursat and Svay Reing). The total sample size for the survey was calculated using statistics formula (Yamane, 1960). n = N/(1+N*e2) Where, n: sample size (respondent), N: total population of the target group, e: precision (5 percent) and at 95 percent confidential interval. Sample size calculation with 95% confident level and 2.5-and + margin of errors. Sample was selected using Systematic Random Selection (SRS) and Population Proportionate Size (PPS) to Provinces, District and commune and Villages. In two stage of sample selection first, six districts out of 6 provinces was randomly selected, including 3 districts in 3 API's target provinces. In second stage 10 communes was randomly selected out of 6 districts including 5 API target communes. Table 2 below summarizes sample size for the survey.

Table 2: Detail sample distribution

Ref.	Name of Province	Name of District/Khan	Name of Commune	Village	#HH	# SS
A	Kg Thom	Santuk	Kokoh	1	1588	96
A				2	920	56
B	Kg Speu	Samrong Tong	Samrong Tong	3	295	37
B				4	618	80
B			Roleang Chak	5	921	117
B				6	548	70
C	BMC	Thmor Pork	Bantheay Chmar	7	1841	85
C				8	1116	51
C			Kouk Romiet	9	2102	103
C				10	1435	65
D	KRR	Banlong	Yeak Laom	11	612	71
D				12	695	81
E	PST	Pursat	Phteah Prey	13	6366	137

E				14	2429	57
E			Roleab	15	3070	63
E				16	1958	47
F	SVR	Svay Reing	Svay Reing	17	1495	69
F				18	2640	127
F			Svay Toea	19	649	32
F				20	1540	76
Total Sample Size for quantitative approach					32,841	1,520

Profile of the survey respondents

Table 3 shows a demographic profile of the survey respondents. The sample was comprised of 56% who had either no schooling or had only finished a primary level education, and only approximately 17% had completed high school or additional schooling. The level of education for male respondents was higher than female. As shown, 78% respondents interviewed are married and 9% Widow/widower/divorced; and 93% are citizens and other 7% civil servants, retired civil servants, NGO and bank staff.

Table 3: Demographic characteristics of respondents

Demographic characteristic of respondents		Male	Female	Total	Total N
		%	%	%	
Age					
	<20	7	7.6	7.4	1520
	20.29	20	21	**21**	1520
	30-39	22	19	**20**	1520
	40-49	20	19	**20**	1520
	>=50	31	33	**32**	1520
Education					
	Never study	15	30	**24**	1520
	Primary school	27	35	**32**	1520
	Secondary school	33	23	**27**	1520
	High school	16	7.8	11	1520
	Vocational training	1.4	0.4	0.8	1520
	Bachelor	7.8	3.8	**5.5**	1520
Marital Status					
	Single	16	9.9	13	1520
	Married	79	78	78	1520
	Widow/widower/divorced	4.4	13	**9.1**	1520
Occupation					
	Citizen	87	97	**93**	1520
	Civil servant	7	2.3	4.7	1520
	Retired civil servant	3.8	0	1.6	1520
	NGO staffs	0.8	0.7	0.8	1520
	MFI& Bank staffs	1.1	0.2	0.1	1520

(3) Key informant interview

80 In-depth interviews (Table 3) were conducted with demand and supply side of the access to information, both at the national and sub national level. The interview was unstructured, direct and personal and respondent was probed by one of our researcher.

Table 4: Sample size key informant interview

Stakeholders for interview	Sample size
Supply side	
Members of the A2I Law Working Group from government	18
government administrative officials at national and sub national levels with responsibility to keep government documents: records, reports and contracts	20
commune clerks and commune councilors working within and outside API project areas	20
Demand side	
Cambodian and international professional and academic researchers along with five business and research institutes working in different fields of study about their experiences in accessing public information for professional purposes	20
Other stakeholders	2
Total	**80**

Data analysis and reporting

The project team conducted an ongoing analysis of qualitative data through individual analysis of data collected, regular, scheduled team meetings and informal discussions among team members. The quantitative part of the field work was analyzed, following the objectives of the assessment, using excel and SPSS. Data analyses focused on descriptive analysis and significant test at 5% significance level for all indicators.

Limitation

There are several limitations to consider when interpreting the survey results. Namely:

- All surveys have limitations. The survey capture perceptions, not fact and record what people say rather than what people do. Respondents may not understand questions or may not answer truthfully. There are always biases, including the tendency to select central answers, rather than outlying ones.
- The survey findings are based on self-reported affirmative responses to survey questions and may have led to under-reporting of negative aspects and over reporting of positive aspect.
- Survey data were collected only from six provinces out of 24 provinces, so the survey finding cannot be generalized to whole population.

2. Key Findings

2.1. The existing Cambodian law promoting public access to public information based on needs.

Without specific freedom of information legislation enacted, Cambodia has other laws which guarantee the right to freedom of information and contain freedom of information related provisions.

- As of 01st October 2010, among the existing 358 Cambodian laws, there are 18427 Cambodia laws consisting of some points related to Access to information (API 2010).
- There are three main articles in the Cambodian Constitution stating the freedom of information (The Constitution: Article 31, 35 and 41). The Constitution also guarantees the right of all Khmer citizens to "participate actively in the political, economic, social and cultural life of the nation". Article 31 of the Constitution pledges to recognize and respect the UN Charter, the UDHR, and covenants and conventions related to human rights. In addition, Cambodia ratified the ICCPR in 1992 and thus has an obligation to respect, protect and fulfil its provisions. The supporting principles are Article 19 of UDHR, Principle 23 of ASEAN HUMAN RIGHTS DECLARATION (Article 21 of the Convention on the Rights of Persons with Disabilities).
- The Law on administrative Management of Commune/Sangkat and the Law on the Election of Capital Council, Provincial Councils, Municipal Councils, District Councils and Khan Councils have been promulgated by the RGC to operate with transparency and accountability in order to promote local development and delivery of public services to meet the needs of citizens and contribute to poverty reduction according to the determined goal and specific step. Democratic development includes:
    - Public Representation
    - Local Autonomy
    - Consultation and Participation
    - Responsiveness and accountability
    - Promotion of Quality of Life of the Locals
    - Promotion of Equity
    - Transparency and Integrity
    - Measures to Fight Corruption and Abuse of Power
- The Strategic Framework for De-centralisation and De-concentration is the policy document that governs the reforms at the provincial/ municipal, district/khan and commune/sangkat levels. Legislation includes the Law on Administration and Management of Communes and Sangkats (2002) and the Law on the Administrative Management of Capital, Provinces, Districts, Municipalities and Khans (2008) (the "Organic" Law). CCs were first elected in 2002; and DCs were established in 2010.
- Further with regards to decentralization, the RGC approved in 2013, a broad social accountability strategic framework for local governance that is set to begin implementation in 2014. This effort is expected to be highly "demand-side" focused, with substantial involvement of local NGOs to support, facilitate and enable citizens to engage with their councils and local service providers (primarily in health posts, schools and village infrastructure) to ensure 1) open information, 2) open budgets and 3) citizen monitoring of service delivery. If conducted at the planned national scale, this represents a profound opportunity for broad-scale citizen engagement, which may lay the foundation for more organic expressions of civic engagement.

2.2. The extent of the enforcement of the existing Cambodia law promoting public access to public information based on the need for information

While the public has relatively good access to officials at the local level, there is little to no access at the national level. It is expected that the CPP, after poor performance in the election 2013, will be looking to appeal to the public through real efforts at reform at the levels of service delivery that are most visible to the public, while simultaneously working to further extend its reach and control through the co-opting of CSOs, control of internet and the targeting of dissenting voices. These efforts, however, are likely to have a further alienating effect on the public, which is becoming more suspicious of leaders and more critical about the inequality. Without very substantial changes in governance, it is likely that public discontent will continue to grow, as will the risk of sudden popular uprisings sparked by triggering events such as economic shocks or natural disasters.

- The decentralization and deconcentration (D&D) reform has been a strong focus of attention by Development Partners for more than a decade, given the recognition that localized governance institutions represents a pathway to enabling citizens to engage more closely with their government and participate in local decision-making. The gains in this area have been slow, but have set the important precedent for elected officials who are accessible to their constituencies and have electoral incentives for demonstrating value, albeit through the party.
- While the capacity of Commune Councils (CC's) has been seen to be increasing, and accountability on commune development projects is improving, several barriers prevent CC's from serving as a stronger channel of citizen voice. Primarily, the limited mandate of these councils, and the fact that they have not yet been fully empowered with authority over key governance functions, nor financing, limits the scope in which citizens can engage with those councils. Moreover, restrictions on engaging on issues related to land conflicts, direct lines of control from the national level, elite business interests and resistance within the National Committee for Democratic Development (NCDD) prevent the local councils from exercising autonomy and often place councils in an impossible position where citizens are demanding more from them, but pressure from the center effectively prevents any actions that run counter to elite interests. In spite of these challenges, the observation that citizens are increasingly turning to their local councils for support and to address community problems brings hope of greater engagement at least at the local level.
- The IP3 local governance index decreased by 13.8% from 2011 to 2013.[1] This decrease was statistically significant. All sub-indexes decreased with the responsiveness and intergovernmental index decreasing the most, and with the civic engagement and transparency indexes decreasing the least. Actual governance may not have worsened but people may have perceived it to have worsened. During 2013 rising expectations, rising demands, and a greater willingness to complain may explain the increasingly negative assessments made by citizens. The local government reform itself has been promoting transparency, participation and greater citizen voice. Therefore, what would have been "good" in 2011 might be considered "poor" in 2013 and demand factors may have over-whelmed supply factors. There was a significant increase in citizens' attempts to access information from CSs and DMKs. This is consistent with rising expectations as a result of the election. In our sample, demand for CS information increased by 141% and demand for DMK information increased by 67%. During 2013 roughly 12% of all interviewees attempted to access CS information. Though citizens increasingly demanded information from SNAs, according to them, they were less frequently provided the information they requested. For CSs, the percentage of times information was provided decreased from 63% in 2011 to 50% in 2013. For

[1] NCDD, M&E Unit (2014). *Is governance improving? A comparison of the results of the 2011 and 2013 ip3 governance perception survey*

DMKs, the percentage of times information was provided decreased from 12% in 2011 to 10% in 2013. Satisfaction with the provision of information provided decreased by almost 25% from 2011 to 2013.

- While media is already quite constrained in Cambodia as a whole, the circumstance is notably more constrained in rural areas where citizens are less likely to have adequate access to information owing to their more limited access to electronic media, and particularly those media sources that actually present relevant and balanced news and information[2].
- The courts are generally unable to provide access to information to citizens. Cambodia has experienced more than two decades of war during which its infrastructure, including the legal system, was almost completely destroyed. Progress in rule of law especially legal and judicial reform has been incremental. The number of legal and judicial professionals has steadily increased and a number of capacity development interventions on the new laws and policies have targeted lawyers, judges, prosecutors, court clerks and police especially new three laws adopted. However, the level of understanding and enforcement of the laws and policies are still very low.[3] The courts are still characterized by low competence; Government controlled Judicial Systems, under-funding and corruption.[4] In addition to the lack of capacity and resources, the justice system is affected by lengthy delays, a shortage of legal aid and difficulty in enforcing judgments
- The government appears intent to move forward with a draft law on NGOs despite widespread concerns that such a law may be used to restrict NGO activities, including those working on human rights. After some consultations with the NGO sector, the government has proceeded on its own without meaningful dialogues with civil society. A draft trade union law was consulted with union coalition, but many fear it could be used to restrict workers' rights to form independent unions that would advocate for better working conditions and wages.
- Recently there has been discussion of a "Cyber Law" to regulate the internet. Many fear such a law could be used to restrict access to information, including social media. The use of social media, particularly among young people in the run up to the national election, represents an expansion of political space largely outside the control of the government. It is not yet clear if such legislative initiatives are intended to restrict public debates and activities which are seen as opposing the government.[5]
- In addition to the lack of an overall access to information law, the Mining Law alarmingly includes strong confidentiality restrictions, stating that all application forms, reports, plans and notices are confidential until the termination of the license or approval of the license holder to release them. Only at the discretion of the responsible minister may information related to environmental and social issues be released to the public. This not only creates a significant barrier to the investigation of a mining operation's compliance with the law, but also nullifies people's rights to effectively participate in, understand and give their free, prior and informed consent to projects.
- Progress in PFM reform has been mixed. Efforts to encourage transparency have been largely met with resistance, especially in sectors containing high rent seeking opportunities. There is a lack of legal requirement to provide public access to information about financial management and NAA reports are not made public. Article 84 of the Public Finance Law (2008) made a clear commitment to publish budget information. However, there have been no decrees or parkas, or guidelines for implementing this provision of the law in practice.

