

# Introduction

The release of the *World e-Parliament Report 2008* represented the initial step to document on a global basis the efforts of parliaments to employ information and communication technologies (ICT) as instruments to strengthen their institutional role and democracy. The 2008 Report, the first of its kind, was based on the results of a world-wide survey, undertaken in mid-2007, which examined how legislatures were implementing ICT in a number of critical areas. Its publication was intended to advance the state of knowledge among the parliaments of the world and promote international debate and cooperation on these matters.

The 2008 Report established an authoritative baseline for parliaments and contained specific conclusions about the state of technology in national parliaments. As a result, parliaments were able to measure their own use of ICT in daily operations, to confirm strengths and to identify areas for improvement.

The *World e-Parliament Report 2010*, based on a global survey distributed in 2009, followed the path of the 2008 edition in guiding readers through the unique environment of parliaments and technology. Its purpose was to help legislatures – their leaders, members and staff – to harness the potential benefits of ICT for their work and establish key goals and priorities for exploiting this valuable resource. While providing evidence of the complexities of e-parliament, the Report suggested ways to overcome some of the obstacles to the effective use of technology in parliamentary settings.

The *World e-Parliament Report 2012* presents the latest data on the use and availability of systems, applications, hardware and tools in parliaments all over the world and, where possible, it offers comparisons with the 2008 and 2010 findings. It also provides readers with concrete examples of the adoption of ICT in the most significant areas of the parliamentary business. These come from a variety of sources. First, they are based on direct comments provided by legislatures in response to the survey. Second, they are drawn from the presentations made and discussions held at the World e-Parliament Conference 2010 and at other forums and meetings addressing e-parliament issues. And thirdly, the Report was enriched by the analysis of publicly available studies, documents and experiences.

The 2012 Report is intended to be read in conjunction with the 2008 and 2010 Reports. In addition to summarizing a great deal of data, these Reports included a considerable amount of technical information and extended background discussions of key issues related to ICT in parliament. The 2012 Report builds upon this foundation but does not repeat it; instead it updates the contextual information where necessary to reflect recent developments. As in 2010, the primary focus of the 2012 Report is on what is new, what has changed, and what parliaments need to know to move forward in their use of technology.

## METHODOLOGY

The findings presented in the *World e-Parliament Report 2012* are based on the results of the Global Survey of ICT in Parliaments 2012 conducted by the Global Centre for ICT in Parliament between February and May 2012. Significant enhancements were made to the 2007 and 2009 versions of the survey to address in greater depth some of the most important emerging issues. Efforts were also made, however, to retain as much consistency as possible with the previous editions.

The survey covered the following seven topics:

1. Oversight and management of ICT (22 questions)
2. Infrastructure, services, applications and training (31 questions)
3. Systems and standards for creating legislative documents and information (12 questions)
4. Library and research services (28 questions)
5. Parliamentary websites (21 questions)
6. Communication between citizens and parliament (24 questions)
7. Inter-parliamentary cooperation (11 questions)

The 149 questions were designed to be answered as easily and quickly as possible. The survey relied extensively on a “yes/no” answer format. Topics requiring more detail were addressed through a checklist format. A few questions were open-ended. At the end of each section respondents had the opportunity to add a qualification or a comment to any question, and to share any lessons learned or good practices they felt to be of interest to others.

The questionnaire was sent to 269 chambers of unicameral and bicameral parliaments in 190 countries and to two regional parliaments. 156 responses were received, continuing the significantly increasing trend from the 105 responses received in 2007 and the 134 responses received in 2009. The chambers and parliaments that responded to the survey are listed in Box A.1. They represent national legislative bodies from 126 countries and one regional legislative body from Europe (see Figure A.1).

