



UNITED NATIONS



CHAMBER OF DEPUTIES OF ITALY



INTER-PARLIAMENTARY UNION



# World e-Parliament Conference 2012

**13-15 September 2012 // Chamber of Deputies of Italy // Rome**

# World e-Parliament Report 2012: Summary of findings

Global Centre for ICT in  
Parliament

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# World e-Parliament Report 2008



United Nations



Inter-Parliamentary Union

Global Centre  
Global Centre for Internet and Communication Technology in Parliament



ICTParliament

# World e-Parliament Report 2010



United Nations



Inter-Parliamentary Union

Global Centre  
Global Centre for Internet and Communication Technology in Parliament



ICTParliament

# Topics

- Description of the survey
- Signs of progress
- Findings about other high priority areas
- Persistent gaps
- The worldwide state of e-Parliament
- Regional and global cooperation: A window of opportunity
- Recommendations

# Description of the Survey

- Sent to 269 chambers
- 156 responses received – representing 177 chambers
- 16% increase over 2009
- 49% increase over 2007
- 149 questions
- Yes / no or checklist format

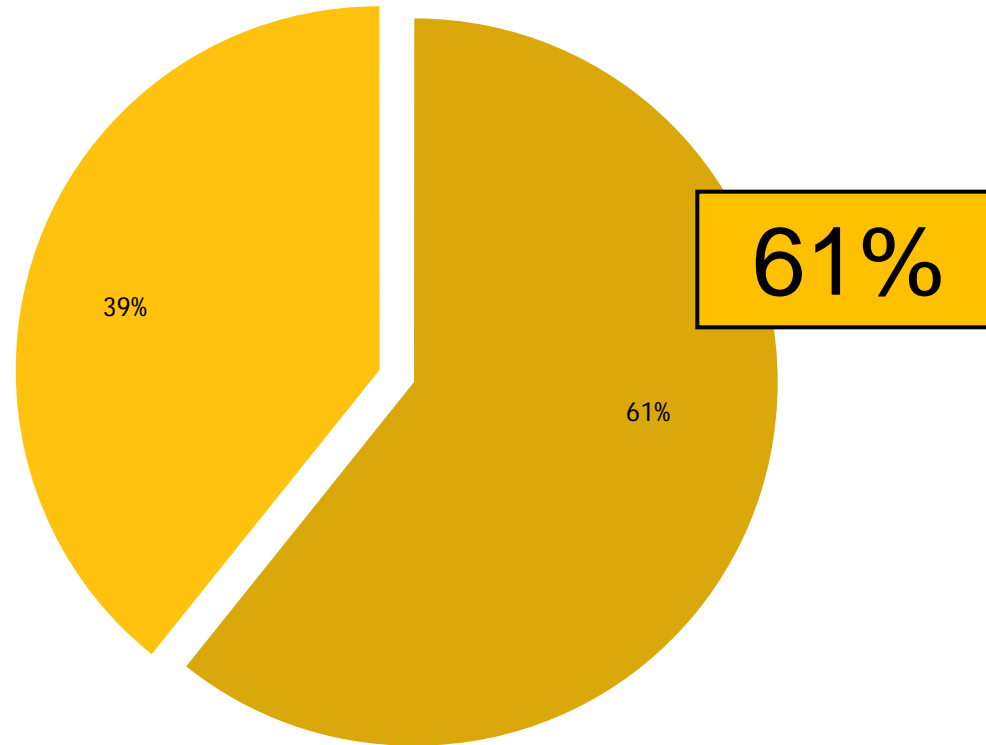
## Countries whose parliament or chamber(s) participated in the survey



61% of the members of national parliaments

Assemblies responding to the survey represent 61% of the world total of **47,095** members

# Percentage of Members worldwide represented in the survey



■ MPs in chambers that did not respond

■ MPs in chambers that responded



# Comparison Groups

- **All** respondents to 2012 survey (**156** chambers) compared to **all** respondents to 2009 survey (**134** chambers)
- 2009:2012 Comparison group=**108**
- 2007-2012 Comparison group=**78**

