

Prepared by the Global Centre for ICT in Parliament  
A partnership initiative of the United Nations Department of Economic and Social Affairs  
and the Inter-Parliamentary Union inspired by the outcome of the  
World Summit on the Information Society

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# World e-Parliament Report 2012

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United Nations



Inter-Parliamentary Union

## Note

The Global Centre for Information and Communication Technologies (ICT) in Parliament is a partnership initiative of the United Nations and the Inter-Parliamentary Union inspired by the outcome of the World Summit on the Information Society (WSIS) in 2005. The Global Centre for ICT in Parliament pursues two main objectives: a) strengthening the role of parliaments in the promotion of the Information Society, in light of the WSIS outcome; and, b) promoting the use of ICT as a means to modernize parliamentary processes, increase transparency, accountability and participation, and improve inter-parliamentary cooperation.

The Global Centre for ICT in Parliament is administered by the Division for Public Administration and Development Management of the United Nations Department of Economic and Social Affairs.

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ST/ESA/PAD/SER.E/176  
ISBN: 978-92-1-123193-9  
e-ISBN: 978-92-1-055908-9  
Sales n° E.12.II.H.5

# Foreword

The progress of the information society is part of the everyday life of citizens, businesses and public institutions. Parliaments face challenges in keeping abreast of the rapid changes in society and the uses of technology. As part of their efforts to modernize, parliaments are continually looking for the most appropriate tools to support their law-making, representation and oversight functions.

The past few years have seen a tremendous rise in the interaction among individuals and groups through social media, as well as new opportunities provided by mobile broadband and cloud computing. These evolutions have an impact on the way that parliaments organize their work and interact with the public.

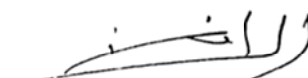
Nevertheless, technology cannot be considered in isolation from the wider context of the work of legislatures. We must always remember that the primary purpose of information and communication technology in parliaments is to reinforce the values of transparency, openness, accountability and effectiveness.

By analyzing data contributed by 156 parliaments against the results of the 2008 and 2010 editions, the *World e-Parliament Report 2012* offers an unprecedented comparative investigation of the major trends, practices and experiences in the use of information and communication technology in the parliamentary environment.

The 2012 edition also describes innovations and trends that have emerged since the previous Report, such as tablet devices and open data. The Report seeks to provide insights into, and raise awareness about, the opportunities and challenges that these innovations present for the parliamentary community. We hope that this Report serves as a useful instrument for enhancing inter-parliamentary cooperation at regional and international levels.



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# Acknowledgements

The main authors of the *World e-Parliament Report 2012* are Jeffrey Griffith and Gherardo Casini, who also provided coordination during its preparation. Important contributions were received by Flavio Zeni and Andy Richardson. Data analysis and presentation, along with statistical advice, were provided by Giorgina Brown, while Costantino Scammacca contributed to data management and processing. All chapters benefited from the expert advice of Jane Bortnick Griffith. The United Nations Department of Economic and Social Affairs through the Division for Public Administration and Development Management has provided substantive and administrative support for the Report.

The Report, however, could not have been prepared without the contribution of ideas, practices, experiences and conceptual approaches received from a group of parliamentary staff and experts who exchanged their views with the authors. Many of them provided inputs, some reviewed parts of the document, and others have given suggestions for improvements. These are, in alphabetical order: Patricio Alvarez Cabezas, Timothy Arnold-Moore, Liselotte Astrup, Edmund Balnaves, Soufiane Ben Moussa, Avinash Bikha, Fatima Boltman, Georges Brion, Thomas Bruce, Carlos Magno Cataldi Santoro, Rob Clements, Ludovic Delepin, Bassel Dohaini, Deo Dookie, Antonio Esposito, Claudio Fabiani, Garreth Ferguson, Soledad Ferreira, Cristiano Ferri, Hernán Figueroa, Mauro Fioroni, Moira Fraser, Adolfo Furtado, Daniela Giacomelli, Jason Goldstein, Eduardo González, Kirsten Gullikson, Ashok Hariharan, Scott Hubli, Serge Kapto, Ganyani Khosa, Juha-Pekka Leskinen, João Lima, Andrew Mandelbaum, Carlo Marchetti, Franklyn Michael, Fernando Milán Zuber, Joan Miller, Michael Mukuka, Monica Palmirani, Sari Pajula, Ilaria Paresce, Ravi Poliah, John Pullinger, Otto Redegeld, Robert Reeves, Silvana Rubino-Hallman, Innocent Rugambwa, Antonio Saad, Donna Scheeder, Daniel Schuman, Reynold Schweickhardt, Enrico Seta, Andreas Sidler, Carlo Simonelli, Oleksiy Sydorenko, Antonieta Teixeira, Raissa Teodori, Dick Toornstra, João Viegas Abreu, Fabio Vitali, Andy Williamson, and John Wonderlich.

Ideas and substantial information gathered during workshops, capacity building activities and working group meetings represented a precious source for refining its content.

Specific contributions provided by parliamentary services and other organizations, along with comments provided by legislatures when completing the survey, enriched and improved the analysis and have been incorporated in the Report as an integral part of its text in specific boxes.

The Global Survey of ICT in Parliaments 2012, on which the Report is based, was designed by Jeffrey Griffith with important suggestions offered by Giorgina Brown, Gherardo Casini, Daniela Giacomelli, Joao Viegas Abreu and Flavio Zeni.

As was the case for the 2008 and 2010 Reports, the preparation of the Report 2012 greatly benefited from the presentations made by members of parliament, Secretaries General, parliamentary officials and experts at various meetings, and from the open discussions held on those occasions. Special reference is made in this edition of the Report to international forums and meetings addressing e-parliament issues. Where possible, these contributions are openly acknowledged in the text and in footnotes.

Special thanks are due to the parliamentary staff and officials from one hundred and fifty six legislatures around the world who spent considerable time completing the survey and sharing their experiences. The quality of this Report is a direct result of their thoughtful responses and insights.

The layout, design and all graphic work were done by Ludovica Cavallari.