



The World Justice Project
Rule of Law Index[®]

Tunisia Country Profile

About the WJP Rule of Law Index®

The WJP Rule of Law Index® is an innovative quantitative assessment tool designed by The World Justice Project (WJP) to offer a detailed and comprehensive picture of the extent to which countries adhere to the rule of law in practice. As used by the WJP, the rule of law refers to a rules-based system in which the following four universal principles are upheld:

- » The government and its officials and agents are accountable under the law;
- » The laws are clear, publicized, stable and fair, and protect fundamental rights, including the security of persons and property;
- » The process by which the laws are enacted, administered and enforced is accessible, fair and efficient;
- » Access to justice is provided by competent, independent, and ethical advocates and neutrals who are of sufficient number, have adequate resources, and reflect the makeup of the communities they serve.

The WJP Rule of Law Index® provides new data on nine dimensions of the rule of law: limited government powers; absence of corruption; order and security; fundamental rights; open government; effective regulatory enforcement; access to civil justice; effective criminal justice; and informal justice. These factors are further disaggregated into 52 sub-factors. Together, they provide a comprehensive picture of rule of law compliance.

The Index rankings and scores are built from over 400 variables drawn from two new data sources: (i) a general population poll (GPP), designed by the WJP and conducted by leading local polling companies

using a probability sample of 1,000 respondents in the three largest cities of each country; and (ii) a qualified respondents' questionnaire (QRQ) completed by in-country experts in civil and commercial law, criminal law, labor law, and public health. To date, over 66,000 people and 2,000 experts have been interviewed in 66 countries and jurisdictions.

The Index is intended for multiple audiences. It is designed to offer a reliable and independent data source for policymakers, businesses, non-governmental organizations, and other constituencies to assess a nation's adherence to the rule of law in practice; identify a nation's strengths and weaknesses in comparison to similarly situated countries, with a special focus on countries in the same region and income group; and track changes over time. Lead supporters of the WJP Rule of Law Index® include the Bill & Melinda Gates Foundation, Hewlett-Packard Company, Ewing Marion Kauffman Foundation, LexisNexis, Microsoft Corporation, and the Neukom Family Foundation.

The Index has stimulated discussions and actions on the rule of law worldwide, and has been cited by governmental leaders, including heads of state and chief justices, as supporting evidence of the need to advance rule of law reforms in their countries. It has been referenced in *The Economist*, *The New York Times*, and *El País*, as well as other major global media in over 80 countries.

The *WJP Rule of Law Index 2011*® report is available for download at www.worldjusticeproject.org.

WJP Rule of Law Index

Factor 1: Limited Government Powers

- 1.1 Government powers are defined in the fundamental law.
- 1.2 Government powers are effectively limited by the legislature.
- 1.3 Government powers are effectively limited by the judiciary.
- 1.4 Government powers are effectively limited by independent auditing and review.
- 1.5 Government officials are sanctioned for misconduct.
- 1.6 Government powers are effectively limited by non-governmental checks.
- 1.7 Transfers of power occur in accordance with the law.

Factor 2: Absence of Corruption

- 2.1 Government officials in the executive branch do not use public office for private gain.
- 2.2 Government officials in the judicial branch do not use public office for private gain.
- 2.3 Government officials in the police and the military do not use public office for private gain.
- 2.4 Government officials in the legislature do not use public office for private gain.

Factor 3: Order and Security

- 3.1 Crime is effectively controlled.
- 3.2 Civil conflict is effectively limited.
- 3.3 People do not resort to violence to redress personal grievances.

Factor 4: Fundamental Rights

- 4.1 Equal treatment and absence of discrimination are effectively guaranteed.
- 4.2 The right to life and security of the person is effectively guaranteed.
- 4.3 Due process of law and the rights of the accused are effectively guaranteed.
- 4.4 Freedom of opinion and expression is effectively guaranteed.
- 4.5 Freedom of belief and religion is effectively guaranteed.
- 4.6 The right to privacy is effectively guaranteed.
- 4.7 Freedom of assembly and association is effectively guaranteed.
- 4.8 Fundamental labor rights are effectively guaranteed.

Factor 5: Open Government

- 5.1 The laws are comprehensible to the public.
- 5.2 The laws are publicized and widely accessible.
- 5.3 The laws are stable.
- 5.4 The right of petition and public participation is effectively guaranteed.
- 5.5 Official drafts of laws are available to the public.
- 5.6 Official information is available to the public.

Factor 6: Effective Regulatory Enforcement

- 6.1 Government regulations are effectively enforced.
- 6.2 Government regulations are applied and enforced without improper influence.
- 6.3 Administrative proceedings are conducted without unreasonable delay.
- 6.4 Due process is respected in administrative proceedings.
- 6.5 The Government does not expropriate property without adequate compensation.

Factor 7: Access to Civil Justice

- 7.1 People are aware of available remedies.
- 7.2 People can access and afford legal advice and representation.
- 7.3 People can access and afford civil courts.
- 7.4 Civil justice is free of discrimination.
- 7.5 Civil justice is free of corruption.
- 7.6 Civil justice is free of improper government influence.
- 7.7 Civil justice is not subject to unreasonable delays.
- 7.8 Civil justice is effectively enforced.
- 7.9 ADR systems are accessible, impartial, and effective.

Factor 8: Effective Criminal Justice

- 8.1 Crimes are effectively investigated.
- 8.2 Crimes are effectively and timely adjudicated.
- 8.3 The correctional system is effective in reducing criminal behavior.
- 8.4 The criminal justice system is impartial.
- 8.5 The criminal justice system is free of corruption.
- 8.6 The criminal justice system is free of improper government influence.
- 8.7 The criminal justice system accords the accused due process of law.

Factor 9: Informal Justice

- 9.1 Informal justice is timely and effective.
- 9.2 Informal justice is impartial and free of improper influence.
- 9.3 Informal justice respects and protects fundamental rights.

The WJP Rule of Law Index methodology in a nutshell

The production of the WJP Rule of Law Index may be summarized in ten steps:

1. The WJP developed the conceptual framework summarized in the Index's nine factors and 52 sub-factors, in consultation with academics, practitioners, and community leaders from around the world.
2. The Index team developed a set of five questionnaires based on the Index's conceptual framework, to be administered to experts and the general public. Questionnaires were translated into several languages and adapted to reflect commonly used terms and expressions. These instruments were piloted in six countries in 2008.
3. The team identified, on average, more than 300 potential local experts per country to respond to the qualified respondents' questionnaires, and engaged the services of leading local polling companies.
4. Polling companies conducted pre-test pilot surveys of the general public in consultation with the Index team, and launched the final survey.
5. The team sent the questionnaires to local experts and engaged in continual interaction with them.
6. The Index team collected and mapped the data onto the 52 sub-factors.
7. The Index team constructed the final scores using a five-step process:
 - a. Codified the questionnaire items as numeric values.
 - b. Produced raw country scores by aggregating the responses from several individuals (experts or general public).
 - c. Normalized the raw scores.
 - d. Aggregated the normalized scores into sub-factors and factors using simple averages.
 - e. Produced the final rankings using the normalized scores.
8. The data were subject to a series of tests to identify possible biases and errors. For example, the Index team cross-checked all sub-factors against more than 60 third-party sources, including quantitative data and qualitative assessments drawn from local and international organizations.
9. A sensitivity analysis was conducted by the Econometrics and Applied Statistics Unit of the European Commission's Joint Research Centre, in collaboration with the Index team, to assess the statistical reliability of the results.
10. Finally, the data were organized into country reports, tables, and figures to facilitate their presentation and interpretation.

The 2011 WJP Rule of Law Index

This new version of the Index is composed of nine factors derived from the WJP's universal principles. These factors are divided into 52 sub-factors which incorporate essential elements of the rule of law.

Accountable Government (Factors 1 and 2)

The first principle measures government accountability by means of two factors:

- » Factor 1: Limited Government Powers
- » Factor 2: Absence of Corruption

Limited Government Powers

The first factor measures the extent to which those who govern are subject to law. It comprises the means, both constitutional and institutional, by which the powers of the government and its officials and agents are limited and by which they are held accountable under the law. It also includes non-governmental checks on the government's power, such as a free and independent press.

This factor is particularly difficult to measure in a standardized manner across countries, since there is no single formula for the proper distribution of powers among organs of the government to ensure that each is held in check. Governmental checks take many forms; they do not operate solely in systems marked by a formal separation of powers, nor are they necessarily codified in law. What is essential is that authority is distributed, whether by formal rules or by convention, in a manner that ensures that no single organ of government has the practical ability to exercise unchecked power.¹

The factor measures the effective limitation of government powers in the fundamental law; institutional checks on government power by the legislature, the judiciary and independent auditing and review agencies²; effective sanctions for

¹ The Index does not address the further question of whether the laws are enacted by democratically elected representatives.