# Comparisons by Income and Regions

- Income
  - World Bank Institute rankings
  - High, Upper middle, Lower middle, Low
- Regions
  - Europe
  - Latin America
  - Africa
  - Southern and Southeastern Asia
  - Caribbean

# Signs of progress

## Tablets in the plenary



## Email in the clouds

# Tablets in plenary

- At least one chamber in a European parliament has introduced tablets in the plenary
  - For every member
  - For every document
- Costs have been recovered through savings from reduced printing
- Other chambers are doing the same

# E-mail in the clouds

- Parliament lacked its own e-mail system
- IT office was **one** person
- Options
  - Buy servers, configure and install servers, purchase software licenses, install software, configure software, maintain servers and software, ensure security and privacy
  - or
  - Use the cloud

# More evidence of progress

- Parliaments at the low income level are closing the technology gap.
- Still have a long way to go
- But the speed and direction are very encouraging
- More about this later

# Findings from other high priority areas

- Technology support for members
- Communication and engagement with the public
- Openness, transparency, and accountability
- Effective strategic planning and implementation

# Technology support for members – plenary services

- 75% allow tablets
- 65% permit smart phones (up from 46% in 2009)
- 57% have electronic voting systems



# Technology support for members – mobile services

- Adoption of mobile technology is going faster than expected
  - 51% already provide members with a smart phone or tablet
  - 35% have already developed applications for mobile applications to deliver information to members, *whether they provide the device or not*

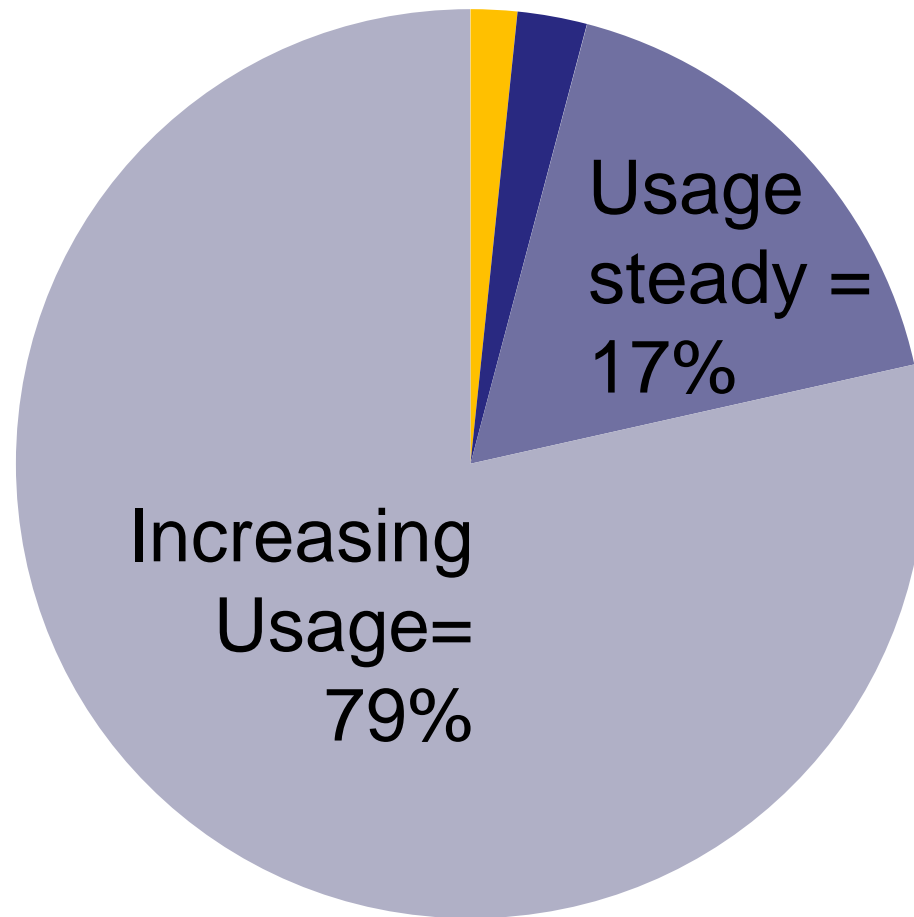
# Communication and engagement with the public: *Video*

