



Twinning Project “Implementation of the best European practices
with the aim of strengthening the institutional capacity of the
Apparatus of the Ukrainian Parliament Commissioner for Human
Rights to protect human rights and freedoms (Apparatus)”
No. EuropeAid/137673/DD/ACT/UA

Activity 2.2.3. Drafting recommendations as regards increasing the efficiency of the activities of the ombudsperson on elimination of detected human rights violations, control procedures over fulfilment of ombudsperson’s recommendations, response to the Ombudsperson’s acts of submission on elimination of detected human rights violations

Title of Document	Data management as a tool for increasing the effectiveness of recommendations of the Parliamentary Commissioner for Human rights in eliminating detected human rights violations
Short description of document	Many activities of the Commissioner for Human Rights are key in achieving the elimination of human rights violations. This report analyzes which data is already collected and systematized and which data could be collected in the future with a view to which information helps to tailor recommendations to the respective contexts and to enable effective follow-up on recommendations (i.e. making recommendations more effective).
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Data management as a tool for increasing the effectiveness of recommendations of the Parliamentary Commissioner for Human rights in eliminating detected human rights violations

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1. Introduction

Recommendations based on individual appeals aim at remedying human rights violations and at preventing future human rights violations. It is essential for ombud institutions to reassure themselves that the recommendations have been implemented and that they have achieved the desired outcome. This approach ensures that the same or similar kind of human rights violation experienced by the applicant will not be suffered by anybody else in a similar situation. It is key for an ombud institution to learn what kind of recommendations result in successfully remedying and sustainably preventing human rights violations by drawing on their experiences from handling and investigating individual appeals.¹ Therefore, data entered into the appeals data base, which was established in 2003, should support the Commissioner for Human Rights in learning and hence constantly improving the effectiveness of the recommendations.

However, remedying and preventing human rights violations are not restricted to recommendations based on individual appeals, but can also be achieved by systemic recommendations issued e.g. based on ex officio investigations, by the Commissioner's involvement in judicial procedures and by awareness raising activities going beyond individual appeals. The data bases currently in use by the Commissioner for Human Rights allow for collecting data on individual appeals and on information requests.

Various activities of the Commissioner for Human Rights are key in achieving the elimination of human rights violations, data already collected on these activities and data that could be collected in the future should be analyzed with a view to which information helps to draft effective recommendations, communicate with applicants, addressees and other relevant stakeholders in tailoring recommendations to the respective contexts and to enable effective follow-up on recommendations. This paper follows the estimation of the Ombudsman of Ontario, who indicated that “[t]he process of getting recommendations accepted begins before they are even presented”.² That is why it looks into all the phases of activities of the Commissioner for Human Rights resulting in recommendations and connected to promoting and making recommendations more visible.

2. Legal basis for management of paperwork related to appeals

The handling and processing of the paperwork related to appeals submitted by citizens is regulated by para 13 of the Law on Applications of Citizens, which stipulates that paperwork is to be managed according to the guidelines established by the Cabinet of Ministers of the Ukraine (348/14.04.1997 last amended by 48/03.02.2016).

The paperwork on appeals is to be conducted separately from other types of case management and relies on specifically appointed officials or a division of the official apparatus. The guidelines contain a detailed description of what kind of information shall be collected on appeals and entered into the computer:

¹ Cp. International Ombudsman Institute (2017) Circulation Draft: Securing Effective Change: How to Make Recommendations that Bring About Sustainable Improvement to Public Administration, IOI Best Practice Paper – Issue 2 – August 2017, available at: <http://www.theioi.org/ioi-news/current-news/reminder-best-practice-paper-on-securing-effective-change>, p.3.

² Cp. International Ombudsman Institute (2017) Circulation Draft: Securing Effective Change: How to Make Recommendations that Bring About Sustainable Improvement to Public Administration, IOI Best Practice Paper – Issue 2 – August 2017, available at: <http://www.theioi.org/ioi-news/current-news/reminder-best-practice-paper-on-securing-effective-change>, p.4.

- date of receiving the appeal;
- surname, name, patronymic, category (social status) of the applicant;
- from where the appeal was received, date, index, control;
- issues raised in the appeal – brief, indexes;
- content and date of resolution, surname of the author, performer, term of execution;
- date of submission, index and contents of the document, decisions taken, date of withdrawal from the control;
- number of the case on the range.

The elements may be supplemented as necessary (the receipt by the executor in obtaining the document, the progress of execution, etc.). When registration of appeals is automated the order of the elements can be determined by the respective organization.

Although the Law on Applications of Citizens stipulates the rights and duties of people submitting appeals to public institutions, the Commissioner for Human Rights should inform applicants that data provided in their appeals is registered in a data base.