[2] NDI report on 2013 National Assembly Candidate Debates

[3] Situational Analysis of Women and Children in Cambodia, op cit.

[4] See for example [SRSG 2007a], [SRSG 2007b], [SRSG 2008].

[5] World Bank, 2007, Cambodia Sharing Growth: Equity and Development in Cambodia Equity Report 2007, p. 170.

2.3. The public need for Information

Sectoral and issue-based consultations undertaken by API between 2010 and 2012 in the education, labour, health, decentralisation, and media sector, and with those involved in forestry and land concessions, fisheries, the extractive industries, and housing rights revealed the following need for public information:[6] Table 5 details the public need for information in different sector

Table 5: Public need for information in different sector

Health sector
1. To know the kind of health services and official charge that are provided by each health center as well as OD.
2. To know what Number of health centers discount 50% for treatment fees and what kind of diseases that apply to this discount as well as what kind of services that are free of charge.
3. To be informed about the outbreak of deadly disease on time.
4. To be widely informed in advance about the free distributions of vitamin pills so the people can get them on the right distribution days.
5. Need more update information related to reproductive health in order to motivate mothers to access to health centers
6. To know budget tracking information related to health sector. How much do they allocate to each department?
7. To know information related to the revenue and expenditure of health center.
Education sector
1. To know number of students and teachers in each school.
2. To be widely informed in advance about the teacher and student scholarships especially in the provinces.
3. Need more update information related to social benefit and security for staff
4. To know break down budget information related to education sector. How much do they allocate to each department?
5. To know the reports on education/school revenues and expenditures
6. To know about school administration and implementation plan
7. To publicize private school establishment procedures
8. To disclose of information related to new educational reforms, staff capacity development policy, guideline for PB and the good cooperation with other sectors.
Labor sector
1. Need to know the total number of workers in a factory and its working condition
2. T publicize any report on the progress of the factory
3. To report the findings of the inspector group (auditor)
4. To promote workers social security
5. To inform workers about time limit in working hours
6. Need to know when the salary is raised or lowered
7. Need to be informed about the factory irregularity
8. To inform the workers the important information before making final decision
9. Need to be informed about the decision made by working committee
10. Need Information from ministry of labor
11. Need to know detail information on work contract

[6] API. Reports on consultative meetings. 2010-2012.

12. To disclose information related to internal regulation
13. Need to be informed on worker changing policy
14. Need to be informed about what benefits workers get when they are laid off from work
15. Need reports on factory incomes and expenditures
16. Need to be informed on updated information related to social security
D&D
1. Need to know the amount of budget allocation in the commune
2. Need specific information from the government about the process of getting funds
3. Need to know the village data in order to be able to respond to the needs of the villagers
4. Need to be informed on any development plan related to the commune and who is the partner in the projects and what kind of plans
5. Need to have a village map for commune use
6. Need to know how to form a work plan list
7. Need to know the prioritized projects in the commune
8. Need to know the government budget allocation for all sectors
9. Need to know the income and expense reports of the relevant department
10. Need to be informed on any information on plans to build roads, schools, clean water, electricity etc.
Forestry
1. Law on forestry and sub degree on forestry concession
2. Income from forestry concession, how the government used.
3. Forest border
4. Report on Effective Impact Assessment
5. bidding documents
6. Community's Land and Land in protection zoon
7. Size of Lands (community and company)
8. Types of private companies, name, and contract
9. The objectives, principle and time of eviction
10. Expropriation information including expropriation cost, new location for the communities and infrastructure, and who was responsible (government or private company)
11. Public announcement of providing land concession to company
Media sector
1. Need to join in and get information from all government, business and CSOs public activities. There have been difficulties in attending these events when we are not invited but we think that we need to report all these activities to the public.
2. To know updated events from all social portions. Information that is related to official visits of government leaders and information on traffic accidents, fire damages and flooding.
3. To be informed about infrastructure development plans.
4. To be informed in advance about leaders travel plans in the city in order to avoid of being stuck in the traffic jam.
5. Need more update information related to the draft laws that are going to be passed in the future
6. To know more on the local and foreign investment plans and all economic concession plans

2.4. The amount of information available based on the public sectors in sub national government and effectiveness of existing Cambodia law enforcement in promoting access to information based on nine principles and analyse the communities' needs for public information

1. Access to information

Table 6 shows citizens who ever accessed information and means of accessing information. Only half of the citizens have ever accessed information and this is significantly lower in AIP-IP than NIP. 52% had ever access information; surprisingly it was significantly lower in API-IP (43.9%) than NIP (60.8%). 82% access information via media and 32% via local authority. The access to information through local authority is higher among male (37.2%) respondents than female (28.3%) and higher in the API-IP (37.9%) than NIP (29.1%).

Table 6: Proportion of citizens who ever accessed information and means of accessing information

Ever access information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Have ever access information	54.3	37.1	43.9	760	68	55	60.8	760	0.001	61.6	45.7	52.4	1520
Not ever access information	44.7	59.8	53.8	760	23.7	36.3	30.7	760	0.001	33.6	48.3	42.2	1520
Means of accessing information													
Media	**73**	**73.1**	**73**	**330**	**88.8**	**89.7**	**89.2**	**461**	**0.001**	**82.1**	**82.7**	**82.4**	**791**
Social network	**3.1**	**6.6**	**4.8**	**330**	**30.1**	**28.9**	**29.5**	**461**	**0.001**	**18.9**	**19.5**	**19.2**	**791**
Local authority	**41.1**	**34.7**	**37.9**	**330**	**34.5**	**23.7**	**29.1**	**461**	**0.014**	**37.2**	**28.3**	**32.2**	**791**
Through organization	**13.5**	**9.6**	**11.5**	**330**	**7.9**	**11.2**	**9.5**	**461**	**0.410**	**10.2**	**10.5**	**10.4**	**791**
Others	**0**	**0**	**0**	**330**	**0.9**	**0**	**0.4**	**461**	**0.512**	**0.5**	**0**	**0.3**	**791**

2. Understanding of Public Information

Table 7 shows citizen understanding of public information. Understanding of "what is public information?" is low. Only 38% understand what public information is. This understanding of public information is significantly lower among API-IP (25.3%) than NIP (51.1%) and significantly higher among male (47.1%) than female (31.7%).

Table 7: Citizen understanding of public information

Aware of public information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Know public information	**33.2**	**20.1**	**25.3**	**759**	**59.5**	**44.3**	**51.1**	**760**	**0.001**	**47.1**	**31.7**	**38.2**	**1519**
Not know public information	**59.5**	**70.1**	**65.9**	**759**	**25.7**	**34.6**	**30.7**	**760**	**0.001**	**41.6**	**53.1**	**48.3**	**1519**

3. Awareness of Commune Development Plan and Commune Investment Plan

Table 8 shows citizen's awareness and means of information of commune development plan (CDP) and commune investment plan (CIP). Awareness of CDP/CIP is low among population, but it is significantly higher in AIP-IP than NIP. Only 42.6% reported to be aware of CDP/CIP. Awareness of CDP/CIP is significantly higher among API-IP (46.7%) than NIP (38.6%) and significantly higher among male (48.6%) than female (38.3%). They access information of CDP/CIP mainly through commune authority (58.1%), commune broadcast (34.3%), word of mouth (23.8%) and information board at the commune (13.4%).

Table 8: Citizen's awareness of commune development plan and commune investment plan

Awareness of CDP/CIP	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Know plan development	55.3	41	46.7	760	42.6	35.3	38.6	760	0.001	48.6	38.3	42.6	1520
Not plan development	43.7	53.3	49.5	760	44.1	47.9	46.2	760	0.001	43.8	50.7	47.8	1520
Means of information of CDP/CIP													
Information board at the commune	14.4	6.9	10.4	355	20.3	14.1	17.1	292	0.015	17.1	10.1	13.4	647
Get from commune authority	65.9	66	65.9	355	48.3	49	48.6	292	0.001	57.7	58.5	58.1	647
Commune broadcast	40.1	38.3	39.2	355	30.8	26.2	28.4	292	0.005	35.8	32.9	34.3	647
Social network	3.6	2.7	3.1	355	14.7	10.1	12.3	292	0.001	8.7	5.9	7.3	647
Through other organizations	10.2	8	9	355	8.4	10.7	9.6	292	0.813	9.4	9.2	9.3	647
Word of month	23.4	19.1	21.1	355	23.8	30.2	27.1	292	0.095	23.5	24	23.8	647
Get from neighbors	10.8	11.2	11	355	14.7	8.1	11.3	292	1.000	12.6	9.8	11.1	647
Others	0	0	0	355	0.7	0.7	0.7	292	0.204	0.3	0.3	0.3	647

Table 9 shows citizen's awareness of CDP/CIP development Sectors. 78.2% (77.7% AIP-IP, 78.8% NIP) reported to be aware of CDP/CIP development sectors. Awareness is significantly higher among male (83%) than female (73.9%). Within CDP/CIP, awareness of economic (68.3%, social security (42.5%) and environment (32.1%) sector are higher and gender (8.5%) and natural resources (4.6%) are lower.

Table 9: Citizen's awareness of CDP/CIP development sectors

Aware plan sectors development	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Aware plan sectors development	81.4	74.5	77.7	355	84.7	73.2	78.8	293	0.003	83	73.9	78.2	648
Not ware plan sectors development	16.8	23.9	20.6	355	11.8	16.8	14.3	293	0.002	14.5	20.8	17.7	648
Administration plan sectors development													
Economic	85.3	81.3	83.3	275	52.9	47.2	50.2	229	0.001	70	66.4	68.3	504
Social security	41.2	40.3	40.7	275	46.3	42.6	44.5	229	0.418	43.6	41.3	42.5	504
Gender	8.1	4.3	6.2	275	9.1	13.9	11.4	229	0.054	8.6	8.5	8.5	504
Environment	22.8	20.9	21.8	275	41.3	48.1	44.5	229	0.001	31.5	32.8	32.1	504

Natural resources	3.7	3.6	3.6	275	6.6	4.6	5.7	229	0.293	5.1	4	4.6	504

4. Access to commune office

Table 10 illustrates citizens who ever accessed commune office and types of request. Access to commune office is higher among citizen, but it is lower among AIP-IP than AIP. 68.7% had ever visited commune office; surprisingly it was significantly lower in API-IP (64.4%) than NIP (73%). Birth certificate (44.6%), ID card (33.5%), family book (17.3%), marriage certificate and meetings (15.7%) are the main reasons for visiting commune office.

Table 10: Proportion of citizens who ever accessed commune and types of request

Accessed to Commune office	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Went to commune office	68.8	61.6	64.4	759	79.6	67.8	73	760	0.001	74.5	64.5	68.7	1519
Never Access	29.6	37.8	34.5	759	18	29.1	24.2	760	0.001	23.5	33.6	29.4	1519
Reason for accessing commune office													
Birth certificate	41.1	45	43.4	489	44.6	46.9	45.8	553	0.493	43	46	44.6	1042
Marriage certificate	13	15.2	14.3	489	17.2	17.5	17.4	553	0.204	15.4	16.4	15.9	1042
Register marriage	0	0.4	0.2	489	3.7	3.8	3.8	553	0.001	2.1	2.1	2.1	1042
Land certificate	1.9	4.3	3.3	489	3.4	6.3	4.9	553	0.215	2.7	5.3	4.1	1042
ID poor	0	0.7	0.4	489	0.4	0.3	0.4	553	1.000	0.2	0.5	0.4	1042
Legal letter of recommendation	7.7	4.6	5.9	489	13.9	8.7	11.2	553	0.003	11.2	6.7	8.7	1042
Family book	19.3	13.8	16.2	489	17.6	18.9	18.3	553	0.412	18.4	16.4	17.3	1042
ID card	38.6	36.5	37.4	489	28.8	31.1	30	553	0.010	33.1	33.8	33.5	1042
Decease of certificate	1	0.4	0.6	489	0	2.1	1.1	553	0.514	0.4	1.2	0.9	1042
Meeting	24.6	12.4	17.6	489	16.9	11.5	14.1	553	0.125	20.3	12	15.7	1042

5. Type of difficulties faced by citizens while accessing commune office

Table 11 illustrates citizens who faced difficulty and types of difficulty while accessing commune office. Only 18.5% (16.6% AIP-IP and 20.2% NIP) reported having faced any difficulty while accessing commune office. Waiting for commune office person (60.5%), travel times (20%), non-respect of promise by commune person (17.4%) are the main reported difficulties while accessing commune office.