² This includes a wide range of institutions, from financial comptrollers and auditing agencies to the diverse array of entities that monitor human rights compliance (e.g. "Human Rights Defender", "Ombudsman", "People's Advocate", "Defensor del Pueblo", "Ouvidoria", "Human Rights Commissioner", "Öiguskantsler", "Médiateur de la République", "Citizen's Advocate", "Avocatul Poporului"). In some countries these functions are performed by judges or other state officials; in others, they are carried out by independent agencies.

misconduct of government officers and agents in all branches of government; non-governmental checks on government power³; and whether transfers of power occur in accordance with the law.

Absence of Corruption

The second factor measures the absence of corruption. The Index considers three forms of corruption: bribery, improper influence by public or private interests, and misappropriation of public funds or other resources.

These three forms of corruption are examined with respect to government officers in the executive branch (including the police and the military), and those in the judiciary and the legislature. Our instruments take into account a wide range of possible situations in which corruption, from petty bribery to major kinds of fraud, can occur, including the provision of public services, procurement procedures, and administrative enforcement of environmental, labor, and health and safety regulations, among others.

Security and Fundamental Rights (Factors 3 and 4)

The second principle encompasses two factors:

- » Factor 3: Order and Security
- » Factor 4: Fundamental Rights

Order and Security

The third factor measures how well the society assures the security of persons and property. It encompasses three dimensions: absence of crime⁴; absence of civil conflict, including terrorism and armed conflict; and absence of violence as a socially acceptable means to redress personal grievances.

A few variables from third-party sources have been incorporated into this factor in order to measure structural rule of law situations that may not be captured through general population polls or expert opinion. These include, among others, the number of events and deaths resulting from high-casualty terrorist bombings⁵, the number of battle-related deaths, and the number of casualties resulting from

3 This includes the media, citizen activism, and civic and political organizations.

4 This factor focuses on conventional crime, including homicide, kidnapping, burglary, and theft.

5 Source: Center for Systemic Peace.

“one-sided violence”.⁶ These indicators are proxies for civil conflict (sub-factor 3.2).

Fundamental Rights

The fourth factor measures protection of fundamental human rights. It recognizes that the rule of law must be more than merely a system of rules—that indeed, a system of positive law that fails to respect core human rights guaranteed and established under international law is at best “rule *by* law”, and does not deserve to be called a rule of law system.

Sixty years after its adoption, the Universal Declaration remains the touchstone for determining which rights may be considered fundamental, even as newer rights continue to emerge and gain acceptance. At WJP regional meetings conducted in 2008 and 2009, there was spirited discussion over which rights should be encompassed within the Index. Many urged that the list be confined to civil and political rights, particularly freedom of thought and opinion, which bear an essential relationship to the rule of law itself. Others argued for a broader treatment that would encompass social, economic, and cultural rights.

While the debate may never be fully resolved, it was determined as a practical matter that since there are many other indices that address human rights in all of these dimensions, and as it would be impossible for the Index to assess adherence to the full range of rights, the Index should focus on a relatively modest menu of rights that are firmly established under international law and are most closely related to rule of law concerns. Accordingly, factor 4 covers effective enforcement of laws that ensure equal protection⁷; freedom of thought, religion, and expression; freedom of assembly and association; fundamental labor rights (including the right to collective bargaining, the prohibition of forced and

6 Source: Uppsala Conflict Data Program.

7 The laws can be fair only if they do not make arbitrary or irrational distinctions based on economic or social status—the latter defined to include race, color, ethnic or social origin, caste, nationality, alienage, religion, language, political opinion or affiliation, gender, marital status, sexual orientation or gender identity, age, and disability. It must be acknowledged that for some societies, including some traditional societies, certain of these categories may be problematic. In addition, there may be differences both within and among such societies as to whether a given distinction is arbitrary or irrational. Despite these difficulties, it was determined that only an inclusive list would accord full respect to the principles of equality and non-discrimination embodied in the Universal Declaration and emerging norms of international law.

child labor, and the elimination of discrimination)⁸; the rights to privacy and religion; the right to life and security of the person⁹; and due process of law and the rights of the accused.¹⁰

Open Government and Effective Regulatory Enforcement (Factors 5 and 6)

The third principle includes two factors:

- » Factor 5: Open Government
- » Factor 6: Effective Regulatory Enforcement

Factors 5 and 6 concern the extent to which the process by which the laws are enacted, administered, and enforced is accessible, fair, and efficient.

Factor 5 measures open government, which includes at its core the opportunity to know what the law is and what conduct is permitted and prohibited. This requires that the law be comprehensible and its meaning sufficiently clear, publicized, and explained to the general public in plain language, for them to be able to abide by it. This is one of the most basic preconditions for achieving and maintaining a rule of law society capable of guaranteeing public order, personal security, and fundamental rights.

Open government also encompasses the opportunity to participate in the process by which the laws are made and administered. Among the indicia of participation are: whether people have the right to petition the government; whether proceedings are held with timely notice and are open to the public; and whether drafts of legislation, records of legislative and administrative proceedings, and other kinds of official information are available to the public.

Factor 6 concerns the fair and effective enforcement of administrative regulations. The Index does not

⁸ Sub-factor 4.8 includes the four fundamental principles recognized by the ILO Declaration on Fundamental Principles and Rights at Work of 1998: (1) the freedom of association and the effective recognition of the right to collective bargaining; (2) the elimination of all forms of forced or compulsory labor; (3) the effective abolition of child labor; and (4) the elimination of discrimination in respect of employment and occupation.

⁹ Sub-factor 4.2 concerns police brutality and other abuses—including arbitrary detention, torture and extrajudicial execution—perpetrated by agents of the state against criminal suspects, political dissidents, members of the media, and ordinary people.

¹⁰ This includes the presumption of innocence, illegal detention, abusive treatment of suspects and detainees, access to legal counsel and translators, opportunity to challenge evidence, and prisoners' rights.

measure the presence or absence of particular forms of regulation or examine how much regulation of a particular activity is appropriate. Rather, it seeks to assess how well regulations are implemented and enforced. This includes the absence of improper influence by public officials or private interests; adherence to administrative procedures that are fair, consistent, and predictable; and freedom from government taking of private property without adequate compensation.

Access to Justice (Factors 7, 8, and 9)

The fourth and final principle measures access to justice by means of three factors:

- » Factor 7: Access to Civil Justice
- » Factor 8: Effective Criminal Justice
- » Factor 9: Informal Justice

These factors measure whether ordinary people can peacefully and effectively resolve their grievances in accordance with generally accepted social norms, rather than resorting to violence or self-help.

Access to civil justice requires that the system be affordable, effective, impartial, and culturally competent. Effective criminal justice systems are capable of investigating and adjudicating criminal offences impartially and effectively, while ensuring that the rights of suspects and victims are protected.

Impartiality includes absence of arbitrary or irrational distinctions based on social or economic status, and other forms of bias, as well as decisions that are free of improper influence by public officials or private interests.

Accessibility includes general awareness of available remedies; availability and affordability of legal advice and representation; and absence of excessive or unreasonable fees, procedural hurdles, and other barriers to access to formal dispute resolution systems. Access to justice also requires fair and effective enforcement.

Finally, factor 9 concerns the role played in many countries by “informal” systems of law – including traditional, tribal, and religious courts, as well as community based systems – in resolving disputes.

These systems often play a large role in cultures in which formal legal institutions fail to provide effective remedies for large segments of the population.¹¹

¹¹ Significant effort has been devoted during the last two years to collecting data on informal justice in a dozen countries. Nonetheless, the complexities of these systems and the difficulties of measuring their fairness and effectiveness in a manner that is both systematic and comparable across countries, make assessments extraordinarily challenging. A preliminary overview of informal justice will be included in the *WJP Rule of Law Index 2012*.