Good practice example of how to explain the use of personal information in an easily accessible way

By personal information we mean information that is about identifiable living individuals. A complaint will include a considerable amount of information about a person such as their name, age, workplace or former workplace, and possibly their financial affairs and medical history.

During an investigation other people will probably give us additional information about the person making the complaint.

We use this information to help us reach a decision about a complaint, and we may need to share it with other individuals or organisations connected to the case.

By law, we also have the power to share information about a complaint with a small number of other organisations, if we think it necessary in helping them carry out their own functions, but we will always consider this carefully before doing so.

Source: <https://www.pensions-ombudsman.org.uk/our-process/privacy-and-personal-information/how-we-use-personal-information/>

☒ **Recommendation 1:** Consider informing the applicants that personal data related to their appeals is collected and stored in a data base. The information could be provided to each applicant when replying to her/his appeal and it could also be put on the website of the Commissioner for Human Rights. This information should be provided in an easily accessible language.

3. Possible functions of a data base

Data bases are tools allowing for the organizing and storing of documents and files related to the activities of an organization. They provide for a systematization of data collection and enable the creation, retrieval, updating and managing of data.

The **appeals data base** of the Ukrainian Parliament Commissioner for Human Rights was described as a **source of information**, an **educational tool** and a **control instrument**. The current data base provides for a solid basis of data covering the stakeholders of an appeal at the individual level as well as organizational, procedural and outcome related aspects in the context of processing of appeals.

The following elements support the **control function** of the data base:

- date when the instruction on how to proceed with the appeal was issued,
- indication of who issued the instruction to handle the appeal,
- identification of who received the instruction,
- availability of the instruction itself,
- indication of the name of the executor (i.e. the person handling the appeal) and the department s/he belongs to,
- the option to enter two co-executors and the departments they are associated with,
- options for indicating whether the control in the context of handling an appeal within a department is an ongoing one or whether control takes place at a certain point in time.

This kind of control data allows for utilizing data for human resource management as it helps to shed light on e.g. the workload of each staff member and on patterns of cooperation between different departments.

The appeals data base supports **information management** – i.e. “providing the right information to the right people at the right time”:

- Who works on which cases and can be a valuable source of information?
- Who are the applicants and what outcomes do they want to achieve?
- Who are the violators of human rights and how do they react to appeals/recommendations?
- What kind of human rights violations applicants do (not) report on and which regions?
- How many on the spot checks are conducted and in relation to which human rights violations and which violators?
- How many recommendations are (partially) implemented/fulfilled or not implemented at all?
- Which of the addressees of recommendations are (partially) implementing/fulfilling the recommendations or not?
- How long does it take to conclude an appeal?
- How many appeals are designated for the Annual Report?

The appeals data base can also function as a **case management** system which reflects the collaborative process of assessing, planning, implementing, coordinating, monitoring, and evaluating the handling appeals. This function supports keeping track of all the applicants and their appeals, makes it possible to retrieve any documents related to an appeal (e.g. content and prevalence of human rights violations), and helps structure and organize daily routines related to handling appeals. The current appeals data base already contains much of the relevant data for case management, the question in this context is whether search options and options for generating statistics suffice to take full advantage of the data collected.

A data base can also play a role in **mutual learning** and **knowledge management** (i.e. **educational function**). Knowledge management provides “insight, guidance, experience and know-how, for the purpose of decision support and effective action”. It is about “connecting people”, “building communities” and about “reflection and analysis”. Knowledge “is mainly stored in heads” and is therefore harder to manage, but it “needs to be built on a foundation of good data management and information management³”. Knowledge management helps finding answers, information management helps finding files.⁴ In order to make good use of the data gathered in the data base and to retrieve the knowledge stored in individual heads, a continuous exchange of experiences on handling appeals, on most common obstacles faced, on successfully overcoming challenges, on appeals which have resulted in very effective recommendations, etc. within and among the departments of the Parliamentary Commissioner for Human Rights is necessary. This exchange of experiences might also result in mutualizing knowledge about the definitions of certain data fields and of the categories in the drop down lists and might result in a more standardized and commonly shared understanding of entering data into and analyzing/interpreting data from the data base.

☒ **Recommendation 2:** Consider categorizing data on appeals in a way that allows for analyzing the handling of appeals in greater detail and drawing conclusions on how to further improve the routines of handling appeals, on how to overcome certain recurring obstacles faced when communicating with applicants, alleged violators of human rights or other relevant stakeholders or on what kind of recommendations work specifically well or not at all with certain violators or with certain kinds of violations of rights. This function would benefit from adequate search options and could contribute to individual learning.