- Webcasting: 89% of parliaments are or are planning to webcast plenary sessions
- Four of the top five means of communication currently in use are based on video
- Video will be a dominant means of communicating with citizens

# Communication and engagement with the public: *Social media*

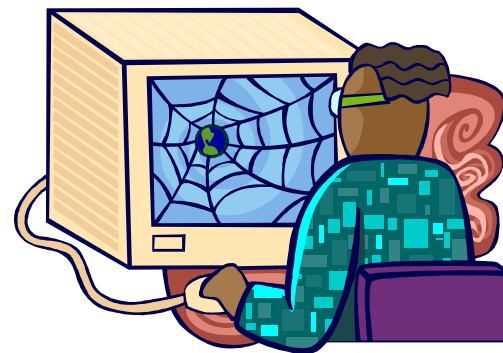
- Use of social media is growing
- Two of top 10 methods of communicating with the public are social media tools – Social networks and Twitter
- Planning or considering: three of top four methods are social media

# Trends in citizen use of technology-based communication methods



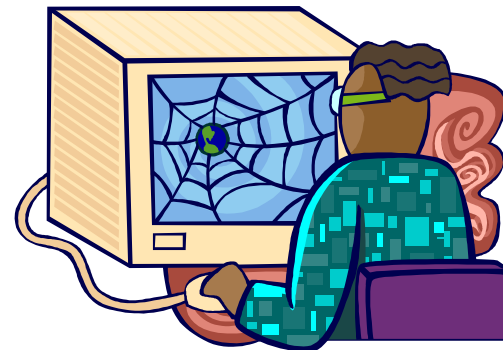
# Openness, transparency, accountability

- Three most important improvements in the last two years:
  - More information and documents on the website
  - Increased capacity to disseminate information
  - More timely delivery



# Openness, transparency, accountability

- Amount and quality of content on parliamentary websites have improved slightly



# Openness, transparency, accountability

46% of parliaments  
are following the IPU  
recommendations for  
designing and  
maintaining the  
website



# Strategic planning and implementation

- Political leadership is more engaged – 56% of parliaments say the President / Speaker is involved in setting ICT goals
- More members and users are participating in planning and managing ICT
- Parliaments that do have a strategic plan manage it well, but...



# Persistent Gaps: Documents

- The good:
  - The number of parliaments with systems for plenary and committee documents has increased every year since 2007
- The gap:
  - The use of XML for these documents has NOT increased