Middle East and North Africa (MENA)

Country	Factor 1: Limited Government Powers	Factor 2: Absence of Corruption	Factor 3: Order and Security	Factor 4: Fundamental Rights	Factor 5: Open Government	Factor 6: Regulatory Enforcement	Factor 7: Access to Civil Justice	Factor 8: Effective Criminal Justice
Iran	6/6	4/6	6/6	6/6	4/6	4/6	3/6	4/6
Jordan	3/6	2/6	2/6	4/6	2/6	2/6	2/6	3/6
Lebanon	4/6	5/6	4/6	1/6	6/6	6/6	6/6	5/6
Morocco	5/6	6/6	5/6	5/6	5/6	5/6	5/6	6/6
Tunisia	1/6	3/6	3/6	2/6	3/6	3/6	4/6	2/6
United Arab Emirates	2/6	1/6	1/6	3/6	1/6	1/6	1/6	1/6

Lower Middle Income

Country	Factor 1: Limited Government Powers	Factor 2: Absence of Corruption	Factor 3: Order and Security	Factor 4: Fundamental Rights	Factor 5: Open Government	Factor 6: Regulatory Enforcement	Factor 7: Access to Civil Justice	Factor 8: Effective Criminal Justice
Bolivia	14/17	15/17	13/17	10/17	5/17	13/17	13/17	17/17
Cameroon	16/17	16/17	11/17	14/17	16/17	15/17	15/17	14/17
China	8/17	3/17	2/17	17/17	2/17	9/17	7/17	2/17
El Salvador	5/17	4/17	12/17	3/17	11/17	3/17	4/17	13/17
Guatemala	13/17	9/17	14/17	8/17	7/17	10/17	11/17	10/17
India	2/17	11/17	16/17	4/17	1/17	14/17	8/17	7/17
Indonesia	1/17	10/17	8/17	1/17	3/17	4/17	5/17	3/17
Jordan	7/17	1/17	3/17	13/17	4/17	1/17	1/17	5/17
Morocco	9/17	14/17	6/17	15/17	12/17	11/17	8/17	15/17
Nigeria	11/17	12/17	15/17	12/17	14/17	12/17	2/17	12/17
Pakistan	15/17	17/17	17/17	16/17	17/17	16/17	17/17	16/17
Philippines	4/17	5/17	10/17	6/17	10/17	6/17	14/17	9/17
Senegal	12/17	8/17	7/17	5/17	15/17	7/17	6/17	8/17
Thailand	10/17	2/17	9/17	2/17	9/17	5/17	12/17	1/17
Tunisia	3/17	6/17	5/17	7/17	6/17	2/17	3/17	4/17
Ukraine	17/17	13/17	4/17	9/17	13/17	17/17	16/17	11/17
Vietnam	6/17	7/17	1/17	11/17	8/17	8/17	10/17	6/17

How to Read Your Country Profile

Each country profile presents the featured country's scores for each of the WJP Rule of Law Index's factors and sub-factors, and draws comparisons between the scores of the featured country and the scores of other indexed countries that share regional and income level similarities. All variables used to score each of the eight independent factors are coded and rescaled to range between 0 and 1, where 1 signifies the highest score and 0 signifies the lowest score.

Section 2— Disaggregated Scores

Section 2 displays four graphs that show the country's disaggregated scores for each of the sub-factors that compose the WJP Rule of Law Index. Each graph shows a circle that corresponds to one concept measured by the Index. Each sub-factor is represented by a radius running from the center of the circle to the periphery. The center of each circle corresponds to the lowest possible score for each sub-factor (0.00) and the outer edge of the circle marks the highest possible score for each sub-factor (1.00). Higher scores signify a higher adherence to the rule of law.

The country scores are shown in blue. The graphs also show the average scores of all countries indexed within the region (in green) and all countries indexed with comparable per capita income levels (in red). As a point of reference, the graphs also show the score achieved for each sub-factor by the top performer amongst all 66 countries indexed (in violet).

Colombia

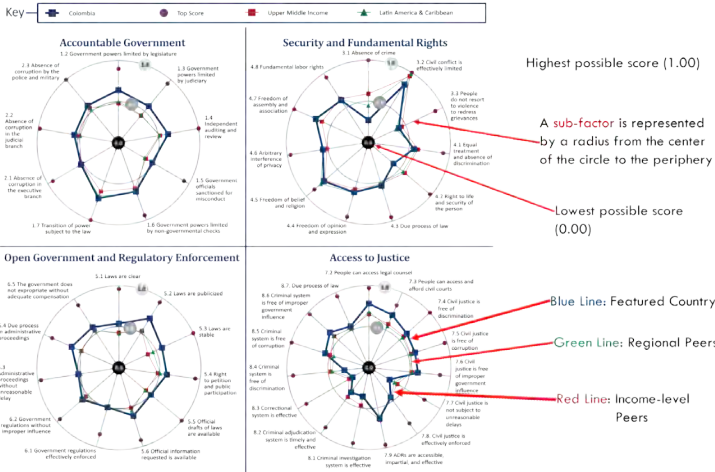
Bogota, Medellin, Cali

1. WJP Rule of Law Index

Income Group	WJP Rule of Law Index Factors	Score	Global Ranking	Regional Ranking	Income Group Ranking
Upper Middle	Factor 1: Limited Government Powers	0.61	27/66	4/12	5/19
Region Latin America & Caribbean	Factor 2: Absence of Corruption	0.56	88/96	9/12	7/18
	Factor 3: Order and Security	0.50	64/66	12/12	13/13
Population 46m (2010)	Factor 4: Fundamental Rights	0.59	82/96	8/12	14/19
	Factor 5: Open Government	0.59	18/66	2/12	2/19
70% Urban	Factor 6: Regulatory Enforcement	0.56	37/66	4/12	4/19
23% in three largest cities	Factor 7: Access to Civil Justice	0.53	29/66	3/12	7/19
	Factor 8: Effective Criminal Justice	0.41	40/66	4/12	14/19

2. Scores for all WJP Rule of Law Index sub-factors

In each graph, a sub-factor is represented by a radius from the center of the circle to the periphery. The center of each circle corresponds to the lowest possible score for each sub-factor (0.00); the outer edge of the circle marks the highest possible score (1.00).



Section 1—Scores for the Rule of Law Factors

The table in Section 1 displays the featured country's aggregate scores and the rankings within its regional and income level groups.

1. WJP Rule of Law Index

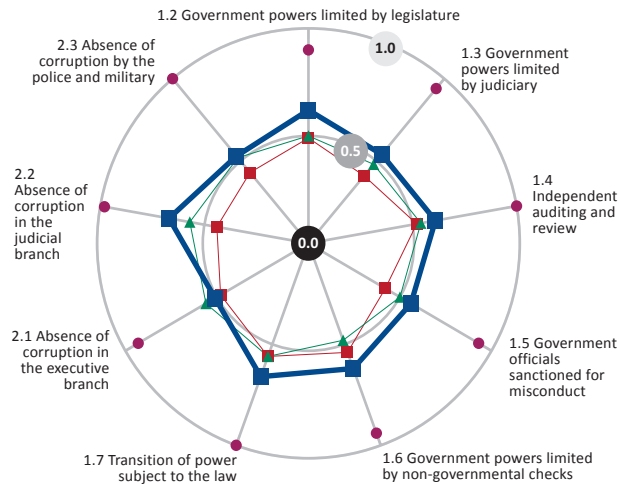
Income	WJP Rule of Law Index Factors	Score	Global Ranking	Regional Ranking	Income Group Ranking
Lower Middle	Factor 1: Limited Government Powers	0.60	28/67	1/6	3/17
Region	Factor 2: Absence of Corruption	0.57	34/67	3/6	6/17
Middle East & North Africa	Factor 3: Order and Security	0.77	31/67	3/6	5/17
Population	Factor 4: Fundamental Rights	0.60	42/67	2/6	7/17
11m (2010)	Factor 5: Open Government	0.45	38/67	3/6	6/17
67% Urban	Factor 6: Regulatory Enforcement	0.60	22/67	3/6	2/17
22% in three largest cities	Factor 7: Access to Civil Justice	0.57	35/67	4/6	3/17
	Factor 8: Effective Criminal Justice	0.56	29/67	2/6	4/17

2. Scores for all WJP Rule of Law Index sub-factors

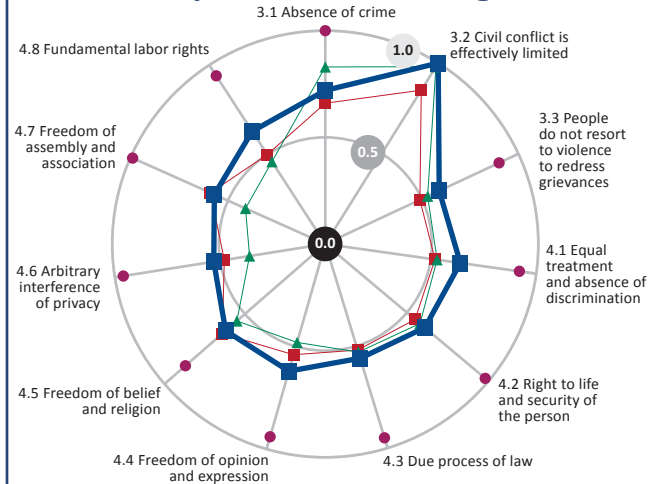
In each graph, a sub-factor is represented by a radius from the center of the circle to the periphery. The center of each circle corresponds to the lowest possible score for each sub-factor (0.00); the outer edge of the circle marks the highest possible score (1.00).