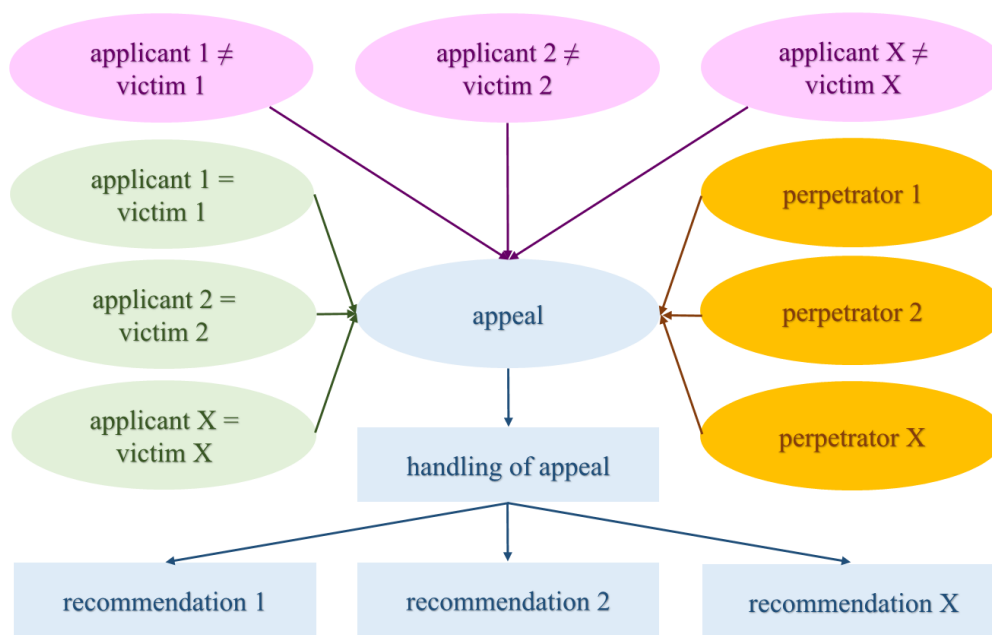
4. Appeals data linked to the effectiveness of recommendations

Effectiveness of recommendations depends on the trust applicants, alleged perpetrators and other relevant stakeholders have in the Parliamentary Commissioner for Human Right, which is based on the standing and credibility of the institution. The whole procedure of handling appeals starting with the establishment of facts, the conducting of an investigation, the framing of recommendations and the enforcement of recommendations influence the impact of recommendations.

³ See: <http://www.knowledge-management-cafe.com/faq/what-difference-between-information-management-and-knowledge-management>.

⁴ See: <https://www.slideshare.net/mcjenkins/knowledgebase-vs-database>.

Graph 1: Logic of appeals data



One or more applicants/victims/perpetrators can be linked to one and the same appeal, one procedure of handling an appeal and one or more recommendations are linked to one and the same appeal.

Graph 2: Appeals data

Elements of appeal	Categories of data
victim(s)/applicant(s)/perpetrator(s)	personal details – relevant for communication personal characteristics – relevant for creating meaningful statistics
appeal	received how (communication channel) and when short description of appeal (establishing facts) violation of which human rights established victim(s)/applicant(s) desired outcome
procedure of handling appeal	department(s)/person(s) responsible documenting investigation(s) documenting communication (incl. response times) with victim(s), applicant(s), perpetrator(s), other relevant stakeholder(s) (e.g. witnesses) documenting outcome(s) of appeal
recommendations arising from the appeal	short description of recommendations (individual measures, structural measures) person(s)/institution(s)/organization(s) responsible for implementation
enforcement	full/partial/no implementation of recommendations documentation of follow-up measures and outcomes relevance for Annual report

The appeals data base of the Commissioner for Human Rights, which was established in 2003, provides to a large extent for the collection of data indicated in graph 2. The

following data is currently not entered into the data base, but could be helpful in making relevant information easily accessible:

(1) Appeal

- There is no possibility to present the key content of the appeal, which might help others not acquainted with this appeal to easily understand whether the appeal is similar to the one they are dealing with and might be a good reference to learn from.
- The applicant's desired outcome might be identifiable in the uploaded documents related to an appeal, as applicants might state their desired outcomes, but it is not extracted from the appeal and can therefore not be easily retrieved. So when the case is closed, it might be rather difficult to find out whether the applicant's originally desired outcomes were met.

(2) Recommendations arising from the appeal: There is no possibility to summarize the content of the recommendations issued. The recommendations are found in the documents stored with the appeal and are therefore not as easily accessible as a data field in the data base. Furthermore, it would be easier to come up with search options for these fields.

(3) Enforcement: Data on the extent of implementation of the recommendations and on measures following-up on their implementation are essential for presenting the achievements of the Commissioner for Human Rights in stopping and preventing future human rights violations and for assessing what kind of recommendations (do not) work in which contexts as a basis for making recommendations more effective in combating human rights violations.