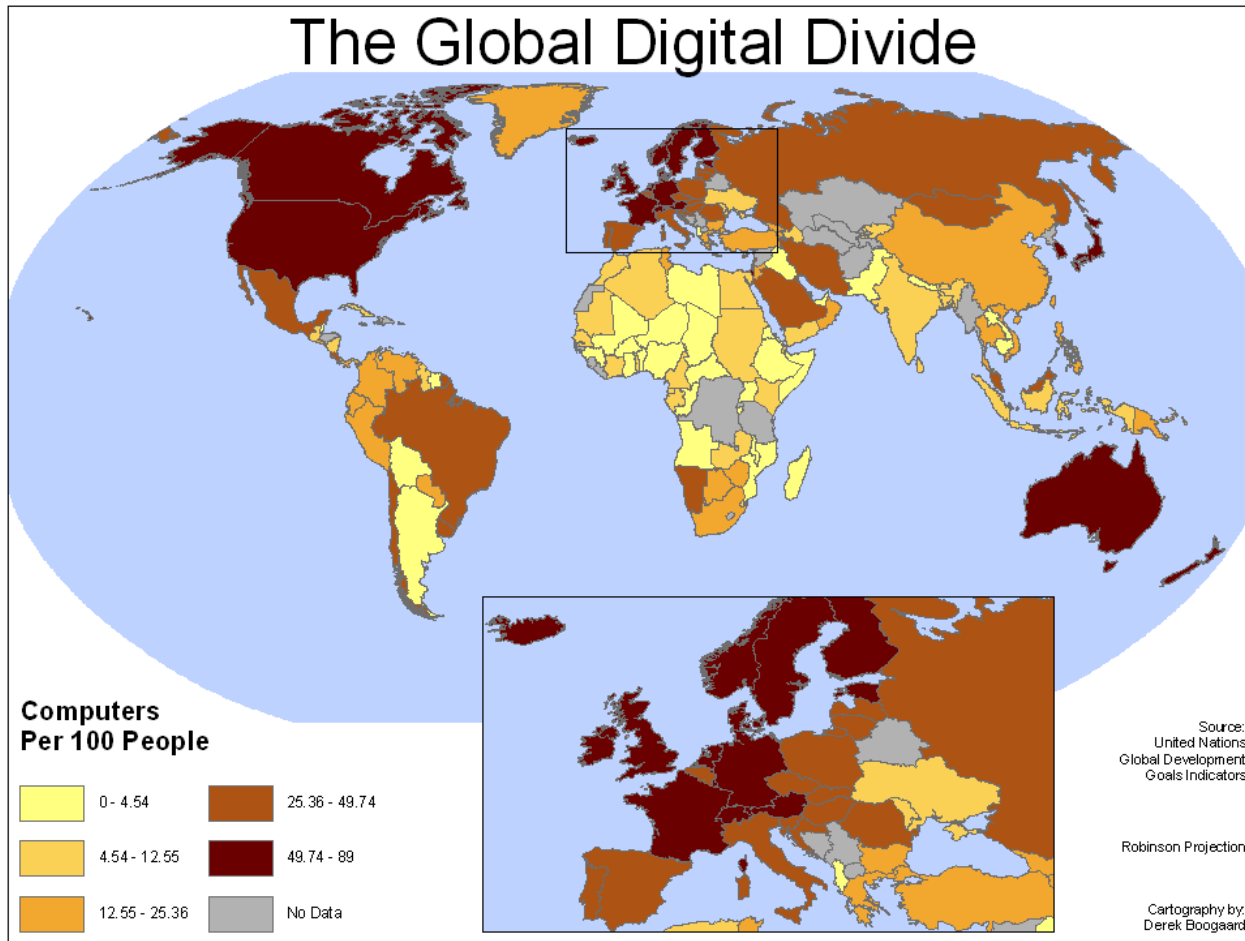
# Persistent Gaps: Documents

- The good:
  - The use of XML **for bills** has increased and is now in use in 43% of parliaments that **have a system for managing bills**
- The gap:
  - The number of parliaments using XML for *any* document has remained constant since 2007

# Persistent Gaps: Communication Technology

- Technology gaps
  - 25% reported that citizens do not have access to the Internet
  - 25% reported that citizens were not familiar with the technology
  - Most parliament do not have any system to help them organize and benefit from communications from citizens

# The Global Digital Divide



# Persistent Gaps: Obstacles to Communication

- Knowledge gaps
  - Citizens: over 50% of parliaments cited citizens' lack of understanding of the legislative process
  - Members: almost 50% cited members' lack of experience with the technology

# Persistent Gaps: Libraries

The gap:

- Many libraries still lack an adequate technical infrastructure to function at full capacity.
  - Access to the parliament's intranet
  - Have own website