Key — ■ Tunisia ● Top Score ■ Lower Middle Income ▲ Middle East & North Africa

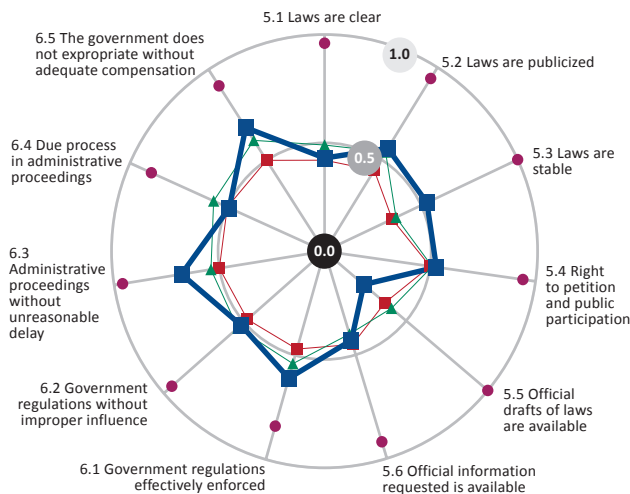
Accountable Government



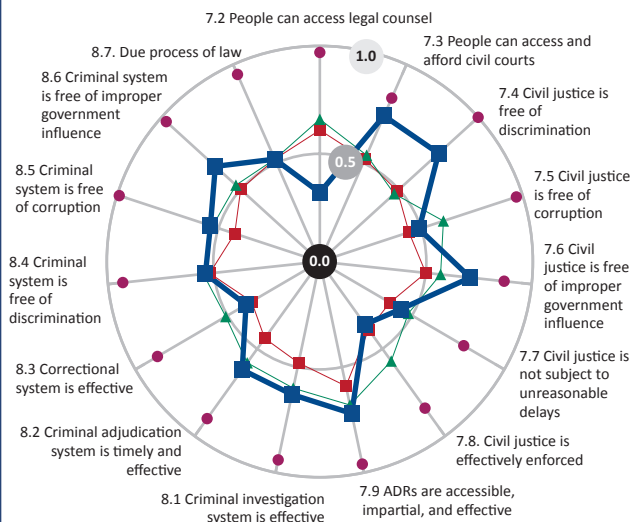
Security and Fundamental Rights



Open Government and Regulatory Enforcement



Access to Justice



About the General Population Poll (GPP)

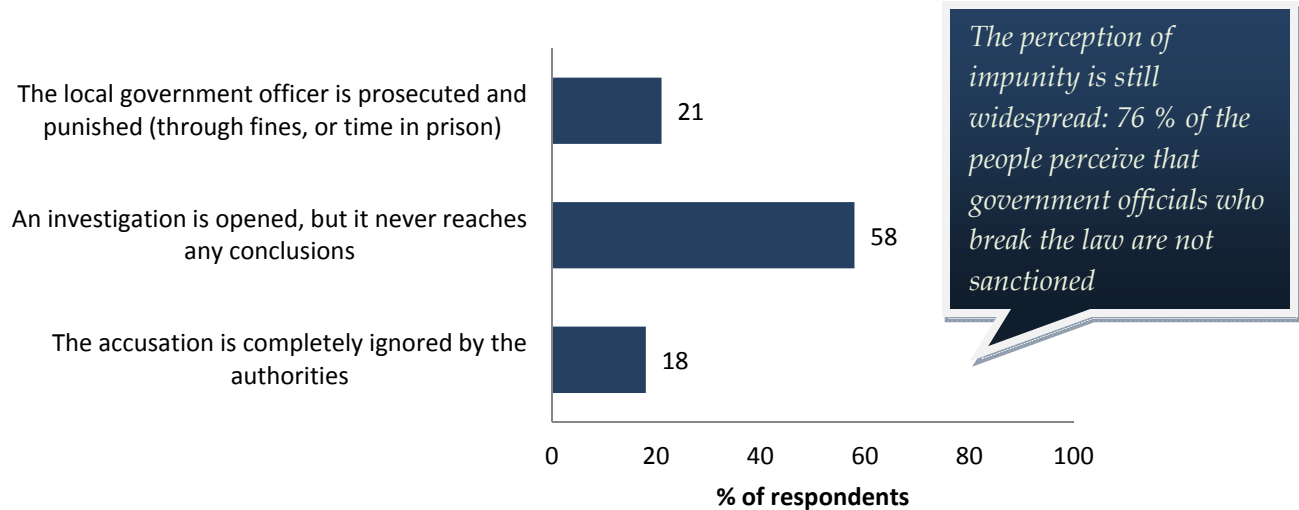
This section presents a series of findings of the WJP general population poll (GPP) in Tunisia. The GPP is designed to gather information on the experiences and the perceptions of ordinary people about their dealings with the government, the police, and the courts; the openness and accountability of the State; the extent of corruption; and the magnitude of common crimes to which the general public is exposed. The findings are organized around the nine factors of the WJP Rule of Law Index.

Data presented in this report was collected and analyzed in the second quarter of 2012. The general population poll (GPP) was carried out on a probability sample of 1,000 respondents drawn from the three largest cities in Tunisia: Tunis, Sfax, and Sousse, and was conducted by leading local polling companies on behalf of the World Justice Project. The questionnaire was translated into French and Arabic, and adapted to common expressions, and administered using Face to Face (F2F) methodology. The questionnaire includes 61 perception-based and experience-based questions. In addition, socio-demographic information was also collected.

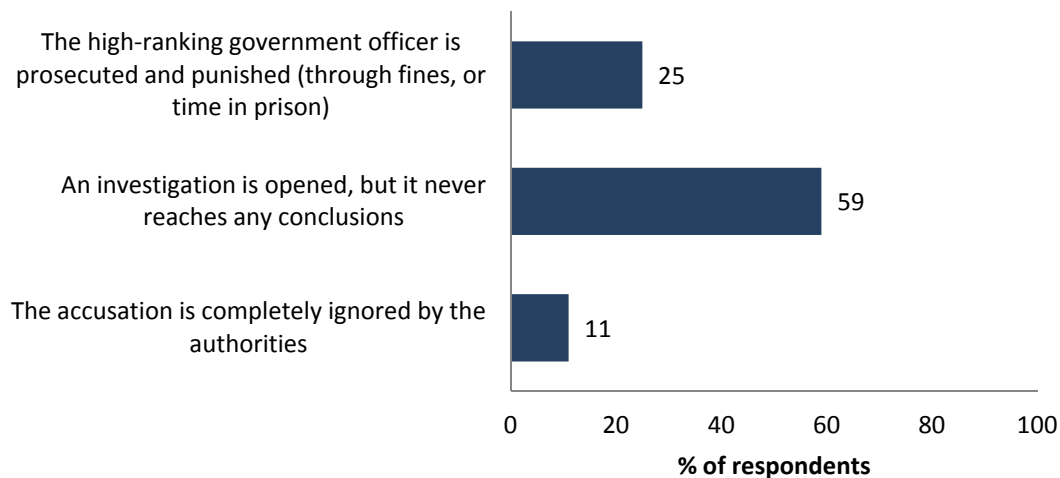
Factor 1: Limited government powers

1.1 The perception of impunity of government officials who break the law is widespread

Assume that, as a result of an audit, a LOCAL government office is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely?