Table 11: Proportion of citizens who faced difficulty and types of difficulty while accessing commune office

Faced difficulty while accessing commune office	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Difficulty at commune	21.3	13.1	16.6	489	19.7	20.6	20.2	555	0.323	20.4	16.9	18.5	1044
Not difficulty at commune	78.3	86.9	83.2	489	79.9	79.4	79.6	555	0.322	79.2	83.1	81.3	1044
Types of difficulty													
Waiting for the commune's	59.1	61.1	60	80	58.5	63.2	60.9	110	1.000	58.8	62.4	60.5	190

During traveling	27.3	13.9	21.3	80	20.8	17.5	19.1	110	0.717	23.7	16.1	20	190
Don't know ask who	6.8	8.3	7.5	80	17	15.8	16.4	110	0.081	12.4	12.9	12.6	190
Do not respect promise	13.6	13.9	13.8	80	24.5	15.8	20	110	0.334	19.6	15.1	17.4	190

6. Awareness of Commune Service Fee

Table 12 shows citizen's awareness of commune service fee and means of information. Awareness of commune service fee is lower among citizen. Only 27.5% (30.7% AIP-IP, 24.4% NIP) are aware of commune service fee. Awareness is significantly higher among male (31.5%) than female (24.7%). They know the fee for the birth certificate (53.4%), ID card (34.5%), the family book (16.2%) and the marriage certificate (13.5%). The means of awareness are commune agency (41.3%), commune clerk (31.1%), fellow villagers (26.3%) and commune information board (21.2%). Surprisingly only 8.8% reported commune information board as means of awareness for commune service fee in AIP-IP, significantly lower than NIP (38.2%).

Table 12: Awareness of commune service fee and means of information

Aware of commune service fee	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Yes	36.1	27.1	30.7	760	27.3	22	24.4	759	0.001	31.5	24.7	27.5	1519
No	60.3	65.3	63.3	760	54.6	54.7	54.7	759	0.001	57.3	60.2	59	1519
Don't know/Not Sure	3.6	7.4	5.9	760	17.8	23.2	20.8	759	0.020	11.1	15	13.4	1519
Type of Commune service fee													
Birth certificate	45.4	52.5	49.1	230	61.5	55.9	58.7	184	0.049	52.8	54	53.4	414
Marriage certificate	13	11.5	12.2	230	22	8.6	15.2	184	0.387	17.1	10.2	13.5	414
Register marriage	0	0	0	230	8.8	1.1	4.9	184	0.001	4	0.5	2.2	414
Land certificate	0	2.5	1.3	230	8.8	3.2	6	184	0.012	4	2.8	3.4	414
ID poor	0.9	0	0.4	230	0	0	0	184	1.000	0.5	0	0.2	414
Legal letter of recommendation	11.1	4.9	7.8	230	8.8	7.5	8.2	184	1.000	10.1	6	8	414
Family book	13.9	15.6	14.8	230	26.4	32.3	29.3	184	0.421	14.1	18.1	16.2	414
ID card	38	39.3	38.7	230	14.3	21.5	17.9	184	0.062	32.7	36.3	34.5	414
Death certificate	0.9	0.8	0.9	230	2.2	5.4	3.8	184	0.084	1.5	2.8	2.2	414
Means of information of commune service fee by													
Commune clerk informs	35.5	30.8	33	227	28.2	28.7	28.5	165	0.159	32.4	30	31.1	392
Commune agency inform	46.7	48.3	47.6	227	30.8	34.5	32.7	165	0.001	40	42.5	41.3	392
Commune information board	8.4	9.2	8.8	227	41	35.6	38.2	165	0.001	22.2	20.3	21.2	392
Get from other villagers	29.9	22.5	26	227	28.2	25.3	26.7	165	0.733	29.2	23.7	26.3	392
Others	0	1.7	0.9	227	1.3	1.1	1.2	165	1.000	0.5	1.4	1	392

7. Access to Education Information

Table 13 illustrates access to education information among the survey respondents. Access to education information is higher among citizen. 57.1% (55.5% AIP-IP and 58.7% NIP) had ever accessed education information. Access to education information is higher among male (61.8%) than female (53.6%). They access education information for pupil studying age (71.9%), pupil registration (76.9%), importance of secondary school (18.2%) and importance of high school (16%). Satisfaction with access to education information is high, with 80.2% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (87.4% really satisfied or some

satisfied) than NIP (73.4% really satisfied or some satisfied). Apart from pupil studying age, pupil registration, importance of secondary school and importance of high school, respondents also need information regarding scholarship to study abroad.

Table 13: Access to education information

Accessed Education Information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever access information	59.5	52.8	55.5	759	63.9	54.5	58.7	760	0.001	61.8	53.6	57.1	1519
Never access information	38.9	43.2	41.5	759	27.2	32.7	30.3	760	0.001	32.7	38.2	35.9	1519
Type of education information													
Pupil studying age	77.1	71.1	73.6	421	70.8	69.7	70.3	444	0.228	73.7	70.4	71.9	865
Pupil registration	79.9	79.8	79.8	421	73.6	74.6	74.1	444	0.037	76.5	77.2	76.9	865
Importance of secondary school	14	13.2	13.5	421	22.7	22.4	22.5	444	0.001	18.7	17.7	18.2	865
Importance of high school	14	6.6	9.7	421	24.5	19.3	21.8	444	0.001	19.7	12.8	16	865
Other	0	0	0	421	0.5	0	0.2	444	1.000	0.3	0	0.1	865
Satisfied with education information													
Really satisfy	53.1	59.1	56.5	421	40.1	40.4	40.3	447	0.001	46	50	48.2	868
Some satisfy	29.6	31.8	30.9	421	33.2	33	33.1	447	0.001	31.6	32.4	32	868
Neither satisfy nor dissatisfy	17.3	8.3	12.1	421	24.9	25.2	25.1	447	0.001	21.5	16.5	18.8	868
Don't satisfy	0	0.8	0.5	421	0	1.3	0.7	447		0	1.1	0.6	868
Don't satisfy at all	0	0	0	421	1.8	0	0.9	447		1	0	0.5	868
Need education information													
Pupil studying age	28.1	22.7	24.9	748	21.9	21.9	21.9	755	0.223	24.8	22.3	23.4	1503
Pupil register	37.5	29.4	32.6	748	26.3	26.4	26.4	755	0.013	31.6	27.9	29.5	1503
Importance of secondary school	18.1	10.7	13.6	748	15.6	14	14.7	755	0.555	16.7	12.3	14.2	1503
Importance of high school	17.1	11.6	13.8	748	12	12.6	12.3	755	0.491	14.4	12.1	13	1503
Vocational skill information	18.4	13.6	15.5	748	18.3	16.9	17.5	755	0.268	18.3	15.2	16.5	1503
Scholarship to study abroad	14	9.6	11.4	748	17.4	14.3	15.6	755	0.016	15.8	11.8	13.5	1503
Other	8	2.9	4.9	748	21.3	17.3	19.1	755	0.001	15	9.9	12	1503

8. Access to health Information

Table 14 illustrates access to health information among the survey respondents. Access to health information is higher among citizen. 61.8% (62.8% AIP-IP and 60.9% NIP) had ever accessed health information. Access to health information is similar among male (62.7%) and female (61.8%). They access health information for vaccination (52.4%), vitamin A (41.3%), ANC information (37.1%) and HIV information (35%). Satisfaction with access to health information is high, with 79.5% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (88.5% really satisfied or some satisfied) than NIP (70.2% really satisfied or some satisfied). Apart from vaccination, vitamin A, ANC information and HIV information respondents also need information regarding fee at public hospital and health center.

Table 14: Access to health information

Access to health information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever access information	63.6	62.2	62.8	760	61.8	60.2	60.9	760	0.001	62.7	61.3	61.8	1520

Never access information	34.8	35.2	35	760	29.6	28.9	29.2	760	0.001	32	32.2	32.1	1520
Types of health information													
HIV Information	20.8	16.8	18.4	477	58.2	47.2	52.2	462	0.001	40.3	31.2	35	939
Vaccination	52.6	53	52.8	477	51	52.8	51.9	462	0.794	51.8	52.9	52.4	939
Vitamin A	46.4	39.3	42.1	477	36.1	44.1	40.5	462	0.597	41	41.6	41.3	939
ANC Information	38.5	31.6	34.4	477	36.5	42.5	39.8	462	0.092	37.5	36.7	37.1	939
Supplementation	43.8	37.5	40	477	39.4	37.8	38.5	462	0.640	41.5	37.7	39.3	939
Tetanus vaccine information	23.4	10.5	15.7	477	39.9	34.3	36.8	462	0.001	32	21.7	26.1	939
Malaria, dengue Prevention	27.1	15.4	20.1	477	39.4	32.3	35.5	462	0.001	33.5	23.4	27.7	939
Bird flu information	11.5	10.2	10.7	477	27.4	26	26.6	462	0.001	19.8	17.6	18.5	939
Delivery at birth hospital	19.8	15.8	17.4	477	16.3	15.7	16	462	0.600	18	15.8	16.7	939
Fee at state hospital	6.8	4.2	5.2	477	10.6	9.4	10	462	0.007	8.8	6.7	7.6	939
Fee commune health center	3.6	2.8	3.1	477	12	8.7	10.2	462	0.001	8	5.6	6.6	939
Other	3.6	0.7	0.6	477	0	0	0	462	0.249	3	4	3	939
Satisfied the Health information													
Really satisfy	54.2	51.6	52.6	477	35.9	37.4	36.7	463	0.001	44.6	44.9	44.8	940
Some satisfy	32.3	38.2	35.8	477	34.4	32.7	33.5	463	0.001	33.4	35.6	34.7	940
Neither satisfy nor dissatisfy	12	8.2	10.1	477	25.8	24	24.8	463	0.001	19.2	16	17.3	940
Don't satisfy	1	0.7	0.8	477	3.3	5.1	4.3	463		2.2	2.8	2.6	940
Don't satisfy at all	0.5	0.7	0.6	477	0.5	0.8	0.6	463		0.5	0.7	0.6	940
Type of health information													
Infection and prevent HIV	18	14	15.6	749	21	17.5	19	418	0.088	19.6	15.7	17.3	1496
Children 6 vaccination	23	15.6	18.6	749	11.2	17.2	14.6	418	0.044	16.9	16.4	16.6	1496
Children receive Vitamin A	16.7	13.1	14.6	749	11.6	16	14.1	418	0.825	14	14.5	14.3	1496
Information ANC and Iron	17	14.9	15.8	749	12.8	16.3	14.7	418	0.615	14.8	15.6	15.2	1496
Supplementation	21	13.4	16.4	749	11.6	10.8	11.1	418	0.003	16.1	12.1	13.8	1496
Tetanus vaccine information	19	13.8	15.9	749	16.7	12.7	14.5	418	0.472	17.8	13.3	15.2	1496
Preventing malaria, dengue	25	18.3	21	749	22.2	18.4	20.1	418	0.702	23.5	18.3	20.5	1496
Bird flu information	15	12.7	13.6	749	11.9	9.3	10.4	418	0.068	13.4	11.1	12	1496
Important giving birth hospital	16	10.7	12.8	749	9.4	10.8	10.2	418	0.124	12.6	10.7	11.5	1496
Fee at state hospital	17.7	12	14.3	749	19.8	15.3	17.3	418	0.137	18.8	13.6	15.8	1496
Fee commune health center	18.3	11.8	14.4	749	17	14.4	15.5	418	0.613	17.6	13	15	1496
Other	1.3	1.1	1.2	749	0.6	0.2	0.4	418	0.091	1	0.7	0.8	1496

9. Access to agriculture Information

Table 15 illustrates access to agriculture information among the survey respondents. Access to agriculture information is average among citizen. 50.1% (51.8% AIP-IP and 48.3% NIP) had ever accessed agriculture information. Access to agriculture information is higher among male (55.8%) than female (45.9%). They access agriculture information for grow vegetable training course (74%), Livestock training course advertisement (52.3%), modern farming training course (34.7%) and giving rice seeds to farmers (26.8%). Satisfaction with access to agriculture information is high, with 72.2% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (80.7% really satisfied or some satisfied) than NIP (62.9% really satisfied or some satisfied).