☒ **Recommendation 3:** Consider entering data on the key content of the appeal, on the applicants' desired outcome(s) on the key content of recommendations, on follow-up procedures. Furthermore, consider making it possible to separately display how many of the recommendations have been fully or partially implemented. If more detailed information on the content of the recommendations were entered into the data base, it could contribute to organizational learning on which kind of recommendations work best in the context of which violations and for which violators. This kind of data could be gained via direct exchange of information and experiences with those implementing the recommendations can result in feedback on recommendations and in further improving the quality of the recommendations.

5. Data bases that could be supportive in making recommendations more effective

Remedying and preventing human rights violations are not restricted to recommendations based on individual appeals, but can also be achieved by systemic recommendations issued e.g. based on ex officio investigations or submissions to the Constitutional Court, by the Commissioner's involvement in judicial procedures and by awareness raising activities going beyond individual appeals.

Staff members raised the issue of non-existence of data bases for these areas of their work. They indicated that they would currently collect data in excel sheets, but that this

way of data collection would not allow for looking into the “history” of e.g. systemic recommendations in the same way as the history of appeals can be traced via the appeals data base. The sections below suggest what kind of data could be collected on different activities of the Commissioner for Human Rights in order to broaden the collection of data and hence the basis of information management (also for generating statistics), case management (keeping the workload in mind) and learning.

5.1 Systemic recommendations

Suggestions for data fields for systemic recommendations

- Registration number
- Date of instruction for initiating the procedure of developing recommendation(s)
- Name of person issuing the instruction to start the procedure
- Name of person receiving the instruction to start the procedure
- Classification of which rights violated
- Short description of recommendation(s)
- Addressee of instruction to start the procedure
- Addressees of the systemic recommendations – names of institutions/organizations, policy area (e.g. health, labor, education, etc.)
- Contact details of addressees of systemic recommendations: person responsible for receiving the recommendations, function, address, phone number, e-mail
- Data on communication with different stakeholders (e.g. type of document, date)
- Date when recommendation(s) issued
- Type (e.g. Special report) and title of document in which recommendation(s) are issued
- Person(s) and department(s) responsible for drafting recommendation(s)
- Extent of implementation of recommendations(s): fully, partially, ongoing, not implemented
- Recommendation(s) linked to an appeal (+ registration number of appeal)
- Recommendation(s) linked to an awareness raising activity (+ number of related activity)
- Recommendation(s) linked to a legislative activity (+ number of related activity)
- Remarks
- Attachments

5.2 Legislative activities

Suggestions for data fields on legislative activities

- Registration number
- Date of instruction for initiating the legislative activity
- Name of person issuing the instruction to initiate the legislative activity
- Name of person receiving the instruction to initiate the legislative activity
- Classification of which rights violated
- Type of legislative activity – e.g. opinion on a draft law, initiative for amending a law, initiative for adopting a new law, etc.
- Short description of legislative activity

- Legal provisions concerned
- Organization/person (function, address, phone number, e-mail) requesting the activity
- Data on communication with different stakeholders (e.g. type of document, date)
- Date when the activity is delivered
- Title of document that is delivered
- Person(s) and department(s) involved in the activity
- Extent of implementation: fully, partially, ongoing, not implemented
- Legislative activity linked to an appeal (+ registration number of appeal)
- Legislative activity linked to a systemic recommendation (+ number of related activity)
- Legislative activity linked to an awareness raising activity (+ number of related activity)
- Remarks
- Attachments

5.3 Judicial procedures

Suggestions for data fields on the involvement of judicial procedures

- Registration number
- Date of instruction for initiating the involvement
- Name of person issuing the instruction to get involved in judicial procedures
- Name of person receiving the instruction to get involved in judicial procedures
- Classification of which rights violated
- Name of court
- Type of court – e.g. civil, criminal, administrative, etc.
- Type of involvement – amicus curiae, actio popularis, representing marginalized group, etc.
- Case number of the judgment
- Date of the judgment
- Status: pending before the first-instance court, pending before the second instance court, in progress before a third-instance court, final before the first-instance court, final before the second instance court, final before the third-instance court, in force
 - pending in 1st instance (name of court, date of submission, ,date of judgment, remarks, repeat date of submission, repeat date of judgment)
 - pending in 2nd instance (name of court, date of submission, ,date of judgment, remarks, repeat date of submission, repeat date of judgment)
 - pending in 3rd instance (name of court, date of submission, ,date of judgment, remarks, repeat date of submission, repeat date of judgment)
- Person(s) and department(s) involved
- Judicial activity linked to an appeal (+ registration number of appeal)
- Violation of which rights established
- Legal provisions and articles concerned
- Number of men/women affected
- Number of perpetrators
- Duration of procedure
- Remarks
- Attachments