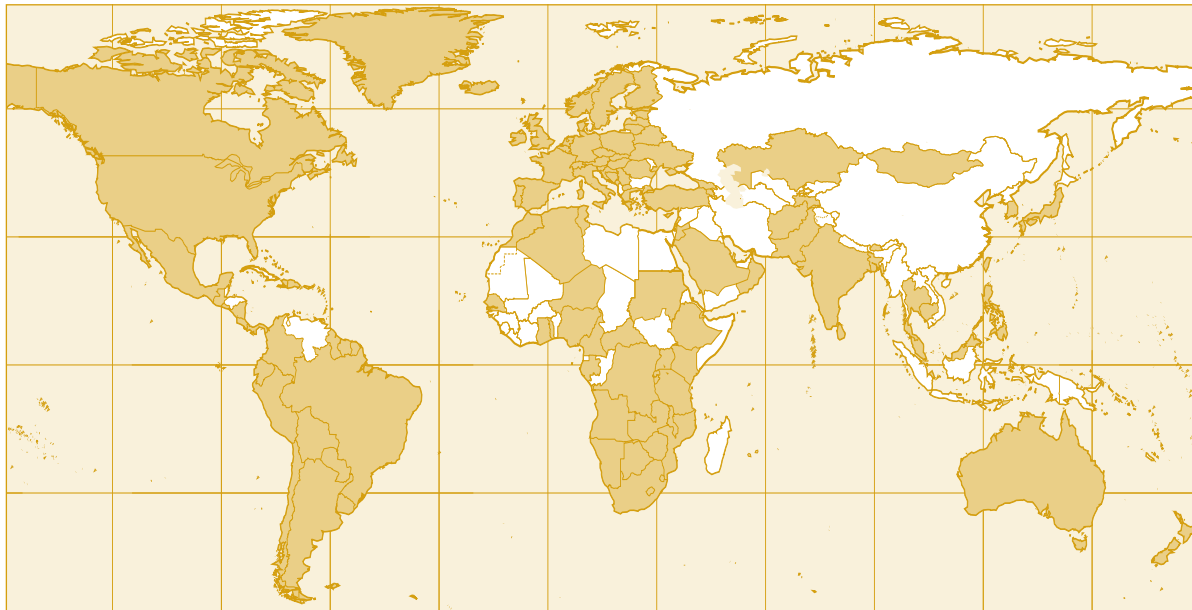
64 responses (41 per cent) were received from unicameral parliaments, 92 (59 per cent) from bicameral parliaments. Of the 156 replies on which the analyses presented in this Report are based, 21 bicameral parliaments answered the questionnaire as one entity due to their administrative and organizational structure. The results of the survey, therefore, encompass a universe of 177 chambers.

Of these chambers, excluding the regional parliament, 35 have less than 50 seats, 41 have 50 to 99 seats, 50 have 100 to 199 seats, 20 have 200 to 299 seats, 15 have 300 to 399 seats and 15 have more than 400 seats (see Figure A.2). Taken together, these national legislative bodies represent a membership of 28,613 legislators (up from 27,249 in 2009), 61 per cent of the world total of 47,095 (44,788 in 2009) members of national parliaments (see Figure A.3).

To enable comparisons of the data from the previous surveys, questions used in 2012 employed the same or similar language as the questions asked in 2009 and 2007 whenever possible. Comparing the results of the three surveys on the same or similar questions provides a valid indication of the status of ICT at the time of each survey for those who responded and gives some general indications of trends over the four-year timeframe.