# Persistent Gaps: Openness and Transparency

- The gaps
  - Over 60% do NOT provide explanatory information
  - Over 60% do NOT have website standards for persons with disabilities
  - Almost 60% do NOT have a plan for archiving video records
  - Over 59% do NOT offer bulk download of parliamentary documents

# Persistent Gaps: Strategic Planning

- The gaps
  - Almost two thirds do NOT have a written vision statement for technology
  - 40% do NOT have a strategic plan that is regularly updated



# The State of e-Parliament: Worldwide

- The 2010 ranking methodology
- Areas of ICT assessed
- Application in 2012
- Limits to the methodology

# The State of e-Parliament: Worldwide

- Global e-parliament scores for **all 156** parliaments in 2012 ranged from **9% to 88%**
- The average total score for all chambers was **46%**
- Only **20%** of parliaments achieved a total **score of at least 66%**
- **27%** had a total **score of 33% or lower**

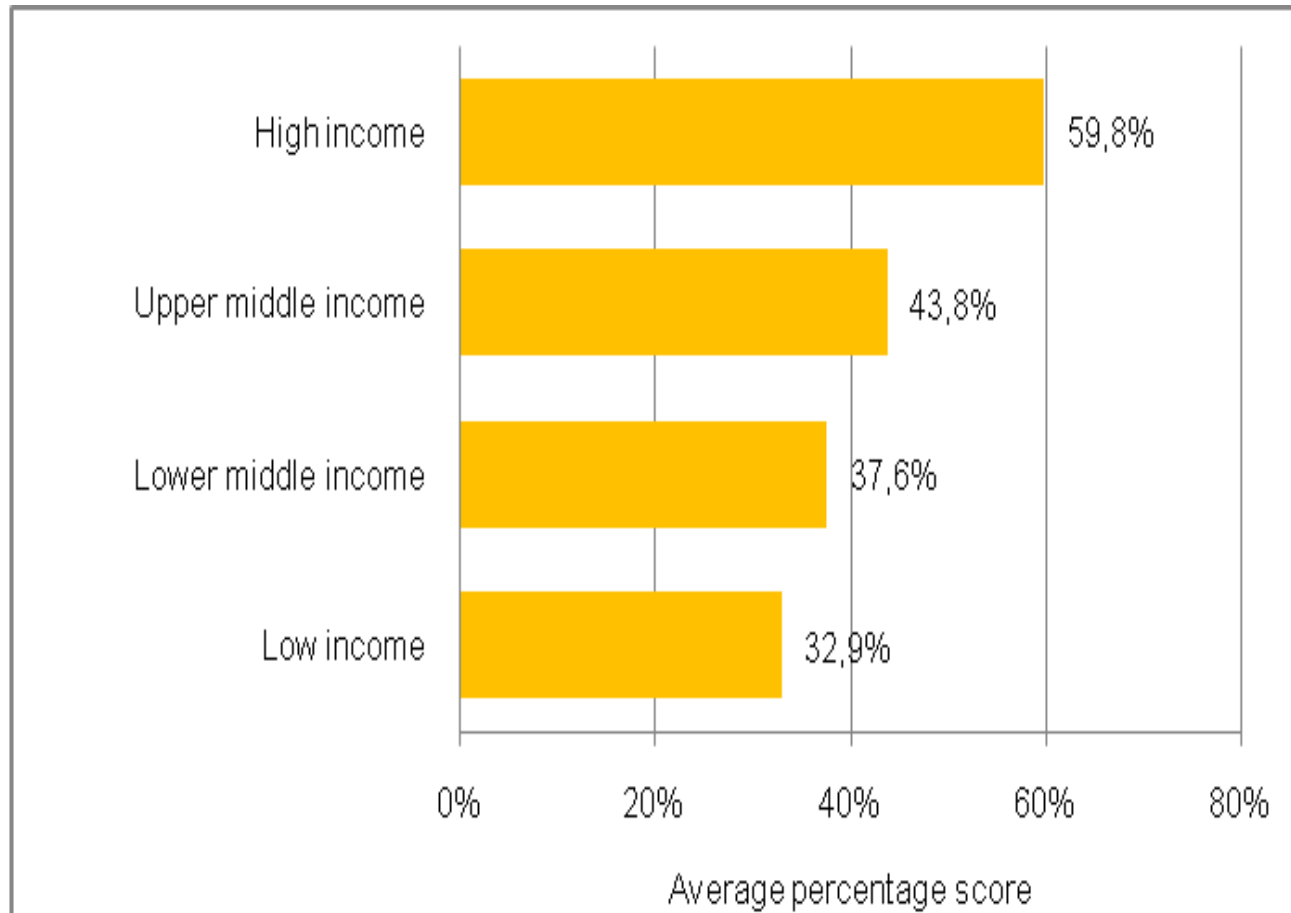
# The State of e-Parliament: 2009:2012 Comparison Group