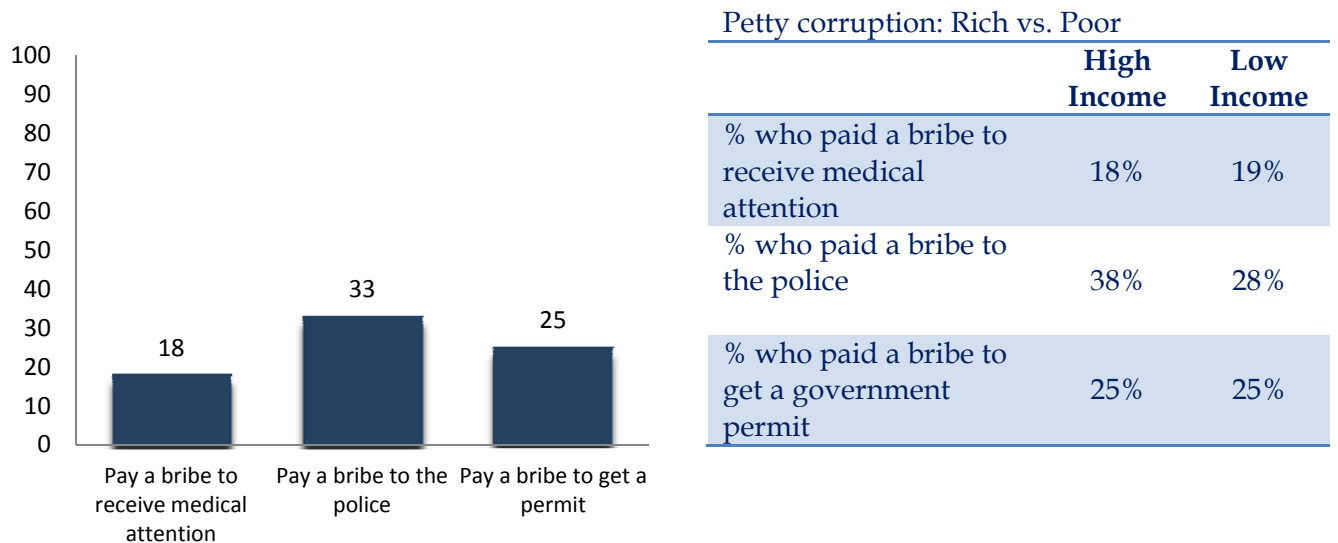
Assume that a *high-ranking* government officer is taking government money for personal benefit. Also assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story. Which one of the following outcomes is most likely?



Factor 2: Absence of corruption

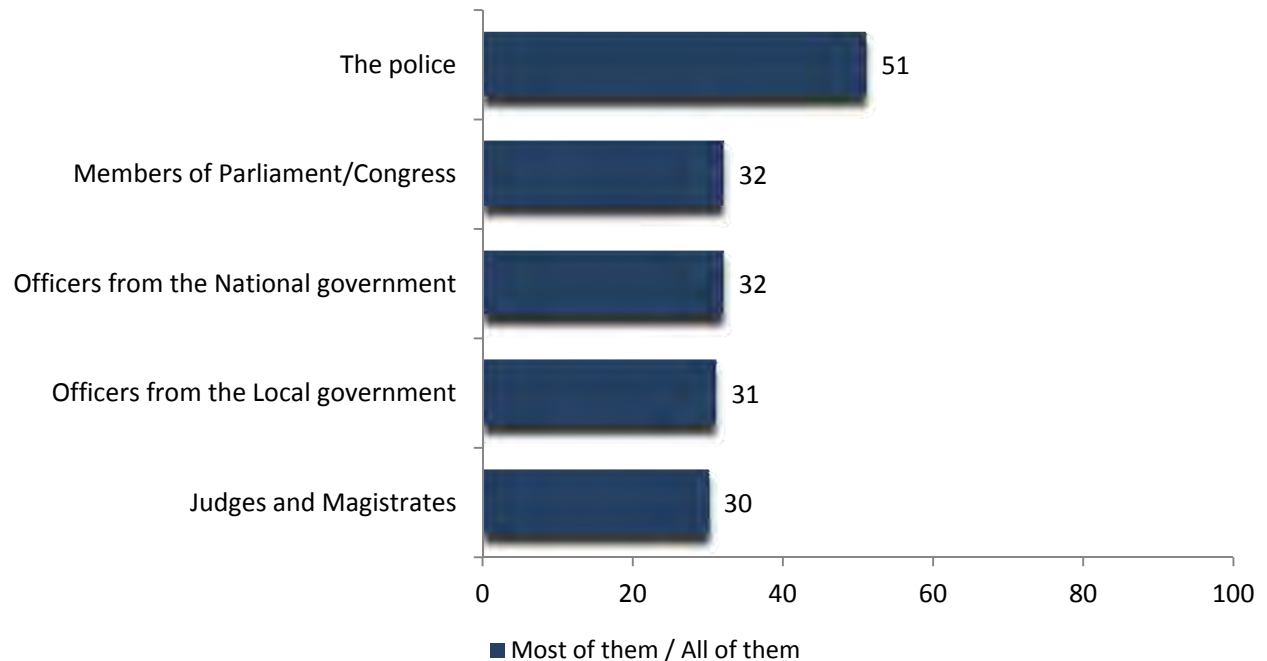
2.1 Bribery is still prevalent and affects the rich and the poor almost equally

% of respondents who interacted with an authority and had to pay a bribe



2.2 Corruption: Police top of the list

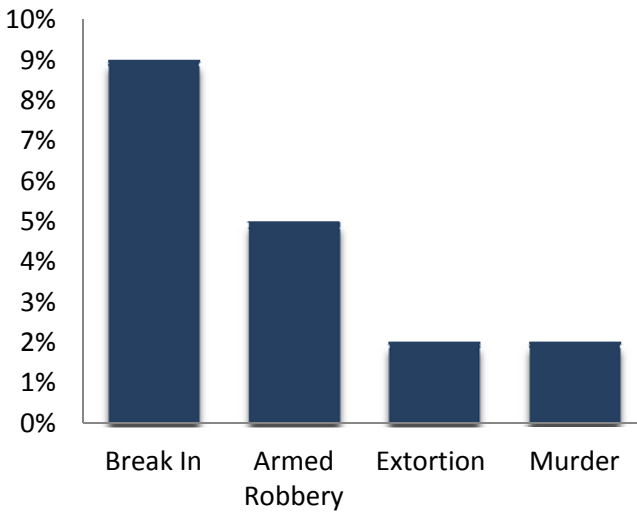
How many of the following people in Tunisia do you think are involved in corrupt practices?



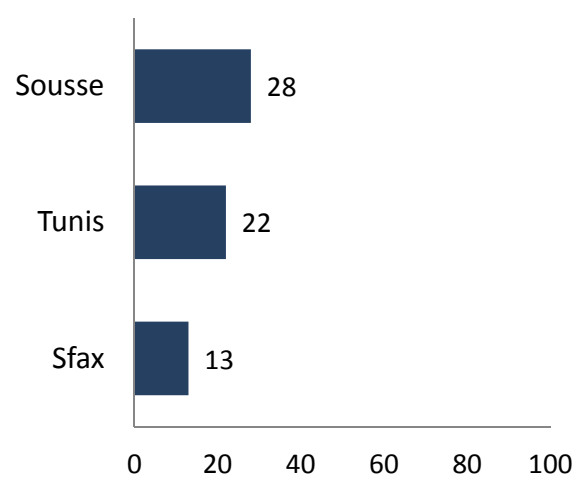
Factor 3: Order and Security

3.1 Crime rates are lower than in other middle-income countries

% of respondents who were victimized

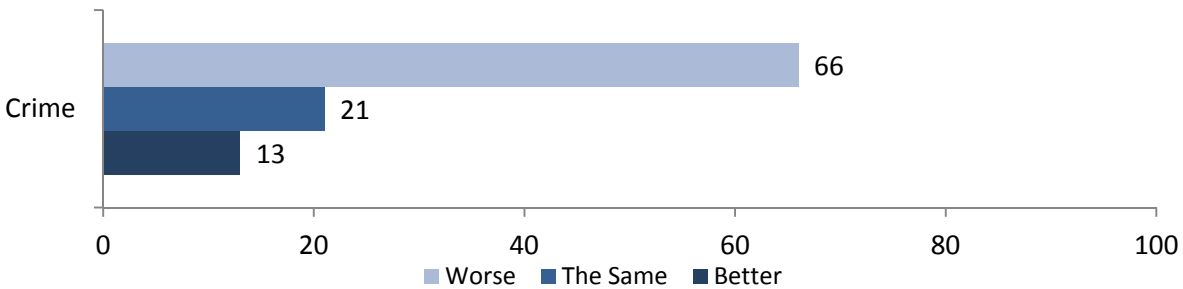


% of respondents who feel "unsafe" or "very unsafe"

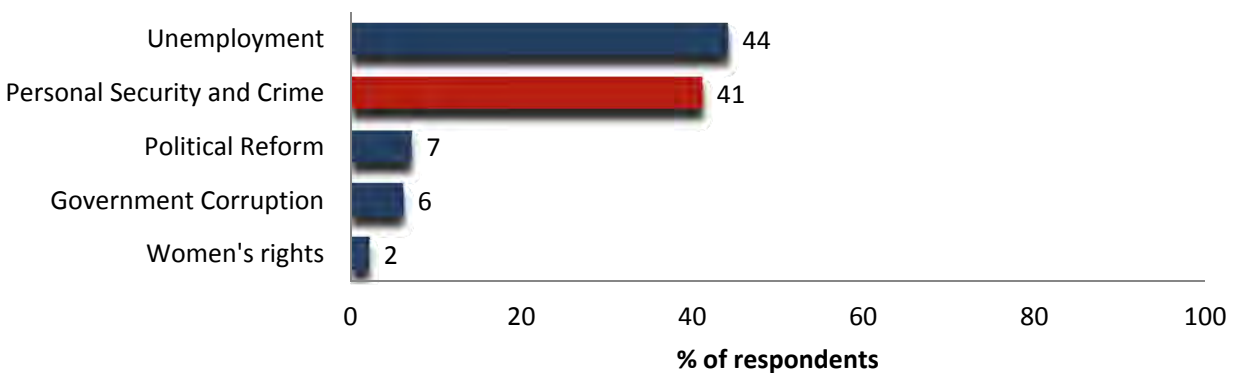


3.2 But security is a rising concern

Compared to the situation before the revolution, would you say crime is getting better or worse?