Table 15: Access to agriculture information

Agriculture Information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever Access to agricultural info	53.7	48	51.8	760	54.1	43.6	48.3	760	0.001	55.8	45.9	50.1	1520
Never access agricultural info	41.1	50.7	46.8	760	34.3	44.3	39.9	760	0.001	37.5	47.6	43.4	1520
Kinds of agricultural information													
Modern farming training course	35.1	30.5	32.5	394	32.8	41.3	37.1	367	0.196	33.9	35.4	34.7	761
Grow vegetables training course	75.9	72.3	73.9	394	71.6	76.6	74.1	367	1.000	73.7	74.3	74	761
Livestock training course advertisement	56.3	50	52.8	394	54.6	48.9	51.8	367	0.828	55.5	49.5	52.3	761
Fish training course advertisement	19	14.5	16.5	394	23	25.5	24.3	367	0.009	21	19.6	20.2	761
Advertisement on the animal vaccine	15.5	11.4	13.2	394	16.9	19	18	367	0.072	16.2	14.9	15.5	761
Training course on using chemical	16.7	15.5	16	394	26.8	27.2	27	367	0.001	21.8	20.8	21.3	761
Advertisement on the benefits of organize	10.3	5.9	7.9	394	10.9	12	11.4	367	0.109	10.6	8.7	9.6	761
Giving rice seed to farmer	36.2	29.1	32.2	394	20.8	21.2	21	367	0.001	28.3	25.5	26.8	761
Giving vegetable seed to farmer	23	23.2	23.1	394	14.2	17.4	15.8	367	0.013	18.5	20.5	19.6	761
Workshop on rice disease treat	5.2	5	5.1	394	15.8	12.5	14.2	367	0.001	10.6	8.4	9.5	761
Dissemination domain fishing fishery	2.3	1.4	1.8	394	4.4	2.7	3.5	367	0.173	3.4	2	2.6	761
Workshop on the law of the use chemical	9.2	5	6.9	394	9.8	7.6	8.7	367	0.346	9.5	6.2	7.8	761
Ban on the use of chemical on food	2.9	1.4	2	394	12	13	12.5	367	0.001	7.6	6.7	7.1	761
Others	0	0	0	394	0	0.5	0.3	367	0.482	0	0.2	0.1	761
Satisfied Agriculture Information													
Really satisfy	46.6	44.5	45.4	394	33.9	33.2	33.5	367	0.001	40.1	39.4	39.7	761
Some satisfy	29.9	39.5	35.3	394	31.1	27.7	29.4	367	0.001	30.5	34.2	32.5	761
Neither satisfy nor dissatisfy	18.4	13.6	15.7	394	29.5	37.5	33.5	367	0.001	24.1	24.5	24.3	761
Don't satisfy	4	1.4	2.5	394	4.9	1.6	3.3	367		4.5	1.5	2.9	761
Don't satisfy at all	1.1	0.9	1	394	0.5	0	0.3	367		0.8	0.5	0.7	761
Types of agricultural information want to know													
Modern farming training course	41.1	31.8	35.5	755	22	14	17.5	758	0.001	31	23.3	26.5	1513
Grow vegetables training course	38.1	27.6	31.8	755	35.3	29.2	31.9	758	0.956	36.6	28.4	31.9	1513
Livestock training course advertisement	29.4	22.6	25.3	755	26.4	18.3	21.9	758	0.146	27.8	20.5	23.6	1513
Fish training course advertisement	9.4	6.1	7.4	755	12.8	6.7	9.4	758	0.194	11.2	6.4	8.4	1513
Advertisement on the animal vaccine	10.4	8.6	9.3	755	14.8	6.4	10.2	758	0.603	12.7	7.5	9.5	1513
Training course on using chemical	15.4	12.1	13.4	755	20.5	15	17.4	758	0.033	18.1	13.5	15.4	1513
Advertisement on the benefits of organic	9	6.8	7.7	755	10.7	7.4	8.8	758	0.455	9.9	7.1	8.3	1513
Giving rice seed to farmer	17.4	10.3	13.1	755	11	8.1	9.4	758	0.028	14	9.2	11.2	1513
Giving vegetable seed to farmer	18.1	11.8	14.3	755	12.8	5.9	9	758	0.002	15.3	9	11.6	1513
Workshop on rice disease treat	10.7	9.6	10.1	755	13.4	10.7	11.9	758	0.285	12.1	10.1	11	1513
Dissemination domain fishing fishery	3.3	3.5	3.4	755	2.4	5	3.8	758	0.784	2.8	4.2	3.6	1513
Workshop on the law of the use chemical	13.7	6.8	9.5	755	13.6	11.6	12.5	758	0.071	13.7	9.1	11	1513
Ban on the use of chemical on food	6.4	3.9	4.9	755	12.8	12.4	12.5	758	0.001	9.7	8	8.7	1513
Others	0	0.2	0.1	755	0	0.5	0.3	758	0.625	0	0.3	0.2	1513
Don't know	19.1	32.2	27	755	30	36.3	33.5	758	0.006	24.8	34.2	30.3	1513
No response	4.3	2.4	3.2	755	2.7	6.2	4.6	758	0.184	3.5	4.2	3.9	1513

10. Access to Tourist Information

Table 16 illustrates access to tourist information among the survey respondents. Access to tourist information is lower among citizen and significantly lower in AIP-IP than NIP. 65.6% (77.9% AIP-IP and 53.3% NIP) had never accessed tourist information. Access to tourist information is higher among male (25.3%) than female (19.8%).

They access tourist information for creating a tourism association; Ads on the policy of good resort service; tourism regional conservation plan and Regional tourism development plan. Satisfaction with access to tourist information is high, with 62.5% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (73.5% really satisfied or some satisfied) than NIP (55.4% really satisfied or some satisfied). 53.7% (57.2% AIP-IP and 50.2% NIP) gave answer "Don't know" when asked about "Type of tourist information do they want to know".

Table 16: Access to tourist information

Access to Tourist information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever access tourist information	21.2	14.8	17.4	760	29	25.1	26.8	760	0.001	25.3	19.8	22.1	1520
Never Access to tourist information	77.2	78.4	77.9	760	48.5	57.1	53.3	760	0.001	62	68.2	65.6	1520
Types of tourist information													
Creating a natural eco-tourism	12.5	10.3	11.4	132	23.5	21.7	22.5	204	0.009	19.1	17.2	18.2	336
Creating a tourism association	25	26.5	25.8	132	44.9	34.9	39.7	204	0.010	37	31.6	34.2	336
Ads on the policy of good resort , service	31.3	16.2	23.5	132	53.1	52.9	52.9	204	0.001	44.4	38.5	41.4	336
The creation of community tourist guide	7.8	8.8	8.3	132	6.1	9.4	7.8	204	0.001	6.8	9.2	8	336
Tourism regional conservation plan	25	32.4	28.8	132	40.8	38.7	39.7	204	0.047	34.6	36.2	35.4	336
Regional tourism development plan	32.8	38.2	35.6	132	26.5	30.2	28.4	204	0.186	29	33.3	31.3	336
Service fees for access to the local tourism	14.1	17.6	15.9	132	23.5	22.6	23	204	0.127	19.8	20.7	20.2	336
Satisfy with tourist information													
Really satisfy	23.4	30.9	27.3	132	23.5	22.6	23	204	0.005	23.5	25.9	24.7	336
some satisfy	45.3	47.1	46.2	132	34.7	30.2	32.4	204	0.003	38.9	36.8	37.8	336
Neither satisfy nor dissatisfy	26.6	22.1	24.2	132	39.8	35.8	37.7	204	0.008	34.6	30.5	32.4	336
don't satisfy	1.6	0	0.8	132	2	9.4	5.9	204		1.9	5.7	3.9	336
Don't satisfy at all	3.1	0	1.5	132	0	1	1	204		1.2	1.1	1.2	336
Type of tourist information want to know													
Creating a natural eco-tourism	12.7	8.9	10.4	738	8.7	9	8.9	755	0.431	10.6	9	9.6	1493
Creating a tourism association	23.7	17.1	19.8	738	16.1	12.4	14	755	0.007	19.7	14.8	16.9	1493
Ads on the policy of good resort , service	18.7	12.8	15.2	738	20.9	18.8	19.7	755	0.014	19.8	15.7	17.5	1493
The creation of community tourist guide	6.3	4.3	5.1	738	7.8	6.4	7	755	0.130	7.1	5.4	6.1	1493
Tourism regional conservation plan	14	5.9	9.2	738	11	8.3	9.5	755	0.790	12.4	7.1	9.4	1493
Regional tourism development plan	14.3	9.1	11.2	738	15.8	12.6	14	755	0.089	15.1	10.8	12.7	1493
Service fees for access to the local tourism	7	5.7	6.2	738	10.7	9.8	10.2	755	0.005	9	7.7	8.2	1493
Other	0.3	0	0.1	738	0	0	0	755	0.001	0.2	0	0.1	1493
Don't know	49.3	62.6	57.2	738	46.9	52.9	50.2	755	0.031	48	57.8	53.7	1493
No response	7.7	5.9	6.6	738	4.2	4.5	4.4	755	0.058	5.8	5.2	5.5	1493

11. Access to Industrial and Commercial Information

Table 17 illustrates access to Industrial and Commercial (I/C) information among the survey respondents. Access to I/C information is lower among citizen and significantly lower in AIP-IP than NIP. 57.9% (72.9% AIP-IP and 42.9% NIP) had never accessed I/C information. Access to I/C information is higher among NIP (38.9%) than AIP-IP (22.9%). They access I/C information for change of goods price on the market; agricultural equipment price market; petrol fee on the market; food price on the market; and change of rice price on the market. Satisfaction with access to I/C information is slightly low high, with only 45.9% reporting really satisfied or some satisfied. Satisfaction is higher among AIP-IP respondents (59.2% really satisfied or some satisfied) than NIP (38.2% really satisfied or some satisfied).