5.4 Awareness raising activities

Suggestions for data fields on awareness raising activities

- Registration number
- Date of instruction for initiating the awareness raising activity
- Name of person issuing the instruction to implement the awareness raising activity
- Name of person receiving the instruction to implement the awareness raising activity
- Type of awareness raising activity – training, research, project, publication
- Title of awareness raising activity
- Status of awareness raising activity: preparation, ongoing, concluded
- Date when awareness raising activity started
- Date when awareness raising activity finished
- Person(s) and department(s) responsible for implementing the awareness raising activity
- Purpose and content of awareness raising activity
- Focus on which human rights
- Titles and short descriptions of activities
When awareness activity training: Organization/person (function, address, phone number, e-mail) requesting the training, target group, name of trainer(s), number of participants, evaluation: yes/no, reported level of learning: 0%, 10%, 20% ... 100%
- Partners involved – no, yes; if yes, names of partners
- Data on communication with different stakeholders (e.g. type of document, date)
- Source of funding
- Type of cooperation – domestic, regional, international
- Awareness raising activity linked to an appeal (+ registration number of appeal)
- Awareness raising activity linked to a systemic recommendation (+ number of related activity)
- Awareness raising activity linked to a legislative activity (+ number of related activity)
- Remarks
- Attachments

5.5 Media work

Suggestions for data fields on media work

- Registration number
- Date of instruction for initiating media work
- Name of person issuing the instruction to implement media work
- Name of person receiving the instruction to implement media work
- Type of media work: e.g. press release, press conference, etc.
- Title
- Date of publication
- Violations of which rights reported on
- Type of media outlet which took up the activity: magazine, newspaper, TV, radio, online publication

- Extent of coverage of the media work of the Commissioner for Human Rights: e.g. appeals, systemic recommendation, legislative activity, awareness raising activity, etc.
- Websites
- Media work related to an appeal (+ registration number)
- Media work linked to a systemic recommendation (+ number of related activity)
- Media work linked to a legislative activity (+ number of related activity)
- Media work linked to an awareness raising activity (+ number of related activity)
- Remarks
- Attachments

☒ **Recommendation 4:** Consider analyzing the opportunities of implementing data bases in addition to the appeals data base and the data base on information requests in order to document the work of the Parliament Commissioner for Human Rights on systemic recommendations, within legislative activities, judicial proceedings, awareness raising activities and media work. These additional data bases could support analysing and assessing the work of the Commissioner in a broader context and show achievements as well as obstacles faced in remedying human rights violations and preventing future human rights violations.

6. Status quo data bases

The Apparatus of the Parliamentary Commissioner for Human Rights has currently two data bases in use: The appeals data base and the data base on information requests. The Department of documentation and reception of citizens is responsible for registering individual appeals and information requests. The appeals and requests are sent to the Commissioner, the Head of the Secretariat or the Deputy Head of the Secretariat, who decide on which department is responsible for handling the respective appeal or request.

After receiving information on the responsibilities the Department of documentation and reception of citizens enters data on responsibilities into the data base and alerts the respective department about new appeals or requests.

The departments, depending on their size, either have one person fully or partially working on entering data into the appeals data base. The staff of all departments have access to all data of the appeals data base, however they can only read and search for data. The data base on information requests is filled by the Department of documentation and reception of citizens and cannot be accessed by the individual departments.

Amendments to the elements of the data base and the categories of the drop down menus have to be requested the Department of documentation and reception of citizens, which submits the requests to the Commissioner, the Head of the Secretariat or the Deputy Head of the Secretariat. After the decision on amending elements and categories have been taken, the IT department implements the changes. The Department of documentation and reception of citizens informs the staff about amendments to the data bases.

There is a handbook on the technical functionalities and features of the data bases, however it is not totally up to date. There are no internal guidelines establishing a common understanding of the elements in the data base and the categories of the drop down menus. Such explanations might not be necessary for all elements and drop down menus, but those that are slightly ambiguous and can be understood in different ways.

☒ **Recommendation 5:** Consider updating the handbook on technical functionalities and features of the data bases. The availability of such a handbook would make it easier for new staff members to get acquainted with the data bases.

☒ **Recommendation 6:** Consider drafting an information sheet explaining ambiguous elements/categories of the data bases. The process of drafting this information sheet could contribute to exchanging experiences between different departments and promote a common understanding of the elements and categories in the data base. The information sheet itself would support the promotion of a common understanding of elements and categories that are not totally straightforward, guaranteeing that the data output is reliable, comparable and satisfies internal standards.

7. How to display data in an easily accessible way

Currently the tables displayed in annual reports of the Commissioner for Human Rights rather display the workload of the institution and reflect how the work is structured within the institution of the Commissioner and the legal provisions structuring the data.

The current tables would benefit from reducing the number of categories displayed and from including data on previous years allowing for discerning trends.