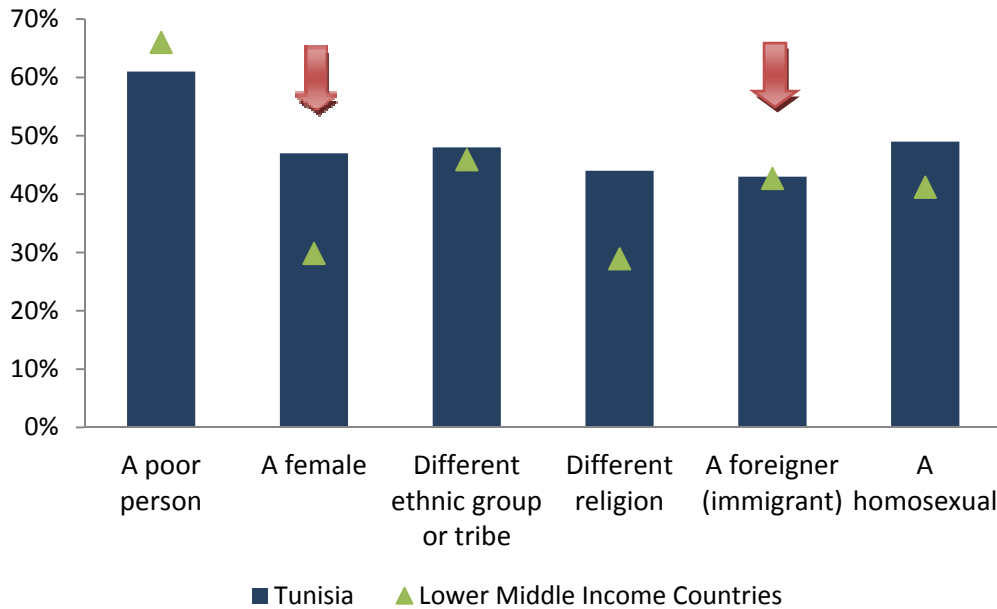
Please think about Tunisia's current situation. Now, look at this card and tell me which of the following issues should be the **first priority** for the government to address?



Factor 4: Fundamental rights

4.1 Discrimination against women and religious minorities remains an area of concern

Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is:



Only 26% of the people in Tunisia think that discrimination has diminished relative to the situation before the revolution, 34% think that it has increased, and 38% think that it has not changed.

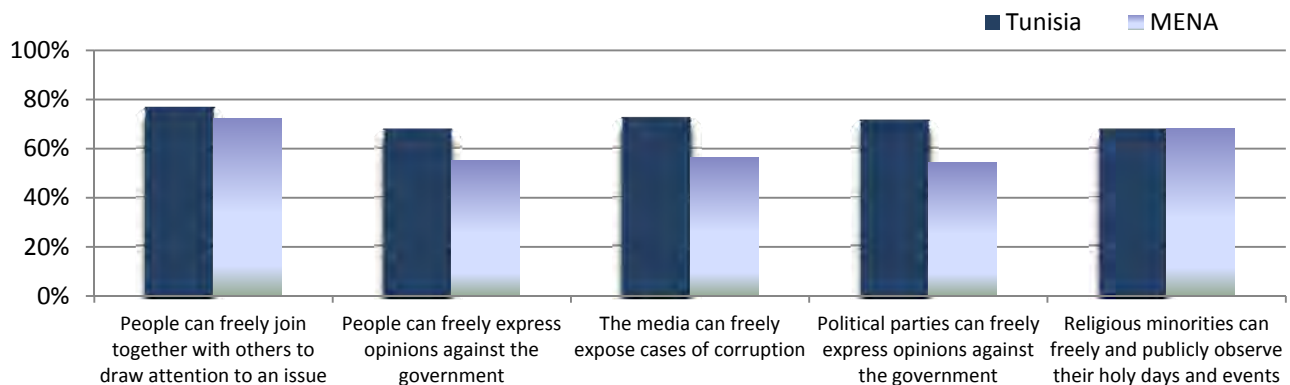
4.2 Abuse by the police has diminished, but it is still significant

32% of the people in Tunisia think that the situation in terms of violations of human rights has improved, 37% think that it has not changed and 28% think that it has worsened.

In the last 3 years, have you or someone in your household, been subjected to physical abuse by the police or the military?

	% Yes
UAE	1.3%
Tunisia	5.0%
Lebanon	5.3%
Iran	17.1%
Lower middle income	4.2%

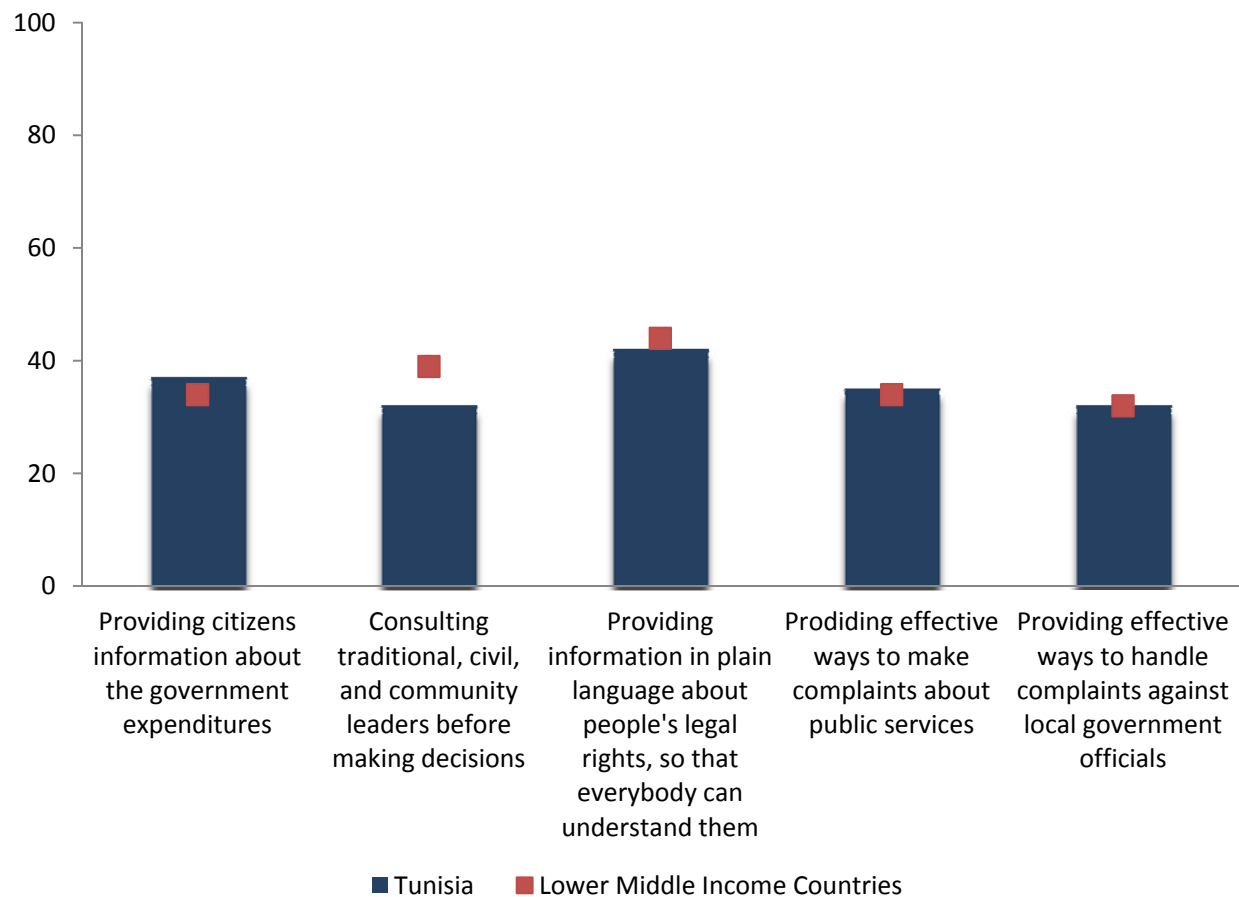
4.3 Freedom of opinion and expression in Tunisia in comparison to other MENA countries