Table 17: Access to Industrial and Commercial information

Access to I/C information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever access to	25.8	21	22.9	760	44.1	34.8	38.9	760	0.001	35.5	27.6	30.9	1520
Never Access to	72.2	73.4	72.9	760	38.2	46.7	42.9	760	0.001	54.2	60.6	57.9	1520
Industrial information sector													
Change of goods price on the market	62.8	64.4	63.8	174	83.8	87.8	85.8	295	0.001	76.5	78.6	77.6	469
Agricultural equipment price market	30.8	29.2	29.9	174	33.8	36.7	35.3	295	0.244	32.7	33.7	33.3	469
Petrol fee on the market	44.9	38.5	41.4	174	45.9	51.7	48.8	295	0.150	45.6	46.5	46.1	469
Food price on the market	21.8	18.8	20.1	174	42.6	49.7	46.1	295	0.001	35.4	37.4	36.5	469
Change of rice price on the market	44.9	41.7	43.1	174	39.9	39.5	39.7	295	0.496	41.6	40.3	40.9	469
Information on patent and its application	0	2.1	1.1	174	14.2	19.7	16.9	295	0.001	9.3	12.8	11.1	469
Business registration	0	2.1	1.1	174	14.2	18.4	16.3	295	0.001	9.3	11.9	10.7	469
Tax policy	3.8	1	2.3	174	14.2	23.1	18.6	295	0.001	10.6	14.4	12.6	469
Other	0	0	0	174	0	2	1	295	0.299	0	1.2	0.6	469
Satisfy the I/C Information													
Really satisfy	15.4	20.8	18.4	174	19.5	13.6	16.6	296	0.001	18.1	16.5	17.2	470
some satisfy	38.5	42.7	40.8	174	18.1	25.2	21.6	296	0.001	25.1	32.1	28.7	470
Neither satisfy nor dissatisfy	34.6	25	29.3	174	33.6	40.8	37.2	296	0.001	33.9	34.6	34.3	470
don't satisfy	10.3	8.3	9.3	174	15.4	13.6	14.5	296		13.7	11.5	12.6	470
Don't satisfy at all	1.3	3.1	2.3	174	13.4	6.8	10.1	296		9.3	5.3	7.2	470
Types of I/C information want to know													
Change of goods price on the market	46.7	32.3	38	757	37.8	34.7	36.1	754	0.425	42	33.4	37.1	1511
Agricultural equipment price market	32.5	18.7	24.2	757	19.2	13.1	15.8	754	0.001	25.5	16	20	1511
Petrol fee on the market	26.2	14.3	19	757	24.3	19.7	21.8	754	0.225	25.2	16.9	20.4	1511
Food price on the market	18.2	12.5	14.8	757	22.2	15.7	18.6	754	0.062	20.3	14	16.7	1511
Change of rice price on the market	25.2	16	19.7	757	19.8	14.5	16.8	754	0.162	22.4	15.3	18.3	1511
Information on patent and its application	5	2	3.2	757	6.9	6.9	6.9	754	0.001	6	4.3	5	1511
Business registration	2	2.4	2.2	757	7.5	6.7	7	754	0.001	4.9	4.5	4.6	1511
Tax policy	3.3	2.2	2.6	757	10.2	10.9	10.6	754	0.001	6.9	6.4	6.6	1511
Other	0.3	0.2	0.3	757	0	0	0	754	0.500	0.2	0.1	0.1	1511
Don't know	33.8	52.7	45.2	757	38.1	47.5	43.4	754	0.469	36.1	50.2	44.3	1511
No response	6	4.4	5	757	3.9	3.8	3.8	754	0.317	4.9	4.1	4.4	1511

12. Access to labor information

Table 18 illustrates access to labor information among the survey respondents. Access to labor information is lower among citizen and significantly lower in AIP-IP than NIP. 39.4% (35.5% AIP-IP and 43.3% NIP) had ever accessed labor information. Access to labor information is higher among male (47%) than female (33.0%). They access labor information for working information in community (57.9%); working information at Phnom Penh (41.4%) and education course under labor ministry (21.5%). Satisfaction with access to labor information is high, with 62.3% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (69.3% really satisfied or some satisfied) than NIP (56.7% really satisfied or some satisfied).

Table 18: Access to labor information

Access to labor information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever access to labor information	42.4	31	35.5	760	51.2	37	43.3	760	0.001	47	33.9	39.4	1520
Never access to labor information	55.3	63.1	60	760	33.1	44.5	39.5	760	0.001	43.6	54.2	49.7	1520
Type of those labor information sector													
Working information in community	43.8	40.1	41.9	270	72.4	70.1	71.3	324	0.001	60.1	55.7	57.9	594
Working information at Phnom Penh	45.3	45.1	45.2	270	40	36.4	38.3	324	0.067	42.3	40.5	41.4	594
Education course under labor ministry	17.2	15.5	16.3	270	26.5	25.3	25.9	324	0.007	22.5	20.6	21.5	594
Other	15.6	17.6	16.7	270	6.5	5.8	6.2	324	0.001	10.4	11.5	10.9	594
Satisfy with labor information													
Really satisfy	28.9	26.8	27.8	270	25.4	28.7	27	330	0.007	26.9	27.8	27.3	600
some satisfy	35.9	46.5	41.5	270	30.1	29.3	29.7	330	0.006	32.6	37.5	35	600
Neither satisfy nor dissatisfy	30.5	2.3	26.7	270	38.2	31.8	35.2	330	0.021	34.9	27.8	31.3	600
don't satisfy	4.7	2.1	3.3	270	6.4	8.9	7.6	330		5.6	5.7	5.7	600
Don't satisfy at all	0	1.4	0.7	270	0	0.6	0.6	330		0	1.3	0.7	600
Type of labor information sector want to know													
Working information in community	34.7	25.2	29	748	40.1	35.5	37.5	752	0.001	37.5	30.2	33.3	1500
Working information at Phnom Penh	25	18.3	21	748	20.2	16.7	18.2	752	0.217	22.5	17.5	19.6	1500
Education course under labor ministry	24.7	14.3	18.4	748	21.1	14.8	17.6	752	0.688	22.8	14.5	18	1500
Other	0.3	0	0.1	748	0.3	0.2	0.3	752	0.625	0.3	0.1	0.2	1500
Don't know	35	51.8	45.1	748	36.7	44.3	41	752	0.148	35.9	48.2	43	1500
No response	5	7.1	6.3	748	6.3	6.9	6.6	752	0.754	5.7	7	6.5	1500

13. Access to legal aid information

Table 19 illustrates access to legal aid information among the survey respondents. Access to legal aid information is lower among citizen. Only 36.1% (36.6% AIP-IP and 35.7% NIP) had ever accessed legal aid information. Access to legal aid information is higher among male (43%) than female (31.1%). They access legal aid information for procedure for filling complaint (28.6%), workshop on traffic law (48.4%), and law against family violation (50.8%). Satisfaction with access to legal aid information is high, with 57.1% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (68.3% really satisfied or some satisfied) than NIP (45.7% really satisfied or some satisfied).

Table 19: Access to legal aid information

Access to legal aid information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	

Ever access	43.7	31.9	36.6	760	42.3	30.3	35.7	760	0.001	43	31.1	36.1	1520
Never Access	53.3	63.1	59.2	760	43.2	51.7	47.9	760	0.001	48	57.6	53.6	1520
Type of legal aid information													
Procedure for filling complaint	25	28.5	26.8	276	31.7	29.1	30.5	269	0.402	28.5	28.8	28.6	545
Find help from lawyer	3	1.4	2.2	276	19.7	14.2	17.1	269	0.001	11.7	7.4	9.5	545
The court's procedure and actions	4.5	2.8	3.6	276	12	15.7	13.8	269	0.001	8.4	8.9	8.6	545
Workshop on fundamental rights	16.7	9	12.7	276	31.7	18.1	25.3	269	0.001	24.5	13.3	18.9	545
Workshop on traffic law	50.8	52.8	51.8	276	48.6	40.9	45	269	0.124	49.6	47.2	48.4	545
Dissemination laws and commune role	12.1	11.1	11.6	276	20.4	22.8	21.6	269	0.002	16.4	16.6	16.5	545
Other laws dissemination	14.4	11.8	13	276	23.9	15	19.7	269	0.038	19.3	13.3	16.3	545
Inform about economic land concession	3.8	2.1	2.9	276	9.2	3.9	6.7	269	0.045	6.6	3	4.8	545
one window policy	1.5	2.1	1.8	276	9.9	2.4	6.3	269	0.008	5.8	2.2	4	545
Law against family violation	67.4	61.1	64.1	276	43	30.7	37.2	269	0.001	54.7	46.9	50.8	545
Procedure to help victims	19.7	18.8	19.2	276	26.1	21.3	23.8	269	0.212	23	19.9	21.5	545
Other	0	0	0	276	0.7	0	0.4	269	0.494	0.4	0	0.2	545
Satisfy with legal aid information													
Really satisfy	28	26.2	27.1	277	22.4	19.5	21	271	0.001	25.1	23.1	24.1	548
some satisfy	42.4	40	41.2	277	28.7	20.3	24.7	271	0.001	35.3	30.8	33	548
Neither satisfy nor dissatisfy	24.2	25.5	24.9	277	46.2	50	48	271	0.001	35.6	37	36.3	548
don't satisfy	2.3	5.5	4	277	2.8	7.8	5.2	271		2.5	6.6	4.6	548
Don't satisfy at all	3	2.8	2.9	277	0	2.3	1.1	271		1.5	2.6	2	548
Type of information want to know													
Procedure for filling complaint	17.3	13.6	15.1	755	21.9	20.8	21.3	756	0.002	19.7	17.1	18.2	1511
Find help from layer	7.7	3.6	5.2	755	9.5	7.7	8.5	756	0.014	8.6	5.5	6.8	1511
The court's procedure and actions	8.7	7.5	7.9	755	16	7.2	11.1	756	0.044	12.5	7.3	9.5	1511
Workshop on fundamental rights	18	9.9	13.1	755	22.2	18.2	20	756	0.001	20.2	13.9	16.5	1511
Workshop on traffic law	25	13.6	18.1	755	14.5	13.9	14.2	756	0.043	19.4	13.7	16.1	1511
Dissemination laws and commune role	13.3	8.1	10.2	755	18.3	13.2	15.5	756	0.003	16	10.5	12.8	1511
Other laws dissemination	23	14.1	17.6	755	20.1	15.1	17.3	756	0.946	21.5	14.5	17.5	1511
Inform about economic land concession	3.7	1.8	2.5	755	6.5	3.6	4.9	756	0.020	5.2	2.6	3.7	1511
one window policy	3.7	1.8	2.5	755	7.4	5	6.1	756	0.001	5.6	3.3	4.3	1511
Law against family violation	29	19.8	23.4	755	15.1	14.6	14.8	756	0.001	21.6	17.3	19.1	1511
Procedure to help victims	12.3	5.7	8.3	755	8	7.7	7.8	756	0.707	10	6.6	8.1	1511
Other	0	0.2	0.1	755	0	0	0	756	1.000	0	0.1	0.1	1511
Don't know	28.8	49	40.9	755	35.2	43.5	39.8	756	0.676	32.1	46.4	40.4	1511
No response	4.7	4.2	4.4	755	5.6	5.3	5.4	756	0.344	5.2	4.7	4.9	1511

14. Access to security information

Table 20 illustrates access to security information among the survey respondents. Access to security information is higher among citizen, but significantly lower in AIP-IP than NIP. 61.2% (55.8% AIP-IP and 66.6% NIP) had ever accessed security information. Access to security information is higher among male (688%) than female (56.3%). They access security information for violation in family (51.2%); gangster and thievery (82.2%); and traffic accident (51.9%). Satisfaction with access to security information is high, with 61.6% reporting really satisfied or some satisfied. Satisfaction was higher among AIP-IP respondents (66% really satisfied or some satisfied) than NIP (57.9%

really satisfied or some satisfied). They would further need security information related to violation in family; gangster and thievery; and traffic accident.

Table 20: Access to security information

Access to Security information	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Ever Access	62.3	51.5	55.8	760	73.1	61.4	66.6	760	0.001	68	56.3	61.2	1520
Never Access	36.1	45.9	42	760	18	25.6	22.2	760	0.001	26.6	36.1	32.1	1520
Type of social security information													
Violation in family	58.5	56.2	57.2	423	45.3	47.1	46.2	506	0.001	51	51.4	51.2	929
Gangster and thievery	86.7	75.7	80.6	423	87.4	79.9	83.6	506	0.229	87.1	77.9	82.2	929
Discrimination	13.8	8.9	11.1	423	19	18.1	18.6	506	0.002	16.8	13.8	15.2	929
Traffic accident	40.4	40.9	40.7	423	55.5	66.8	61.3	506	0.001	49	54.5	51.9	929
Other	0	0.4	0.2	423	0	0.4	0.2	506	1.000	0	0.4	0.2	929
Satisfy with Security Information													
Really satisfy	33.5	23.7	28.1	424	27.1	26.3	26.7	506	0.001	29.9	25.1	27.3	930
some satisfy	35.6	39.8	38	424	32.4	30.1	31.2	506	0.001	33.8	34.7	34.3	930
Neither satisfy nor dissatisfy	12.8	15.3	14.2	424	22.3	24.3	23.3	506	0.001	18.2	20	19.1	930
don't satisfy	9	8.1	8.5	424	11.3	12.7	12.1	506		10.3	10.5	10.4	930
Don't satisfy at all	9	13.1	11.3	424	6.9	6.6	6.7	506		7.8	9.7	8.8	930
Type of social security information want to know													
Violation in family	35.8	28.9	31.7	755	28.7	29.1	28.9	754	0.263	32	29	30.3	1509
Gangster and thievery	52.3	42.8	46.6	755	50.7	46.3	48.3	754	0.572	51.5	44.5	47.4	1509
Discrimination	20.2	10.4	14.3	755	18.8	16	17	754	0.138	19.5	13.1	15.8	1509
Traffic accident	34.8	23.4	27.9	755	37	31.7	34.1	754	0.012	35.9	27.4	31	1509
Other	1	0.2	0.5	755	0.6	0.2	0.4	754	1.000	0.8	0.2	0.5	1509
Don't know	26.2	35.3	31.7	755	25.1	31.7	28.8	754	0.240	25.6	33.6	30.2	1509
No response	4.6	5.3	5	755	4.8	3.3	4	754	0.385	4.7	4.4	4.5	1509

15. Difficulty in accessing information

Table 21 illustrates difficulty in accessing information from the sector department. 69% (73% AIP-IP and 65% NIP) had not faced any difficulty in accessing information from the sector department. The main difficulties faced are "Sector department does not want to give information" and citizens don't know who to ask for information in the assistance to law (49.1%); administration and social security (34.4%) and health sector (26.9%).