A table on outcomes and achievements based on individual appeals (if possible also on other activities of the Commissioner for Human Rights) could show that the Commissioner and her Apparatus have to consider a much larger number of appeals in order to finally establish in which cases human rights were violated and in which cases violators were ready to address and remedy the violations and were willing to implement measures preventing future human rights violations.

A few basic questions help in developing easily accessible data visualizations (e.g. for the Annual report, Special reports, press releases, etc.)

Checklist on how to visualize data in an easily accessible way – “less is more”

- **Who is your target group (audience/readers)?** (e.g. experts or novice data users, general public, media, Deputies in Parliament, etc.)
- **Which message do you want to get across?** What do you want to visualize in the context of your presentation? (e.g. analyze the big picture or draw attention to key issues) Is a textual analysis, a table or a chart more fitting?
- **How will the message be presented and in what context?** (e.g. oral or written, long detailed analysis or quick slide show, stand-alone presentation or presentation integrated into a bigger context, etc.)
- **How much time/space do you have to get your message across?**
- **What contributes to making visualizations more easily accessible?**
 - Provide text alternatives for non-text elements (e.g. tables, charts, images)
 - Do not rely on color alone:
 - If you remove the color, is the presentation still understandable?
 - Is the use of color consistent over the presentation?

- Do color combinations have sufficient contrast?
- Do the colors work for persons who are color blind (red/green)?
- Use symbols and conventions commonly in use, however make sure that they are not discriminatory (e.g. only male symbols for human beings, etc.)

Test your visualization on colleagues, friends or some people from your target group to see if they get your message!

Source: Cp. United Nations Economic Commission for Europe (2009) Making Data Meaningful – Part 2: A guide to presenting statistics, Geneva, available at: http://www.unece.org/fileadmin/DAM/stats/documents/writing/MDM_Part2_English.pdf, p.11

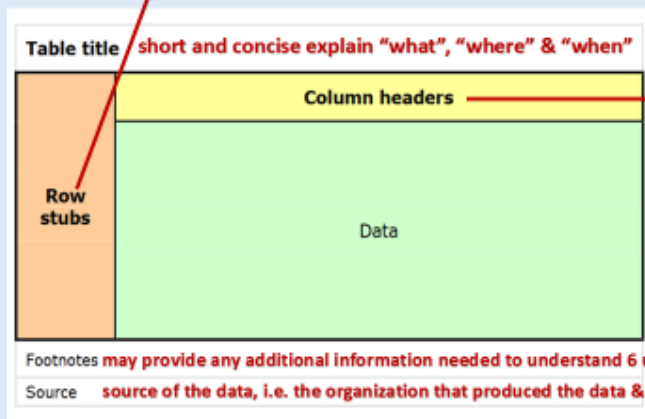
The checklist above talks about tables and charts, which –when adequately designed – can be very supportive of getting your message across. The following pages provide some basic rules and examples of how to make your tables more graspable for your audiences.

Checklist on when and how to use tables

Select and display only a **small subset of your data** to best communicate your message.

Elements of a good table

denote the data presented in each row of the table



denote the data presented in each column of the table & provide any relevant metadata (e.g. unit of measurement, time period or geographic area)

Footnotes may provide any additional information needed to understand & use the data correctly (e.g. definitions)

Source source of the data, i.e. the organization that produced the data & the data collection method (e.g. appeals data base)

Some basic rules for designing a good table

- ✓ Space columns evenly;
- ✓ Table should not be wider than data content requires;
- ✓ Display your data either by chronological order for time series or by using some standard classification;
- ✓ Avoid unnecessary text;
- ✓ Use a minimum of decimal places;
- ✓ Use thousand separators;
- ✓ Align the number on the decimal point, or on the right in the absence of

- decimal places;
- ✓ Guide reader to read either vertically or horizontally (e.g. through shading);
- ✓ Do not leave any data cell empty, missing values should be defined as “not available” or “not applicable”.

Source: United Nations Economic Commission for Europe (2009) Making Data Meaningful – Part 2: A guide to presenting statistics, Geneva, available at:

http://www.unece.org/fileadmin/DAM/stats/documents/writing/MDM_Part2_English.pdf, pp.13-14

Graph 3: Example of a table from the Annual Report 2017

**Таблиця 2. Розгляд письмових звернень, які надійшли до
Уповноваженого Верховної Ради України з прав людини, 2016 рік**

(станом на 08.02.2017)

