

**Community Tools Against Corruption**

**Vision and requirements.**

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# 1 Background

The problem of corruption is recognized as one of the biggest challenges in any country. It is also regarded as something abstract and distant from everyday lives of citizens, who do not relate to corruption and neither see it affecting their welfare and quality of life. One of the reasons is the limited awareness and understanding of its ramifications and effects. An effective call to action against corruption is based on the gradual education, raising awareness and mobilizing people in condemning corruption to a larger scale and extent.

The **Community Tools Against Corruption (CTAC)** was initially implemented by the e-Governance Academy Foundation (eGA, Estonia) and Center for Policies and Reforms (CPR, Moldova) with the support of and the Estonian Ministry of Foreign Affairs from the funds of development cooperation and humanitarian aid, the Soros-Moldova Foundation and the Open Society Foundations. The general aim of the project was to make the society in Moldova more aware of corruption at all levels and more active in confronting it by educating, engaging and empowering the population to act against corruption through the use of ICT tools*.* To

that end, **the anti-corruption interactive web platform** was developed. It provide

information about different aspect of corruption, will enable the users to advance their knowledge on corruption from different perspectives and will provide the users with the opportunity to report corruption-prone procedures and everyday life situations.

The instance of CTAC platform is implemented in Moldova (<https://faracoruptie.md/> ). In other countries and areas the platform may be reused with some adjustments.

# 2 Objectives of the platform

The platform has following objectives:

* **The educative objective.** The platform provide the general information about different forms of corruption and enable the citizens to advance their knowledge on corruption.
* **The mobilizing objective.** The platform mobilize the online community who contribute to crowdsourcing descriptions of situations favourable for corruption.
* **The advocating objective.** The platform provide the space for dissemination of advocacy activities.
* **The community-building objective. T**he platform enable a user to join the community of people interested in anticorruption activities and to receive the information related to this area.

# 3 Scope of work

The platform enables to achieve the objectives described above and to perform functionalities explained below.

## 3.1 Homepage

The homepage display in a striking manner (i.e. drawing user’s attention to) the following four press buttons: ***“LEARN”, “TEST“, “REPORT“, “BE INVOLVED****“* (NB! the titles are subject to change). These press buttons lead to the main modules of the platform, described below. In addition to this, the homepage display:

* newsfeed and news archive about advocacy activities;
* project- and platform-related information with logos of partners (in template eGA and CPR) and funding institutions (in template OSI and MFA of Estonia);
* brief statistics on reporting visualized graphically;
* the links to social media of instance owner (FB, twitter etc.);
* contacts of instance owner;
* instance owner newsletter subscribe box

The homepage concise and not overloaded with information. It guide the user to the main modules.

*Adjustments for new locations:*

* The design of instance homepage needs adjustments from owner of instance.
* All pages should follow the same style.
* The structure and description of the newsfeed.
* The adjustment of presentation of statistics (graphical visualization).
* The platform tools for administrators can be used to change elements of homepage and tools for administration of newsfeed.

## 3.2 Educative module

### 3.2.1 LEARN page

After pressing the button *“****LEARN****”* on the homepage the user is directed to ***the LEARN page*** with general descriptive texts about different categories of corruption. Different categories of corruption are displayed after opening ***the LEARN page***. Every category has a descriptive text (text area incl. opportunity for multimedia). The descriptive texts are meant for advancing the user’s knowledge on the essence of concrete category of corruption and its legal consequences. Initial list of categories (up to 10 categories):

● category 1;

* + descriptive text 1

● category 2;

* + descriptive text 2
* …

On the LEARN page the user should notice the opportunity to test his or her knowledge on corruption. The button “**HERE** in the text **“Do you recognize corruption? Test yourself HERE”** played.” leads to ***the TEST page***.

***The LEARN page*** promote other pages, i.e. by using buttons “***REPORT***” and ***“BE ENGAGED”*** .

The owner of new instance will prepare the list of categories and descriptive texts.

Platform includes tools for administrators to generate and edit any piece of content.

*Tasks of the owner of new instance:*

* The initial content of ***the LEARN page*** will be prepared by the owner of instance.
* The design of ***the LEARN page*** will be prepared by the Contractor and will get approval from the Customer.