Factor 5: Open government

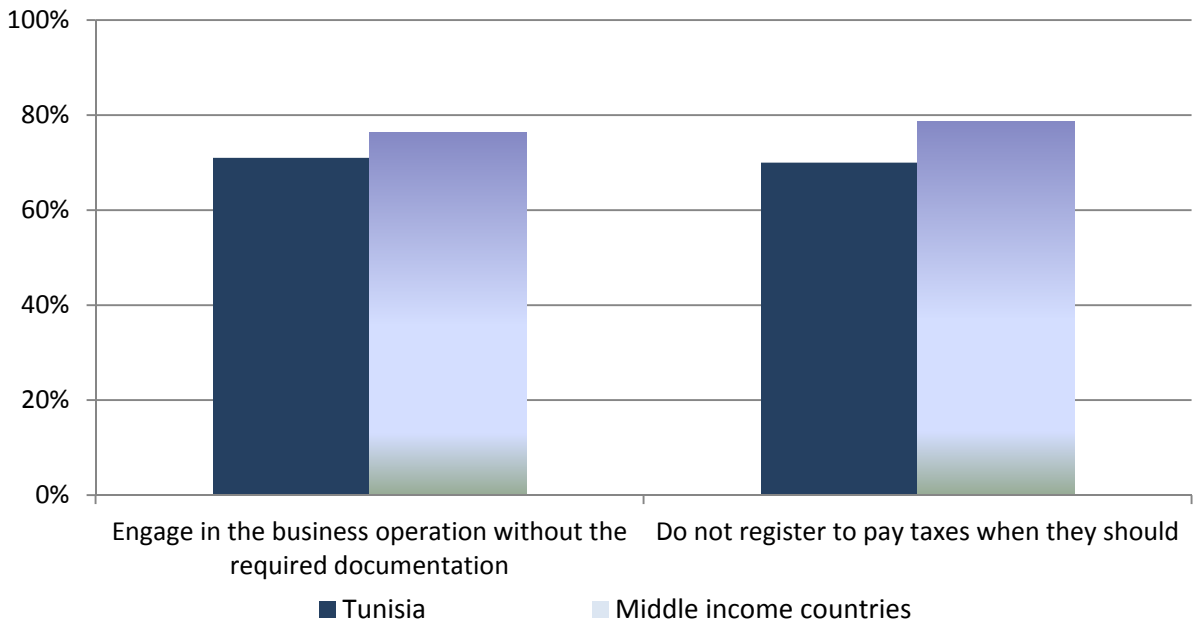
Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District Administration) is performing in the following procedures?

% of people who answered "very well" or "fairly well"

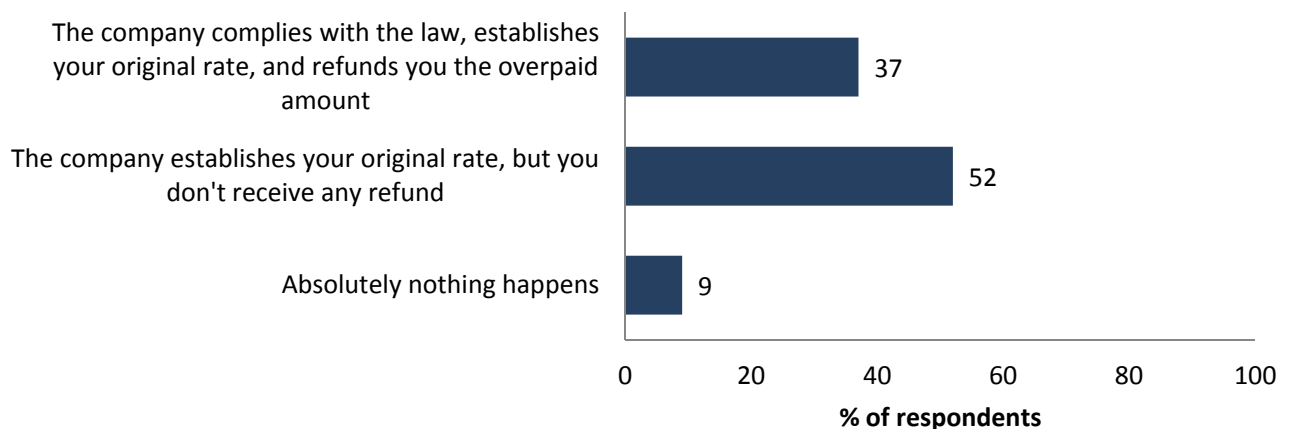


Factor 6: Regulatory enforcement

6.1 There is room for improvement in the enforcement of regulations



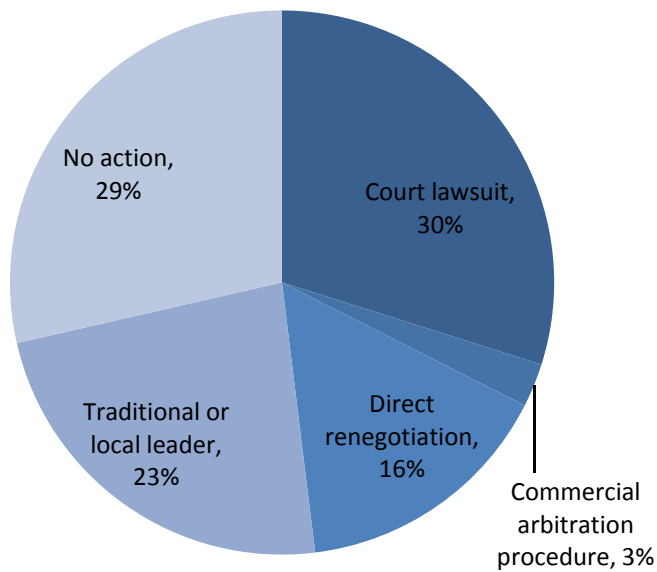
Question: Assume that one day the electricity-service-provider charges you a rate that exceeds the amount established in your contract. After complaining to the company, a company representative tells you that there had been a mistake, but assures you that the issue has been resolved. Still, in order to avoid disconnection, the representative advises you to pay the “wrong” amount and get a reimbursement of the overcharge, which you do. The next month, you receive another bill with the wrong higher rate, and no reimbursement for the previous overcharge. You file a complaint with the National Consumer Protection Agency. Which of the following outcomes is most likely?



Factor 7: Access to Civil Justice

7.1 Mechanisms used to enforce a contract or to recover a debt (court vs. other)

% of respondents having experienced a conflict involving a contract or debt in the last 3 years



One out of two people who go to court **do not** receive legal assistance

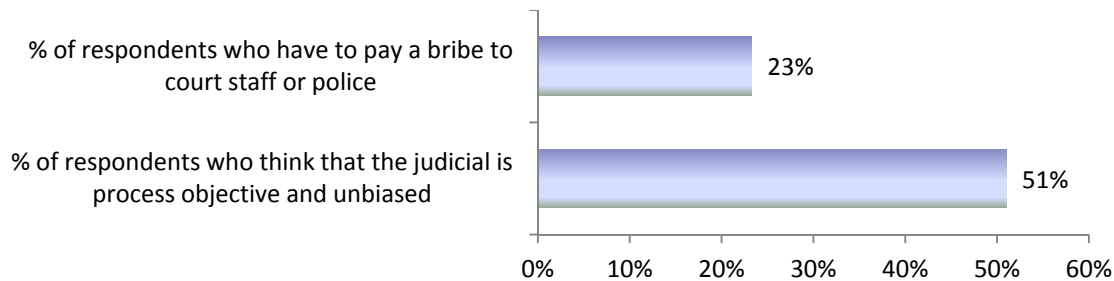


Reasons for not receiving legal assistance

- 15 % do not know who to call*
- 48 % cannot afford a lawyer*
- 19 % because of language or cultural problems*
- 18 % because of other reasons*

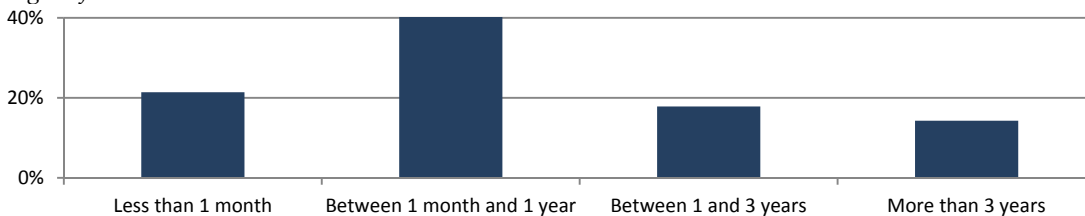
7.2 Is the process free of bias and improper influence?