Table 21: Difficulty in accessing information from the sector department

Ever faced difficulty to ask information for any sector	API-IP				NIP					IP&NIP			
	M	F	Total	N	M	F	Total	N	P-value	M	F	Total	N
	%	%	%		%	%	%			%	%	%	
Have difficulty	31	20	24	759	22	20	21	759	0.001	26	20	23	1518
Not difficulty	68	77	73	759	65	65	65	759	0.001	66	71	69	1518
Type of difficulty in access to information													
Sector department does not want to give information	33.3	34.8	34.1	185	38.7	39.3	39	159	0.369	35.7	36.9	36.3	344
Live isolated from the informational sector department	43	29.3	36.2	185	20	19	19.5	159	0.001	32.7	24.4	28.5	344

Don't understand a perception of the informational sector department	16.1	19.6	17.8	185	14.7	23.8	19.5	159	0.781	15.5	21.6	18.5	344
Don't know ask who	49.5	50	49.7	185	70.7	61.9	66	159	0.003	58.9	55.7	57.3	344
Face Difficulty in Sectorial Information													
Education sector	30.3	20.7	25.6	176	20.3	26.2	23.4	158	0.899	25.8	23.4	24.6	334
Health sector	29.2	35.6	32.4	176	18.9	22.6	20.9	158	0.037	24.5	29.2	26.9	334
Agricultural sector	21.3	14.9	18.2	176	14.9	22.6	19	158	0.779	18.4	18.7	18.6	334
Tourist sector	20.2	14.9	17.6	176	10.8	19	15.2	158	0.769	16	17	16.5	334
Commerce and industrial sector	24.7	18.4	21.6	176	18.9	33.3	26.6	158	0.204	22.1	25.7	24	334
Assist to law	42.7	50.6	46.6	176	50	53.6	51.9	158	0.195	46	52	49.1	334
Administrative and social security	33.7	33.3	33.5	176	32.4	38.1	35.4	158	0.567	33.1	35.7	34.4	334
Administrative of work	5.6	9.2	7.4	176	4.1	6	5.1	158	0.504	4.9	7.6	6.3	334

2.5. The extent of the capacity for information disclosure based on the nine principles

Local councils' capacity to provide public access to commune and district information[7]

According to the report on A2I for The Public and Sub-national Level in Cambodia 2012 (API 2013), there is limited capacity and skills of village chiefs regarding to skills related to: Village Profile Management, Local Needs Assessment, Communication, Note Taking and Report Writing. There are however the people who understand the needs of the locals much better and more specifically than any other duty bearers. In other words, they can pinpoint the issues and needs of the locals.

Although VCs are not empowered to be directly involved in the working process of the local authority, they are leading implementers and catalysts of implementation of development programs in village. VCs are underpaid, lack managerial skills and leadership. There is also a shortage of office utilities, stationary and document storage. Still, they are engaged in village meetings, provision of information and consultation on day-to-day domestic issues of the locals and handwritten document production.

Limited capacity of CCs' in new social development and human rights, good governance program/project design, such as A2I, IAPI. Another constraint is their limited access to financial resources which reduces their ability to travel and maintain communication with their constituents and other partnership communesand management styles inherited from previous administrations block efforts for transparency and accountability. Lastly an attitude of dependency and reliance on external support leads to the sense of being controlled. This control is usually from the top central government and political parties.

One of the biggest challenges DCs/BoG and district officials are facing is a limited capability to assess the current state of D&D policy implementation and to identify how put the theory in practice in their particular local area. The second biggest challenge is that DCs need to strategically deal with various co-activities and different approaches have been given to them. To this point, they need to build up: Managerial Skills, Communication Networking, Competency and Knowledge on Relevant Government Policies, National Plans and Information. They also need to understand and implement their roles and duties well and systematically.

Capacities of civil society organisations working at sub-national government to advocate for greater transparency and information disclosure[8]

[7] A2I for The Public and Sub-national Level in Cambodia 2012 (API 2013)
[8] Ibid 7

Although CBOs seem optimistic, they lack developed skills and resources to become powerful players at the local level or to aid in the reconstruction of their communities. With limited professionalism they have offered time, effort and ideas for various development programs. The members of CBOs lack competence and understanding of almost all aspects related to D&D, government policies, management, leadership and rights of social participation.
Despite not having appropriate understanding and skills, CBOs are representatives of citizens and clients of the public services served by the duty bearers16. There is a need for enhancement of knowledge and skills for CBOs for their commune's development activities in the following areas: Lobby and Advocacy Skills, Access to Information, Commune's Information Searching Skills, Fundraising and Proposal Development, Public Relations and Negotiation for the Locals, Rights and Roles of CBOs and NGOs for Local Development and Report and Proposal writing.
There was strong support of advocacy campaigns on information disclosure at the sub-national government level by CSOs, CBOs and local authorities in target provinces. The disclosure information project will likely be a successful in the future. However they have limited understanding about rights to information and the obligation of the state to disclose; and rights to collect the public information and sharing has also been remaining uncertain in term of legal based due to 1995 press regime law is only to state about duty and responsibility of the publication's legal person.

2.6. The challenges in disclosing and supplying enough and appropriate information to satisfy citizen needs, the rights to information and the nine principles

In Cambodia, access to information has been problematic since it started multi-party elections in 1993. Cambodia had no history of freedom of information and it patriarchal tradition means that Cambodians are reluctant to ask for information, or do not see their role as asking questions or interfering with the functions of government. At the same time, the government and public officials have been reticent to share information with the press or the public. Although this attitude is changing, it is a slow process and Cambodia still has no specific freedom of information policy or legislation. Only few provisions of prohibition of censorship, and of assurance of freedom of press and publication has been obliged in conforming with Article 31 and 41 of Constitution by 1995 press regime law regardlessness of looking for prospectively increased demands for access to information, and freedom of expression's tools or facilities. A UNDP report on access to information summarizes some of the problems related to government disclosure capacity: "Even in those ministries and other public bodies that have some semblance of an A2I policy, specific rules, procedures, and regulations governing public information access are often confusing, vague or even non-existent. And, even in cases where the policy procedures are clear, staff often lacks the knowledge, training, and motivation to effectively implement the policies."

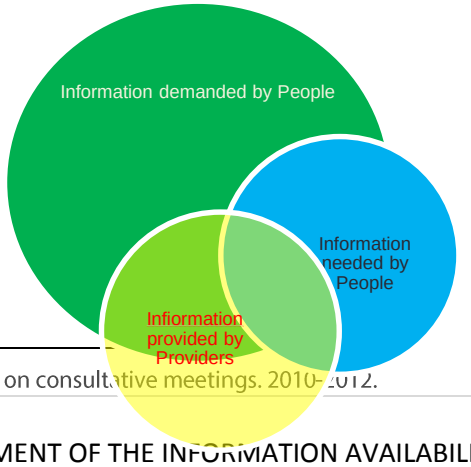
- Few Parliamentarians support the principle of maximum disclosure: A strong tradition dictates that legislation should originate in the Executive branch. Most legislation originates in the executive branch, so even Parliamentarians' enthusiasm will not guarantee passage. Support from the executive branch is almost certainly required.
- Challenges in promoting openness and disclosure: Cambodia has a historic culture of secrecy. One challenge to the promotion of access to information is that Cambodia has not historically been an open society.
- Government capacity is low: Government bodies tend not to have set processes for responding to requests for information, nor sufficient staff capacity for doing so institutional capacity is weak and mechanisms for disclosure are lacking, so information is not easily accessible. API research has found that commune councilors, for example, often lack capacity. Some are newly elected and have little experience. Others are older and have difficulty developing new skills or taking on new responsibilities. In addition, communes tend to have limited information management systems.

- Sectoral and issue-based consultations undertaken by API between 2010 and 2012 in the education, labor, health, decentralization, and media sector, and with those involved in forestry and land concessions, fisheries, the extractive industries, and housing rights revealed the following barriers to access:[9]
  - Absence of clear procedures for requesting information;
  - Absence of information on where to request information;
  - Absence of staff available to provide requested information;
  - Discrimination (e.g. against minors, people with disabilities, illiterate Cambodians, journalists, people who are not part of the ruling party);
  - Requirement to pay a fee;
  - Requirement to state a reason for requesting information;
  - Requirement to present an official letter;
  - Requirement to leave an ID card with the official;
  - Requirement to travel a long distance to request or receive information;
  - Delays in receiving information such that it may be out of date when it is received;
  - Refusal to provide information;
  - Provision of inaccurate or false information; and
  - Absence of legal protection for journalists or whistleblowers.

3. Conclusions

Cambodian citizens desire for greater, reliable and timely access to public or government information associated with livelihood, however significant gap exists between public information given by public service providers/supply side/duty bearers and information demanded and needed by general public. Access to public information law is still a long way to go and greenlight for meaningful participation from civil society representatives and youth in formation of access to information are unclear. Although, there is having yet specific law or reliable provisions for real or natural person to act or even demand in access to information as well as seek for more information disclosure as much as possible via social media mean or widespread online accessed, as of a paramount of Constitutional rights and freedom of expression mainly executing, according to 1995 press regime land was that, “no person (real or legal person) shall be arrested or subject to criminal charges as result of expression of opinion” (Article 20). This dual dilemma would benefits broadly to open society in getting opinion or information through any convenient means throughout collecting, obtaining and sharing publicly.

Figure 2: Gap between demand and supply side of access to public information

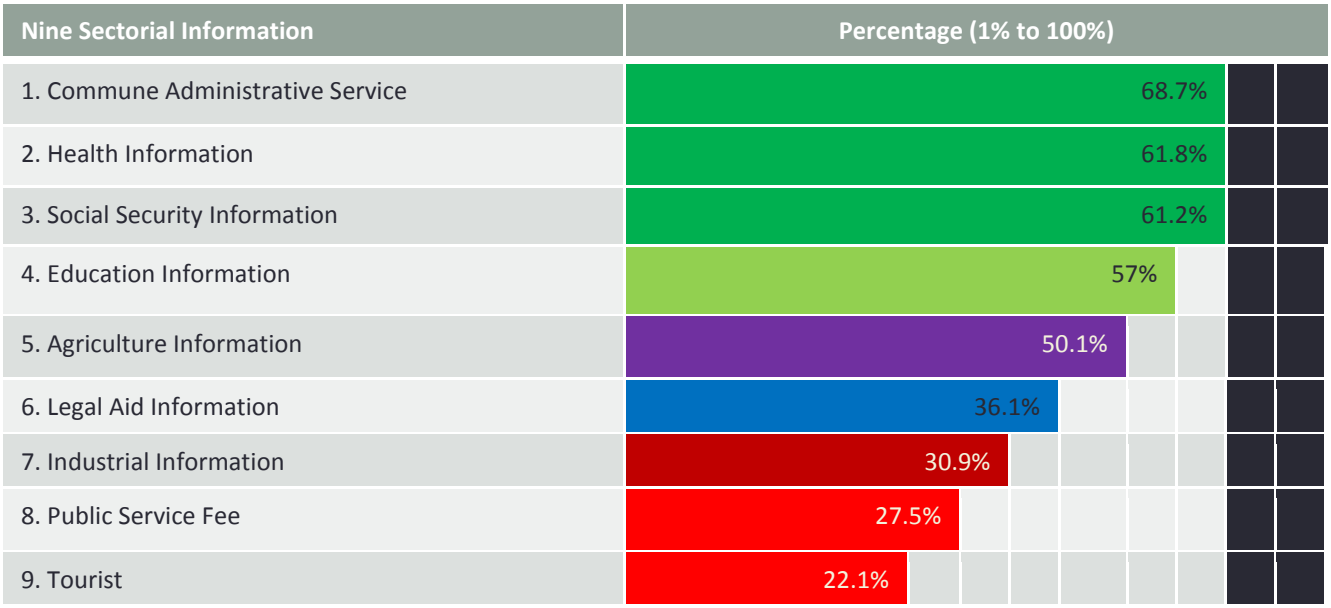


Only 38.2% of the survey respondents understand “what is public information?” Among 68.7% survey respondents who accessed commune office for information or request, 19% ever faced difficulties, though API-IP faced less difficulty (17%) less than NIP (21%).