### 3.2.2 TEST page

After pressing the button, *“****TEST****”* on the homepage or on other pages the user is directed to ***the TEST page*** with a questionnaire that has to enable the user to advance his or her knowledge on different aspects of corruption. It has to provide the respondent with the possibility to select one answer from two options as a response to a question or dilemma concerning corruption. Depending on the concrete answer, the user is given an explanation, whether the chosen pattern of behaviour is recommended or not and what is the reason.

The ***TEST page*** starts with the explanation of the purpose of the questionnaire (textual, up to 1000 symbols). The press button “START” is visible; this leads to the first question. The question, the answer and the explanation are text areas, but should also include possibility to add pictures, videos, and hyperlinks. Maximum length of the question is up to 1000 symbols. Maximum length of the description of every possible answer is 256 symbols. Maximum length of description of every explanation is 1000 symbols. Maximum number of possible answers for a concrete question is two. Maximum number of questions in total - 10, of answers - 20, of explanations - 20. After selecting the preferred answer, the press button “NEXT” is displayed.

When all questions are answered following information is displayed: the text, which thanks the user for taking the test; the percentage of correct answers of a concrete user; depending on the

percentage/number of correct answers the advice for further activities (text area); an invitation to join community *(*button leading to ***the BE INVOLVED page****)*; to report *(*button leading to ***the REPORT page****)* and to learn more about the corruption (button leading to ***the LEARN page***). The user also has the opportunity to share his or her TEST result on social media.

Platform include tools for administrators to generate and edit any piece of content. The questions, the answers and explanations configured by the administrator. The administrator is able to see the statistics of the answers to the questions (in order to analyse the results, for instance, which question gathered most correct or wrong answers).

Statistics contain the following fields:

● Range number of concrete user (generated by platform)

● Date

● Number of correct answers per concrete user

● All answers of all questions of concrete user

● Total number of users

All statistics archived. It is possible to start gathering statistics from scratch (for example after changing of questions). The platform includes the tool for downloading statistics in CSV and XML format for processing data with external tools.

*Tasks of the owner of instance:*

* The owner of instance will prepare the initial content of the TEST page.

The owner of instance will prepare the design of the TEST page.

## 3.3 Reporting module

### 3.3.1 REPORT page

After pressing the button “***REPORT***” on the homepage the user is directed to ***the REPORT page****.*

***The REPORT page*** aims at providing the user with the opportunity to report corruption-prone situations and procedures.

The explanatory text about the conditions of reporting visible on ***the REPORT page***. In addition, the good code of conduct is displayed (text area).

The reporting template appears on ***the REPORT page*** with a text **“Do you know a corruption case?”** (text is subject to change). The user selects answers from the dropdown menus of the template that are predefined and inserts the required text into the blank fields. The template should not overburden the user, but at the same time should provide enough information for statistics.

The template for the user contains the following fields:

● Title (mandatory for the user)

● Institution (mandatory for the user)  
User is inserting the name of the institution and automatic suggestion from the list. If the institution is not suggested, the user can type the new one. The new institutions are added to the list of existing institutions.  
If the institution indicated has subdivisions, following fields appear additionally:

* + the field for indicating a subdivision (with a dropdown menu)
  + the field for indicating the type of procedure (with a dropdown menu)

● Type of problem with a dropdown menu (optional for the user)

● Description of the report (1000 symbols) (mandatory for the user)

● Upload a file - photo, pdf, videos, audios, links (optional for the user)

List of institutions, subdivisions, types of procedure and types of problem provided by the owner of instance.

Users can report anonymously, but can also insert his or her name (optional) and leave his or her contact details after submission of the report (optional, see details below).

After submitting the report (pressing the button “***REPORT***”), the text thanking the user for the input and further instructions on what happens with report are displayed (text area). In addition, on the same page the user is asked, whether he or she wishes to leave contact details (name and e-mail) in order for administrators of the platform to be able to contact the user in case of additional questions. The fields for inserting the name and the e-mail are displayed below the question. The user that provided the e-mail as a further contact regarding the report gets an automatic notification, when the report has been approved by the moderator and is publicly available on the platform. The link to the report on the platform is provided in the notification text. In addition, the second question is displayed asking whether the user is interested in the news regarding corruption. The link is provided that leads to ***the BE ENGAGED*** page.

Users’ reports are publicly displayed on ***the REPORT page*** only after moderation by the administrator. Public reports can be shared to social media, where further commenting and discussion takes place. The Customer will specify types of social media.