Respondents who went to court

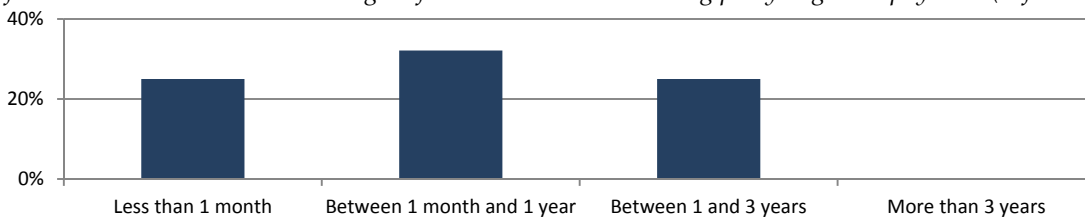


7.3 Efficiency of the process

Length of time it takes the court to resolve a case



After the decision was reached: Length of time it takes to the winning party to get the payment (enforce the contract)



Factor 8: Effective criminal justice

8.1 Conviction rates in Tunisia are higher than in other middle income countries



In Tunisia, out of 100 burglary incidents, 20 perpetrators are caught, and 15 are convicted. These conviction rates are higher than the equivalent rates in other middle income countries (15 and 10 percent, respectively)

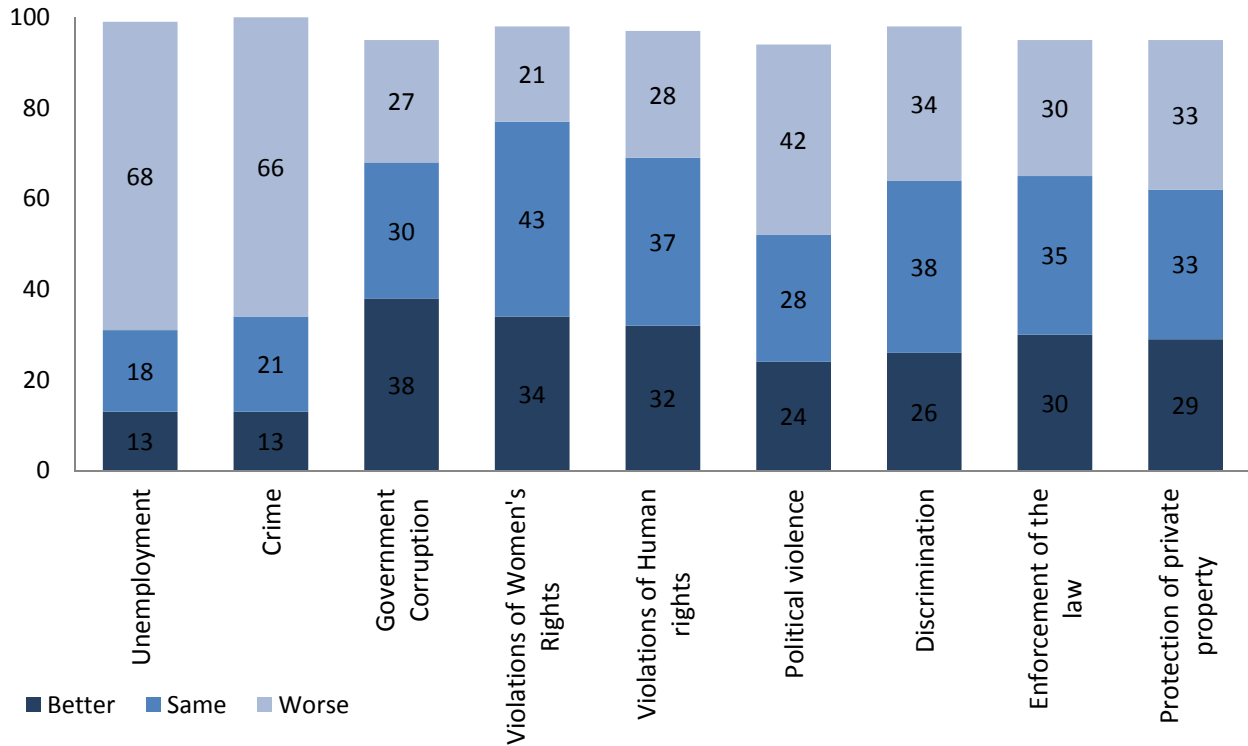
8.2 However, challenges remain in many areas of the criminal justice system



Tunisia after the revolution:

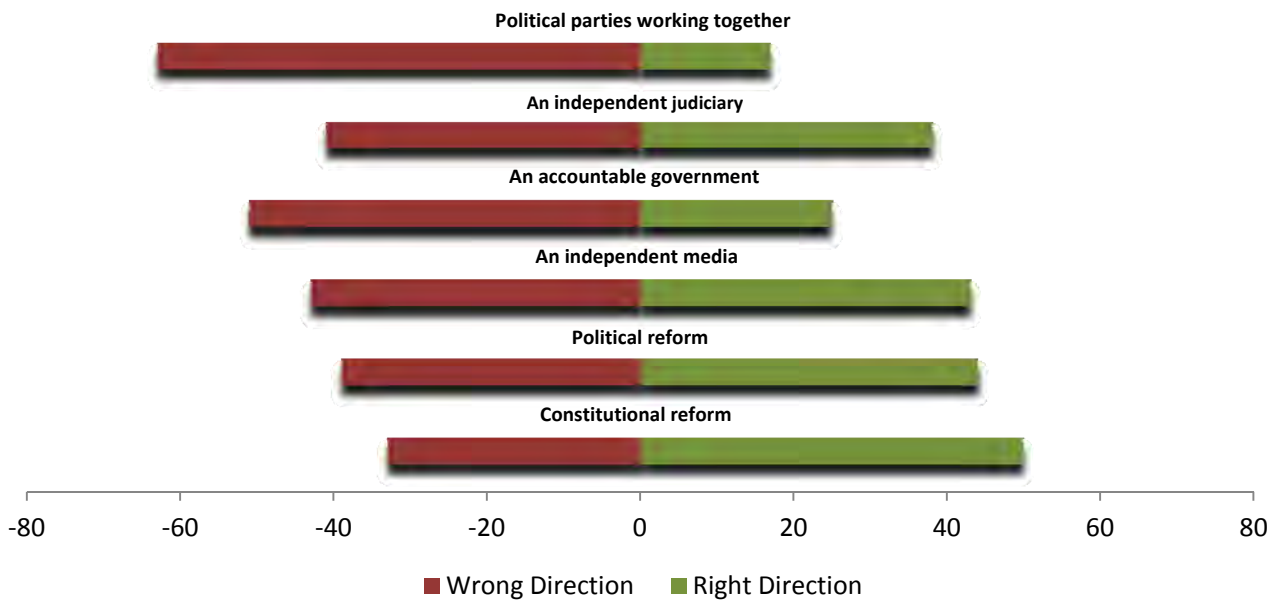
1. Comparison with respect to the situation before the revolution

Compared to the situation before the revolution, would you say that the following issues in Tunisia are better, the same or worse?



2. Right or wrong direction?

For each issue, please tell me whether you feel that in Tunisia the matter is moving in the right direction or in the wrong direction?



3. Representation in the Constitutional Assembly

How would you say the interests of the following groups of people are being represented by the Constituent Assembly?

	% of respondents who answered "not very well" or "not well at all"
Rich people	27%
Poor people	56%
Women	41%
People from urban centers like Tunis, Sfax and Kairouan	39%
People from rural areas like Tatouine, Tozeur and Kasserine	53%
Young people	51%
Unemployed people	60%
Islamists	28%
Secularists	32%