- Global e-parliament scores for the 2009:2012 Comparison Group were up in 2012
- Total **average score was up from 48% to 51%**, a 6% improvement
- Five of the six categories also improved

# The State of e-Parliament: 2009:2012 Comparison Group

- **Communication** between parliaments and citizens **improved by 11%**
- **Oversight and management** of ICT improved by **9%**
- **Libraries** and research services improved by **7%**
- Parliamentary **websites** improved by **6%**
- Systems for creating **document and standards** improved by **6%**

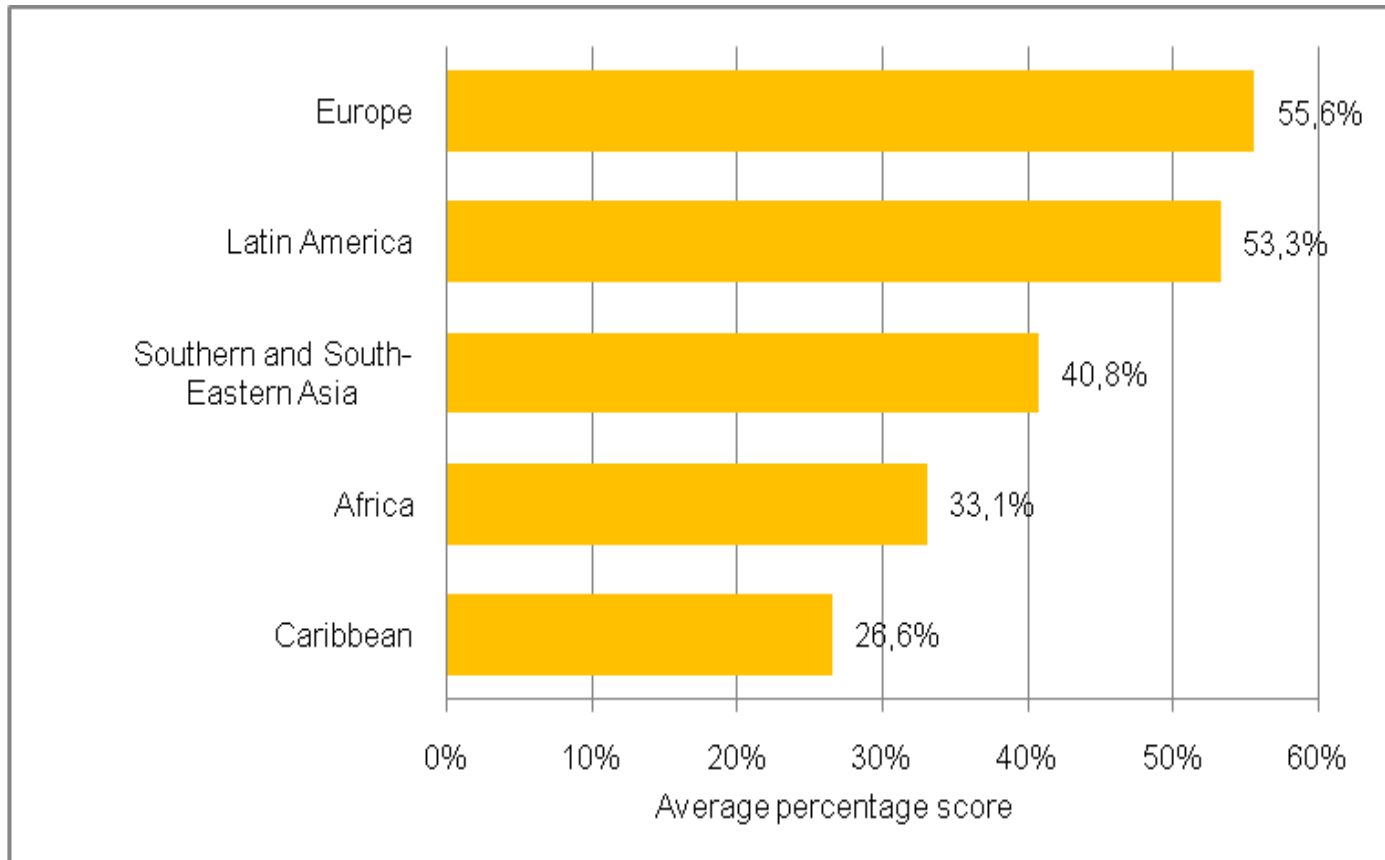
# The State of e-Parliament: Income differences