[9] API. Reports on consultative meetings. 2010-2012.

Access and awareness of public information is still low in most of the sector except education, health and agriculture. Level of access to information such as commune administrative services, health information, education information, social security and agriculture information is higher than industrial, commercial, tourist, and commune services and others.

Figure 3: Citizen's access to public information in different sector



In Cambodia, Anti-Corruption Law and Anti-Corruption Unit are in place but government owned in a close setting institution. Political Budget Law and Civil Society engagement in anti-corruption is very limited. Asset disclosure is still very limited in the hand of one man show-Chief of ACU and PM. Public asset disclosure was suggested by general public and surveyed population.

The capacity of rights holders to participate in the formulation of development strategies has been constrained by a lack of political awareness, education and technical capacity, and weak organization. While awareness, capacity, and organization are improving, the most significant constraint remains the narrow avenues available to rights holders to articulate their demands and expectations and participate in policy decisions. Citizens need to have access to information in order to be able to participate in the decision-making process. The lack of political space in the formal arena to participate in discussions about social and economic development has channeled the public discourse to the street and social media where people are making their own political space. A rights holder demand side approach to policy making centers around more active participation by citizens and a broader range of civil society organizations, including NGOs (e..g, environment, human rights), labour unions, and civic associations. This suggests a multi-

dimensional policy process that provides voice to people's needs and expectations and affirms human rights.

4. Recommendations

Recommendation1. Project Scaling Up, The project should be rolled out in the prioritized and low access to information provinces. Based on means of information, the north of Cambodia such as provinces where indigenous people are livening should be the prioritized provinces.

Recommendation2. Mechanisms Strengthening, Existing access to formation mechanisms such as accountability box, information board, list of information, local library etc should be more focused in the next projects.

Recommendation3. Access to Information Law, Access to information law is on the processes but the nine principles should be more based and highly considered

Recommendation4. Civic Engagement, Civil Engagement in national and local levels are so important. Within this context, self-mobilization and partnership in all local democratic development mechanisms should be more opened and strengthened to improve access to information

Recommendation5. Existing Laws Enforcement, Organic law, on municipal province, city, district/Khan administration management and Commune/Sangkat Administrative Management laws should be enforced for effective implementation, public meetings of councils should be prior informed consent to public before meeting. The agenda, venues and procedures of meeting should be 6 months prepared and publicly informed.

Recommendation6. Public Asset Disclosure, Anti-Corruption Law was adopted and enforced but level of implementation is still very limited, Public Assets Disclosure among elected officials and high ranking officials and their family members should be highly taken into account in the coming amendment of anti-corruption law.

Recommendation7. National Survey on needed information. Access to information survey were mostly done by Civil Society Institution especially API and Development Partners but its still limited score of study. National Access to Information Survey should be happened in close collaboration between NGOs, Development Partners and Relevant Government Institutions.

Annexes

1. List of People met
2. Term of Reference

An assessment of the Information availability and effectiveness of current Cambodian legislation on public access to public information

The Advocacy and Policy Institute (API) is a Cambodian non profit and non government organisation with a mission to serve the long term democratic and social development needs of Cambodia through supporting and empowering people to interact with their government to protect their rights and provide for the needs of themselves and their communities.

Starting in July 2003 as the Advocacy and Policy Programme of Pact Cambodia, the Advocacy and Policy Institute gained independence five years later and is now established as one of Cambodia's leading advocacy capacity building institutions, besides heading the campaign for a law on public access to public information. The organisation works on building communication between Parliament, the Government and civil society. It is renowned among Cambodian and international organisations for its reliability, relevance and professionalism. API's excellent reputation for communication activities is supplemented by the delivery of advocacy training courses and the production of a range of advocacy publications in English and Khmer to promote understanding about advocacy, access to information and the Government's Decentralisation and Deconcentration policy. Additionally API is increasingly involved in direct advocacy and policy activities.

With financial support from the European Union, Swiss Agency of Development and Cooperation, Danchurch Aid/ChristainAid, Open Society Foundation, Bread for the World, API and partners are currently implementing the project 'Increasing Access to Public Information' (IAPI) which aims to increase and enhance public access to public information at national and local levels. It is expected that this will lead to more effective participation and accountability in local and national government institution resulting in positive contributions to reduce poverty and promote equity among vulnerable groups.

One of the main activities of 'Increasing Access to Public Information' is this assessment of the effectiveness of current Cambodian legislation on public access to public information.

1. The objectives of the assessment.

1. To measure the effectiveness of law enforcement in promoting public access to public information based on nine principles
2. To analyse community and civil society needs for public information.
3. To estimate the availability of public information and to examine what public service, government development and investment project information is presently available to support

policy dialogue for improvements in public access to public information and information disclosure.

4. To provide opportunities to discuss and debate on improvements to public access to information and information disclosure by sharing the assessment results with
5. Government representatives, Members of Parliament, political parties, civil society lobby groups, Access to Information (A2I) Working Groups, Commune and District Councils, CBOs and partners who are expected to be encouraged to support A2I legislation and public information disclosure.
6. To provide encouragement for local councils to develop and support public information disclosure in sub national government.
7. To make an assessment which can be used as a tool to lobby the Government and Parliament towards passing an A2I law for Cambodia.

2. Scope of the assessment

This survey will focus on sub national in API and non API target pronvinces and national level government offices with administrative offices able to create, store and manage government held information as well as all government ministries.

3. Proposed activities and methodology

3.1. Review: API's reports:' Access to Information for The Public and the Sub National Level of Government in Cambodia 2013';' A Training Needs Assessment for Commune Councils and CBOs on Access to Information and Information Management 2012'; A Cambodian Legal Review on A2I 2010',theTAI report 2010'; Consultative report on Access to Information to sectoral issues which identifies (1) positive changes in relationships with the implementation of Cambodia's existing laws, (2) the reasons and explanations for these positive changes; (3) the information currently available about public services, government development and investment projects and other relevant information (4) the measurement and effectiveness of existing laws in Cambodian promoting A2I, (5) an analysis of the gap between community needs for information and the availability of information.

3.2. Undertake sampling Interviews: The sampling procedure will involve two stages. Firstly, the selection of six provinces which will include three of API's target provinces; 6 districts of which three will already be API targets;10 communes of which 5 will be API target communes. API's target provinces are: Kampong Thom, Kampong Speu, and Banteay Meanchey while those not targeted by API are Ratanakiri, Battambang, Svay Rieng.

Interviews and procedure

A series of questionnaires which will be designed and categorised to ensure optimum reliability of the survey. There will be in five levels of questionnaire to enable responses from administration: ministerial, provincial, district and commune.

3.3. Data collection from interviews: (1) For the supply side: interviews with 18 major government ministries who are members of the A2I Law Working Group appointed by each ministry, 20 government administrative officials at national and sub national levels with responsibility to keep government documents: records, reports and contracts and 0 commune clerks and commune councillors working

within and outside API's access to information target areas. For the demand side: interview 20 Cambodian and international professional and academic researchers along with five business and research institutes working in different fields of study about their experiences in accessing public information for professional purposes.

3.4. Data entry and analysis

The raw data will be carefully checked and cleaned before it is entered into the approved software as a single data entry.The analysed data will also be stored in Excel to enable the production of charts and graphs.

3.5. Production of a draft report to be presented at a half day meeting with key stakeholders.

4. Expected output: A Final report in English of no more than 40 pages excluding annexes but including:-

a) Title and opening pages providing:-

 the name of the assessment;

 the date of the report and the time frame of the assessment;

 Country of the assessment

 The name API and names of donors and partners.

b) Acknowledgements

c) List of acronyms and abbreviations

d) Table of contents with page numbers - including boxes, figures, tables and annexes.

e) Executive summary providing an overview of the assessment with summaries of important results, conclusions and recommendations.

f) Introduction containing:-

1. Background with emphasis on public access to public information in Cambodia;

2. Description of the project 'Increasing Access to Public Information';

3. Purpose of the assessment;

4. Scope of the assessment;

5. Approach and methodology of the assessment;

6. Constraints and limitations.

g) Information to be found out by the assessment

1. The existing Cambodian law promoting public access to public information based on needs.

2. The extent of the enforcement of the existing Cambodia law promoting public access to public information based on the need for information

3. The amount of information available based on the public sectors in sub national government.(i.e education, health, administration, etc.)

4. The public need for Information

5. Effectiveness of existing Cambodia law enforcement in promoting access to information based on nine principles and analyse the communities' needs for public information

6. The extent of the capacity for information disclosure based on the nine principles.

7. The challenges in disclosing and supplying enough and appropriate information to satisfy citizen needs, the rights to information and the nine principles.

h) Conclusions

i) Recommendations

j)Appendices

1. Term of Reference

2. The overall evaluation schedule;

3. Examples of the questionnaires used;

4. A list of stakeholder;

5. A list of people interviewed and/or consulted;

6. A list of items reviewed.

3. List of References.

- Advocacy and Policy Institute. Access to Information and the Cambodian Parliament: An Assessment. December 2010.
- Advocacy and Policy Institute. Access to Information Baseline Survey. November 2011.
- Advocacy and Policy Institute. Report on Workshop on Access to Information and the Cambodian Parliament. December 7, 2010.
- Advocacy and Policy Institute. Reports on consultative meetings. 2010-2012.
- Advocacy and Policy Institute. Review of Legislation Relating to Access to Information. Undated.
- Advocacy and Policy Institute. Summary report of Workshop on Access to Information: The Need of Legal Framework and Public Information Disclosure. April 8, 2011.
- Article 19. Memorandum: On the Draft Law on Access to Information of Cambodia. June 2011.
- Article 19. The Public's Right to Know: Principles on Freedom of Information Legislation. June 1999.
- CCHR (2012), "Freedom of Information in Cambodia: A right to know or a culture of secrecy?" Phnom Penh, Cambodia
- MONASRI. Access to Information: A Clear Policy Framework for Cambodia. July 22, 2007.
- Raymond Leos, Access to Information in Southeast Asia and Cambodia. Undated.

- Raymond Leos. The Role of Access to Information in Promoting Democracy, Good Governance, and Development in Cambodia. Undated.
- The Access Initiative Cambodia. Cambodia Assessment Report: Access to Information, Public Participation and Access to Justice. December 2010.