Надійшло письмових звернень	23 925
<i>у тому числі</i>	
визнано прийнятними для розгляду	21 237
<i>з них:</i>	
відкрито проваджень	16 000
направлено до компетентних органів	193
Завершено розгляд	19 888
<i>з них:</i>	
поновлено права, частково поновлено права, надано роз'яснення	10 834
визнано неприйнятними для розгляду	2688
<i>з них:</i>	
відмовлено у розгляді	1049
надано роз'яснення	825
Надійшло письмових звернень	23 925
<i>у тому числі</i>	
визнано прийнятними для розгляду	21 237
<i>з них:</i>	
відкрито проваджень	15 974
направлено до компетентних органів	197
Завершено розгляд	19 125
<i>з них:</i>	
поновлено права, частково поновлено права, надано роз'яснення	10 381
визнано неприйнятними для розгляду	2688
<i>з них:</i>	
відмовлено у розгляді	1049
надано роз'яснення	823



Source: Щорічну доповідь Уповноваженого з прав людини направлено до Верховної Ради України, 2017, http://www.ombudsman.gov.ua/files/Dopovidi/Dopovid_2017.pdf, p.619

It is not evident from the table why the numbers of written appeals submitted to the Commissioner are displayed twice, without a big difference in numbers. Furthermore, it

is rather difficult to discern, how the different rows of the table (e.g. proceedings opened, sent to competent authorities and review completed) under the heading “recognized as eligible for consideration” are related to each other and to the overall number of appeals recognized as eligible for consideration. The quite impressive number of appeals the Commissioner has completed and become active on by either fully or partially restoring the rights of the applicants or by providing clarifications to the applicants (10,834 in 2016 and 11,251 in 2015) is completely lost among all the other numbers displayed. Furthermore, the table does not explain the difference between the overall number of reviews completed (19,888) and the number of appeals in which the rights of applicants were fully/partially restored or the applicants received clarifications (10,834). What actions were taken in case of the 9,054 appeals, which is the difference between the appeals, in which actions were taken (10,834), and the number of completed reviews (19,888).

Adapted chart from the Annual Report 2017

Taking the above checklist into account, the table could be re-arranged in the following way.

Number of written appeals received by the Parliament Commissioner for Human Rights, by eligibility for consideration, 2015-2016

Written appeals	2015		2016	
	count	% total	count	%
admissible for consideration	18,076	95.0	21,237	
inadmissible for consideration	954	5.0	2,688	
Total	19,030	100.0	23,925	

Source: Appeals data base, Parliamentary Commissioner for Human Rights

The following pages focus on basic rules and examples of how to make your charts more easily accessible.

Checklist on when and how to use charts

Charts can illustrate patterns in large amounts of data or communicate a key finding/ message

- **Comparison:** How much? Which item is bigger or smaller?
- **Changes over time:** How does a variable evolve?
- **Frequency distribution:** How are the items distributed? What are the differences?
- **Correlation:** Are two variables linked?
- **Relative share of a whole:** How does one item compare to the total?

Is the message you want to get across most suitably supported by a chart? If the answer is yes:

- **Who is your target audience?** What do they know about the issue?

- **What message(s) do you want to get across?**
- **What is the nature of your message?** (compare items, show time trend, analyze relationships)
- **What kind of chart supports the message you want to get across – bar, line or pie chart?**
 - **bar chart** – simplest chart to draw and read, compare frequencies or values for different categories or groups,
 - **line chart** – effective in visualizing trends in data over time; you can adjust the chart parameters to better communicate your message, but you should be careful not to distort the data,
 - **pie chart** – show the percentage distribution of one variable, but only a small number of categories can be displayed (not more than six); most of the times it is better not to make use of pie charts.

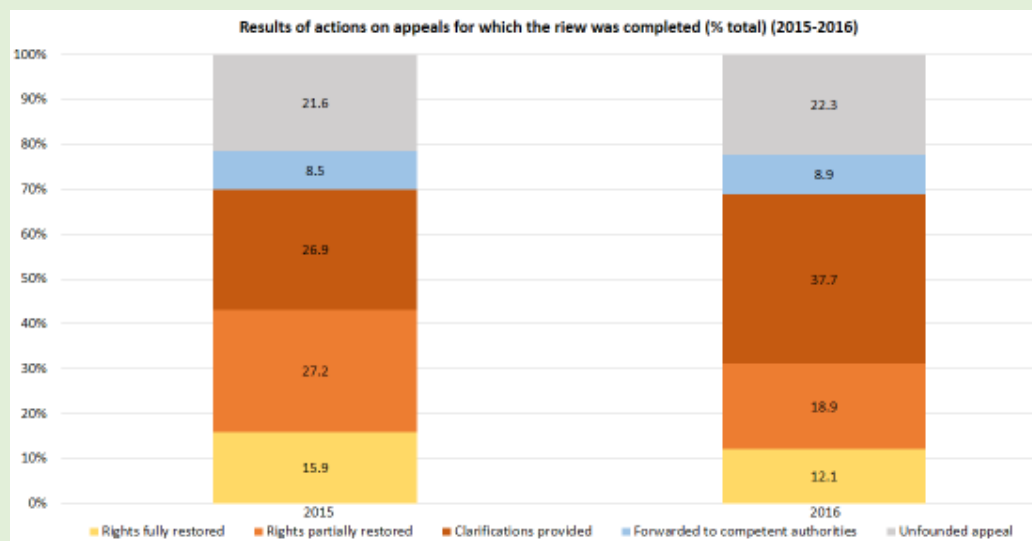
A good chart

- grabs the reader’s attention;
- presents the information simply, clearly and accurately;
- does not mislead;
- displays the data in a concentrated way;
- facilitates data comparison and highlights trends and differences;
- illustrates messages, themes or storylines in the accompanying text.