# The State of e-Parliament: Income differences

Income level	2009	2012
HIGH : UPPER MIDDLE	36%	37%
UPPER : LOWER MIDDLE	17%	16%
LOWER MIDDLE : LOW	34%	14%
HIGH : LOW	113%	82%

# The State of e-Parliament: Regional differences



# Regional and global cooperation

- Participation in parliamentary networks remains high – across all income levels
- Highest among those in the High Income group (81%) and those in the Low Income group (70%)
- The Upper and Lower Middle Income groups had the lowest percentage of participants (49% and 53%)



# Regional and global cooperation

Number of parliaments that *provide* assistance in ICT

YEAR	YES	WILLING TO	NO
2009	28%	19%	52%
2012	22%	39%	40%

# Regional and global cooperation

Number of parliaments that *receive* assistance in ICT

YEAR	YES	WILLING TO	NO
2009	46%	18%	36%
2012	32%	38%	31%

# Regional and global cooperation

- Organizations for networking are growing
- Formal networks
  - ECPRD and IPEX
  - APKN
  - ENPLAC
- Working groups on social media, parliamentary proceedings, and ICT in libraries

# Recommendations

- Invest in people
- Plan strategically, work efficiently
- Go mobile
- Go to the cloud
- Share experiences and solutions
- Establish a culture of openness
- Promote genuine dialog with citizens

# Invest in people

- ICT staff
- Members
- Parliamentary users of ICT
- Citizens

# Plan strategically, work efficiently

- Purposes of strategic planning
- Scope of the implementation plan
- Result: greater efficiency and effectiveness

# Go mobile

- Benefits
  - Flexible
  - Fast
  - Multi-channel
  - Can be less costly
  - Members demands for mobility
- Risks: Security

# Go to the cloud

- Advantages
  - Fast
  - Range of capabilities
  - Cost effective
- Requirements
  - Fast and reliable internet connections
  - Legal issues



# Share experiences and solutions

- Same needs, same goals, shared solutions
- Unique=more expensive
- The time is right
  - More parliaments are asking
  - More parliaments are ready to share
- The organizations are in place

# A Culture of Openness

- Technology alone cannot achieve transparency
- The first requirement=a commitment to openness
- Limits to transparency and openness
- Transparency, responsibilities, and values

# Promote genuine dialog with citizens

- Today's technology makes communicating easy – in one direction
- Talking to and listening to
- Evidence from the survey
- Hearing what citizens have to say



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