***The REPORT page*** also displays the statistics on the submitted reports: per institution, per problem, per procedure.

Platform include tools for archiving reports. The database of reports is created.

Statistics for every report include the following data:

● Range number of concrete user (generated by platform)

● Date

● Name (if exists) or anonymous

● E-mail (if exists)

● IP address

● Institution

● Subdivision (if exists)

● Type of procedure (if exists)

● Type of problem (if exists)

● Title of the report

● Text of the report

● Text after editing by administrators

Press buttons “***LEARN***” “***TEST***” and ***“BE ENGAGED”*** are visible on this page.

Platform includes tools for administrators to generate and edit any piece of content.

All reports archived. It has to be possible to start gathering REPORT statistics from scratch (for example, after changing of structure of report). The platform include the tool for downloading REPORT statistics in CSV and XML format for processing data with external tools.

*Tasks of the owner of instance:*

* The initial content of ***the REPORT page*** (incl. the lists of institutions, subdivisions, types of procedure and types of problem) will be provided by the owner of instance.
* The owner of instance will prepare the design of the REPORT page.
* The presentation of statistics (graphical visualization) of ***the REPORT page*** can be adjusted

## 3.4 Community-building module

### 3.4.1 BE INVOLVED page

After pressing the button “***BE INVOLVED***” on the homepage and on other pages the user is directed to ***the BE INVOLVED page****,* where the introductory text about the aim of the community, the opportunities to contribute to anti-corruption activities is displayed (events, actions, information letters). The page should also enable to upload videos.

The note on the usage of personal data protection is displayed.

The registration template should contain the following fields:

● Name (mandatory)

● Email (mandatory)

● Phone (optional)

● link to FB account (optional)

Platform will gather following data about involved persons:

● Name (mandatory)

● e-mail (mandatory)

● phone

● link to FB account

● date of involvement

● date of leaving

● reason of leaving

After registration, the user will receive the e-mail confirmation.

The unsubscription from the list is available.

*Tasks of the owner of instance:*

* The initial content of ***the BE ENGAGED page*** will be prepared by the owner of instance.
* The design of ***the BE ENGAGED page*** will prepared by the owner of instance.
* Alternative methods for unsubscription from the list and collection of feedback regarding the reasons of leaving the list will be prepared by the owner of instance.

## 3.5 Administration of the platform

Platform includes the environment for administrators. This environment and tools will open for them after login. Owner of instance will develop design and structure of administrator’s environment. Administration manual will prepared by owner of instance.

The role of the administrator is to manage the information provision on the platform, to configure all modules (incl. to manage and edit reports), detect abuses, block spammers, analyse and display statistics. More detailed description of administration tasks is provided above per each functionality.

*Tasks of the owner of instance:*

* The detailed description of the back-end is expected from the owner of instance.

## 3.6 Multilingualism

Platform shall support multilingualism. The list of supported languages will be specified in the configuration of platform. For every supported language exists corresponding language file, which translates all interface elements. The initial supported languages are: RO, EN, and RU. Owner will define the initial content of the platform. The owner will prepare translations.

## 3.7 User groups. Authentication and authorization

Platform supports two types of users:

● **Anonymous users** may use platform without procedure of login

● **Administrators** of platform are involved users whom is granted the right for administration of the platform.

## 3.8 Technical requirements

Platform is built on the open source software products and open standards. For implementing, managing and using the platform there is no need for obtaining any additional commercial products or tools. Platform may implemented by using open source operating systems.

Any browser (including browsers of mobile devices) can be used.

Web platform is mobile friendly, and be compatible with all mobile devices.

## 3.9 Additional features

Platform has to be user-friendly, available for users with disabilities (minimum WCAG 2.0 AA level), connected to Google Analytics, Facebook Pixel and Mailchimp or similar alternatives.

Software and documentation published in eGA GitHub.

# 4 Licenses

The platform will be developed based on an open-source software European Union Public License EUPL 1.2. To view a copy of this license, visit:

<https://joinup.ec.europa.eu/sites/default/files/custom-page/attachment/eupl_v1.2_en.pdf>

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# 5 Intellectual property rights

Copyright for the developed platform as the result of performing the project shall belong to eGA and CPR.

# 6 Collection of personal data

All data collected and stored regarding case studies, real life examples that include real people and actual situations must be handled with care and under confidentiality clause. All user-related collected personal data must be handled, stored and processed as required by the legislative acts.