Source: United Nations Economic Commission for Europe (2009) Making Data Meaningful – Part 2: A guide to presenting statistics, Geneva, available at: http://www.unece.org/fileadmin/DAM/stats/documents/writing/MDM_Part2_English.pdf, pp.17-21

The box below shows an example of how the results of the actions of the Parliament Commissioner for Human Rights could be displayed in a chart. The chart only partially reflects actual numbers taken from the Annual Report 2016 und 2017 (actual numbers are the overall number of completed reviews and the total of the category “right restored, right partially restored, clarification provided”). Furthermore, the categories “forwarded to competent authorities” and “unfounded appeals” are used as examples of how appeals can be assessed by the Commissioner for Human Rights.

Suggestions for a chart on results of activities of the Parliament Commissioner for Human Rights



Source: Fictitious appeals data base, Parliamentary Commissioner for Human Rights

Last but not least, data should take center-stage when you want to maximize the efficiency of a chart.

A very instructive example on designing graphs – “Remove to improve” – can be found here:

https://eazybi.com/static/img/blog_page/posts/2016_03_01/data_visualization_data_ink_ratio.gif

☒ **Recommendation 7:** Consider analyzing how data from the appeals data base is currently displayed and presented in publications of the Parliament Commissioner for Human Rights and to what extent this data demonstrates the effectiveness and/or obstacles faced in issuing recommendations remedying human rights violations and preventing future human rights violations.

☒ **Recommendation 8:** Consider analyzing tables and charts used in presenting the work and the achievements of the Parliament Commissioner for Human Rights by applying guidelines on how to make tables and charts more easily accessible by the target audience.

8. Summary of recommendations

☒ **Recommendation 1:** Consider informing the applicants that personal data related to their appeals is collected and stored in a data base. The information could be provided to each applicant when replying to her/his appeal and it could also be put on the website of

the Commissioner for Human Rights. This information should be provided in an easily accessible language.

☒ **Recommendation 2:** Consider categorizing data on appeals in a way that allows for analyzing the handling of appeals in greater detail and drawing conclusions on how to further improve the routines of handling appeals, on how to overcome certain recurring obstacles faced when communicating with applicants, alleged violators of human rights or other relevant stakeholders or on what kind of recommendations work specifically well or not at all with certain violators or with certain kinds of violations of rights. This function would benefit from adequate search options and could contribute to individual learning.

☒ **Recommendation 3:** Consider entering data on the key content of the appeal, on the applicants' desired outcome(s) on the key content of recommendations, on follow-up procedures. Furthermore, consider making it possible to separately display how many of the recommendations have been fully or partially implemented. If more detailed information on the content of the recommendations were entered into the data base, it could contribute to organizational learning on which kind of recommendations work best in the context of which violations and for which violators. This kind of data could be gained via direct exchange of information and experiences with those implementing the recommendations can result in feedback on recommendations and in further improving the quality of the recommendations.

☒ **Recommendation 4:** Consider analyzing the opportunities of implementing data bases in addition to the appeals data base and the data base on information requests in order to document the work of the Parliament Commissioner for Human Rights on systemic recommendations, within legislative activities, judicial proceedings, awareness raising activities and media work. These additional data bases could support analysing and assessing the work of the Commissioner in a broader context and show achievements as well as obstacles faced in remedying human rights violations and preventing future human rights violations.

☒ **Recommendation 5:** Consider updating the handbook on technical functionalities and features of the data bases. The availability of such a handbook would make it easier for new staff members to get acquainted with the data bases.

☒ **Recommendation 6:** Consider drafting an information sheet explaining ambiguous elements/categories of the data bases. The process of drafting this information sheet could contribute to exchanging experiences between different departments and promote a common understanding of the elements and categories in the data base. The information sheet itself would support the promotion of a common understanding of elements and categories that are not totally straightforward, guaranteeing that the data output is reliable, comparable and satisfies internal standards.

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☒ **Recommendation 8:** Consider analyzing tables and charts used in presenting the work and the achievements of the Parliament Commissioner for Human Rights by applying guidelines on how to make tables and charts more easily accessible by the target audience.