4. Assessment Tools

Survey Questionnaire

Code: /____/____/____/____/

កំរងសំណួរស្ទីពី

"ការទទួលបានព័ត៌មាន និងប្រសិទ្ធភាពនៃការអនុវត្តច្បាប់របស់ប្រទេសកម្ពុជាបច្ចុប្បន្ន ស្ទីពីសិទ្ធិទទួលបានព័ត៌មានជាសាធារណៈ"

Code	Province	Code	District	Code	Commune	Code	Village
01	Kampong Thom	01	Santuk	01	Kakaoh	01	Chey Chumneah
						02	Santuk Knong
02	Kampong Speu	02	Samraong Tong	02	Samraong Tong	03	Samraong Tong Lie
						04	Angk Tonloab
				03	Roleang Chak	05	Bak Thmenh
						06	Trapeng Thma
03	Banteay Meanchey	03	Thma Puok	04	Banteay Chmar	07	Banteay Chmar Tboung
						08	Kbal Krabei
				05	Kouk Romiet	09	Kouk Pric
						10	Thmei
04	Ratanakiri	04	Ban Lung	06	Yeak Laom	11	Lon
						12	Lapu
05	Pursat	05	Pursat	07	Phteah Prey	13	Peal Nheaek Mouy
						14	Chamkar Chek Cheung
				08	Roleab	15	Roleab
						16	Prey Ovmal
06	Svay Rieng	06	Svay Rieng	09	Svay Rieng	17	Svay Rieng
						18	Veal Yon
				10	Svay Toea	19	Svay Toea
						20	Tana
07	Name of interviewer				Signature		
08	Data collection team leader				Signature		
Interview date							

សេចក្តីណែនាំ

ជំរាបសួរ! ខ្ញុំបាទ/នាងខ្ញុំឈ្មោះ _____ខ្ញុំបាទ/នាងខ្ញុំជាអ្នកប្រមូលទិន្នន័យអោយអង្គការ API ។ ក្នុងគោលបំណងសិក្សាស្រាវជ្រាវវិភាគអំពីស្ថានភាព និងដំណើរការនៃការអនុវត្តសិទ្ធិទទួលបានព័ត៌មាន និងអភិបាលកិច្ចល្អ។ គ្រប់ព័ត៌មានដែលលោក/លោកស្រីបានផ្តល់ឱ្យក្រុមយើងខ្ញុំ នឹងបញ្ចូលទៅក្នុងរបាយការណ៍រួមមួយ ហើយឈ្មោះរបស់លោក/លោកស្រី ត្រូវបានរក្សាទុកជាសម្ងាត់ ។ កិច្ចសម្ភាសន៍នឹងចំណាយពេលប្រមាណ៣០នាទី ហើយលោក/លោកស្រីអាចបដិសេធមិនឆ្លើយនូវសំណួរណាមួយក៏បាន ប៉ុន្តែរាល់សំណួរនិមួយៗសុទ្ធតែសំខាន់ដែលយើងខ្ញុំចង់បានពត៌មានពីលោក/លោកស្រី ។ តាំងនាមអោយអង្គការមិនមែនរដ្ឋាភិបាល យើងខ្ញុំសូមអរគុណដល់លោក/លោកស្រី បានផ្តល់បទសម្ភាសន៍ទាំងនេះ ។

ផ្នែកទី១: ព័ត៌មានផ្ទាល់ខ្លួន

ល.រ	សំណួរ	ចំលើយ	រំលង
q1-1	Sex	Male 01 Female 02	
q1-2	Age	Age |___|___| Don't know 88 Don't answer 99	
q1-3	Educational background	Grade |___|___| Never study 00 Vocational skill 13 University study 14	
q1-4	ស្ថានភាពគ្រួសារ	Single 01 Marriage 02 Widower 03 Lived separately 04	
q1-5	What is your position in the commune?	Citizen 01 Civil servant 02 Retired civil servant 03 Other_____ 98 Don't know 88 Don't answer 99	

Section 2: Information that people receive and need from their commune and others relevant

ល.រ	សំណួរ	ចំលើយ	រំលង
q2-1	Do you ever get information?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.3 →q2.3 →q2.3
q2-2	Which way have you ever received information?	Media 01 Social network 02 Local authority 03 Through organizations 04 Other_____98 Don't know 88 Don't answer 99	
q2-3	Do you know what the public information is?	Yes 01 No 02 Don't know 88 Don't answer 99	
q2-4	Do you know in which sectors that your commune development plan focus on?	Yes 01 Know 02 Don't know 88 Don't answer 99	 →q2.8 →q2.8 →q2.8
q2-5	How do you get that information?	See on commune informational board 01 Get from commune agency 02 Commune broardcase 03 Social network 04 Through other organization 05 Word of mough 06 Get from neigborhood 07 Othere_____98 Don't kwon 88 Don't answer 99	
q2-6	Do you know sectors of your commune development plan?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.8 →q2.8 →q2.8
q2-7	What sectors are they?	Economic 01 Social Security 02 Gender 03	

		Environment 04 Natural resources 05	
q2-8	Did you ever go to your commune for any request?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.12 →q2.12 →q2.12
q2-9	What your request is?	កត់ត្រា_____ _____ _____	
q2-10	Did you face difficulty for your request?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.12 →q2.12 →q2.12
q2-11	What your difficulties are?	Record_____ _____ _____ _____ _____	
q2-12	Do you know your commune service fee?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.15 →q2.15 →q2.15
q2-13	What are they?	_____ _____	
q2-14	How do you know about those fee?	Commune clerk informs 01 Commune agency inform 02 See these information on commune information board03 Get from other villagers 04 Other_____ 98 Don't know 88 Don't answer 99	
q2-15	Have you ever get information regarding educational sector?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.18 →q2.18 →q2.18

q2-16	What kind of those educational sector information are? (many answer)	Pupil studying age 01 Take pupil to register their studying 02 The important of continue studying at secondary school03 The important of continue studying at high school 04 Other _____98 Don't know 88 Don't answer 99	
q2-17	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-18	What kind of educational infourmation do you want to know?	Pupil studying age 01 Take pupil to register their studying 02 The important of continue studying at secondary school 03 The important of continue studying at high school 04 The important of continue studying at university 05 Vocational skill information 06 Scholarship to studying abroad 07 Other_____98 Don't know 88 Don't know 99	
q2-19	Have you ever gotten health information?	Yes 01 No 02 Don't know 88 Don't answer 99	→q2.22 →q2.22 →q2.22
q2-20	What kinds of health information are?	The spread of the infection and prevent HIV infection 01 Children 6 vaccination campaign 02 Take children to receive vitamin A supplementation 03 Information on the ANC and received iron supplementation 04 The tetanus vaccine information 05 Dissemination of preventing malaria and dengue 06 Measures to prevent malaria and dengue fever 07 The spread of bird flu information 08 The important of giving birth at hospital and health centers 09 Threaten fee at state hospital 10 Threaten fee at commune health centers11 Other_____98 Don't know 88 Don't answer 99	
q2-21	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03	

		Don't satisfy 04 Don't satisfy at all 05	
q2-22	What kind health information do you want to know?	The spread of the infection and prevent HIV infection 01 Children 6 vaccination campaign 02 Take children to receive vitamin A supplementation 03 Information on the ANC and received iron supplementation 04 The tetanus vaccine information 05 Dissemination of preventing malaria and dengue 06 Measures to prevent malaria and dengue fever 07 The spread of bird flu information 08 The important of giving birth at hospital and health centers 09 Threaten fee at state hospital 10 Threaten fee at commune health centers11 Other_____98 Don't know 88 Don't answer 99	
q2-23	Have you ever recieved agricultural information?	Yes 01 No 02 Don't know 88 Don't answer 99	→q2.26 →q2.26 →q2.26
q2-24	What kinds of agricultural information are?	Modern farming training course advertisement 01 Grow vegetables training course advertisement 02 Livestock training course advertisement 03 Fish training course advertisement 04 Advertisement on the animal vaccine 05 Training course on using chemical fertilizers 06 Advertisement on the benefits of organic vegetables 07 Giving rice seed to farmer 08 Giving vegetable seed to farmer 09 Workshop on rice disease and how to treat them 10 Dissemination domain fishing fishery 11 Workshop on the law of the use chemical fertilizers 12 The ban on the use of chemical on food 13 Other_____98 Don't know 88 Don't answer 99	
q2-25	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	

q2-26	What kinds of agricultural information do you want to know?	Modern farming training course advertisement 01 Grow vegetables training course advertisement 02 Livestock training course advertisement 03 Fish training course advertisement 04 Advertisement on the animal vaccine 05 Training course on using chemical fertilizers 06 Advertisement on the benefits of organic vegetables 07 Giving rice seed to farmer 08 Giving vegetable seed to farmer 09 Workshop on rice disease and how to treat them 10 Dissemination domain fishing fishery 11 Workshop on the law of the use chemical fertilizers 12 The ban on the use of chemical on food 13 Other_____98 Don't know 88 Don't answer 99	
q2-27	Have you ever received tourist information sector?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.30 →q2.30 →q2.30
q2-28	What kinds of tourist information sector are?	Creating a natural eco-tourism 01 Creating a tourism association 02 Ads on the policy of good resort and good service 03 The creation of community tourism guide 04 Tourism regional conservation plan 05 Regional tourism development plan 06 Service fees for access to the local tourism places 07 Other_____98 Don't know 88 Don't answer 99	
q2-29	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-30	What kind of tourist information sector do you want to know?	Creating a natural eco-tourism 01 Creating a tourism association 02 Ads on the policy of good resort and good service 03 The creation of community tourism guide 04 Tourism regional conservation plan 05 Regional tourism development plan 06 Service fees for access to the local tourism places 07 Other_____98 Don't know 88	

		Don't answer 99	
q2-31	Have you ever received commerce and industrial informational sector?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.34 →q2.34 →q2.34
q2-32	What are those industrial informational sector are?	Change of goods price on the market 01 Agricultural equipment price on the market 02 Petrol fee on the market 03 Food price on the market 04 Change of rice price on the market 05 Information on patent and its application procedures 06 Business registration 07 Tax policy 08 Other_____98 Don't know 88 Don't answer 99	
q2-33	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-34	What kind of commerce and industrial informational sector do you want to know?	Change of goods price on the market 01 Agricultural equipment price on the market 02 Petrol fee on the market 03 Food price on the market 04 Change of rice price on the market 05 Information on patent and its application procedures 06 Business registration 07 Tax policy 08 Other_____98 Don't know 88 Don't answer 99	
q2-35	Have you ever received labor informational sector?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.38 →q2.38 →q2.38
q2-36	What kinds of those labor informational sector are?	Working information in community and region 01 Working information at Phnom Penh 02 Education course under The Labor Ministry 03 Other_____98 Don't know 88	

		Don't answer 99	
q2-37	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-38	What kind of labor informational sector do you want to know?	Working information in community and region 01 Working information at Phnom Penh 02 Education course under The Labor Ministry 03 Other_____98 Don't know 88 Don't answer 99	
q2-39	Have you ever received how to assist law information?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.42 →q2.42 →q2.42
q2-40	What kind of those assist law information are?	Procedure for filing complaint 01 Find help from layer 02 The court's procedures and actions in each case 03 Workshop on the fundamental rights of citizens 04 Workshop on traffic law 05 Dissemination laws and commune role 06 Other laws dissemination 07 Inform about economic land concessions 08 One Window Policy 09 Law against family violation 10 Procedures to help victims of domestic violence 11 Other_____98 Don't know 88 Don't answer 99	
q2-41	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-42	What kind of how to assist law information do you want to know?	Procedure for filing complaint 01 Find help from layer 02 The court's procedures and actions in each case 03 Workshop on the fundamental rights of citizens 04 Workshop on traffic law 05 Dissemination laws and commune role 06 Other laws dissemination 07	

		Inform about economic land concessions 08 One Window Policy 09 Law against family violation 10 Procedures to help victims of domestic violence 11 Other_____98 Don't know 88 Don't answer 99	
q2-43	Have you ever received social security information?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.46 →q2.46 →q2.46
q2-44	What kind of those social security information are?	Violation in family 01 Gangster and thievery 02 Discrimination 03 Traffic accident 04 Other_____98 Don't know 88 Don't answer 99	
q2-45	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03 Don't satisfy 04 Don't satisfy at all 05	
q2-46	What kind of social security information do you want to know?	Violation in family 01 Gangster and thievery 02 Discrimination 03 Traffic accident 04 Other_____98 Don't know 88 Don't answer 99	
q2-47	Are there other information have u ever gotten?	Yes 01 No 02 Don't know 88 Don't answer 99	 →q2.49 →q2.49 →q2.49
q2-48	What are those information?	កាត់ត្រា_____ _____ _____	
q2-49	How have you satisfied the information that you recieved?	Really satisfy 01 Some satisfy 02 Neither satisfy nor dissatisfy 03	

		Don’t satisfy 04 Don’t satisfy at all 05	
q2-50	Did you face difficulty to ask information from above sector department?	Yes 01 No 02 Don’t know 88 Don’t answer 99	→End →End →End
q2-51	What kinds of your difficulties are?	The informational sector department doesn’t want to give 01 Live isolated from the informational sector department 02 Don’t understand a perception of the informational sector department 03 Don’t know who to ask 04 Other_____98	
q2-52	Which sector do you face difficulty in finding your needed information?	Educational Sector 01 Health Sector 02 Agricultural Sector 03 Tourist Sector 04 Commerce and Industrial Sector 05 Assist to law 06 Administrative and Social Security 07 Other_____98	

សូមអរគុណចំពោះការចូលរួម !

.