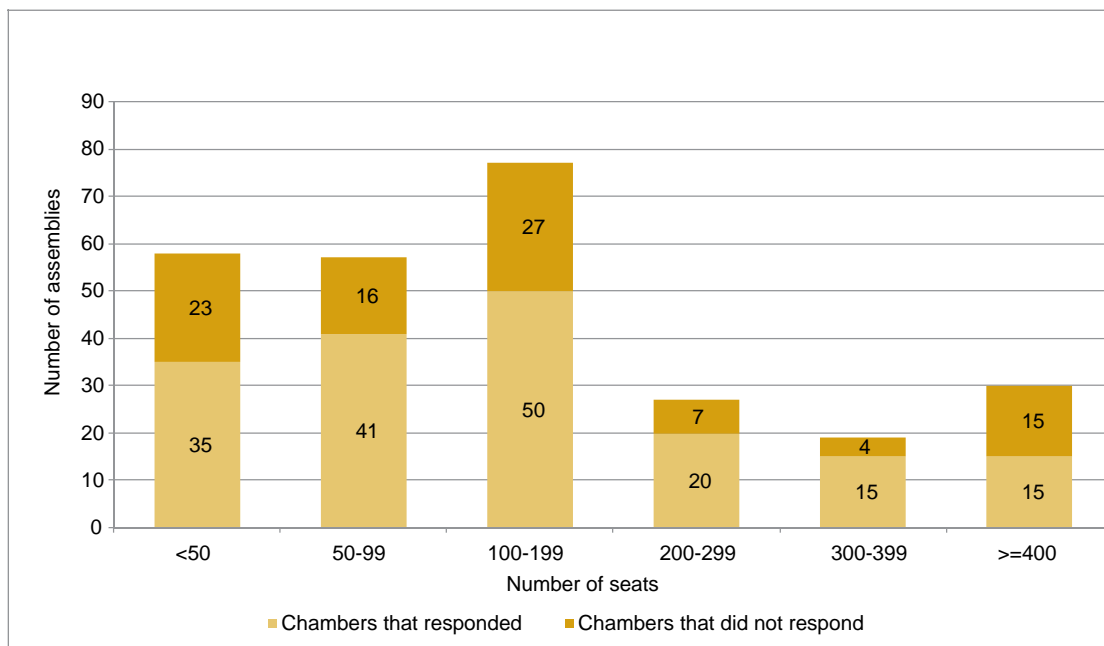
However, because not all assemblies responded to all three surveys, when assessing certain trends it was necessary to use two different subgroups for purposes of comparison. Therefore, the 2012 Report sometimes includes the results from one or both of these comparison groups in addition to the results from the answers provided by the total number of respondents to one or more of the surveys (2012=156; 2009=134; 2007=105). These groups are referred to in the Report as the 2009:2012 comparison group, which includes a total of 108 assemblies (all respondents to both the 2009 and 2012 surveys); and the 2007:2012 comparison group, which includes a total of 74 assemblies (all respondents to all three surveys - 2007, 2009 and 2012).

**Figure A.1: Countries whose parliament or chamber(s) participated in the survey**



(Participating countries are shaded in yellow)

**Figure A.2: Number of seats in national chambers that responded or did not respond to the survey**

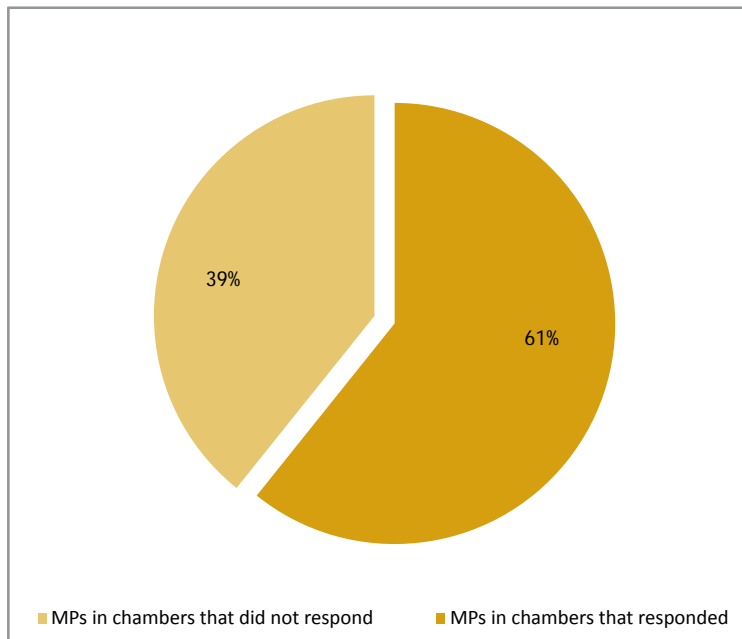


## Box A.1: Parliaments and chambers that participated in the 2012 survey

<b>NATIONAL</b>		
1. Afghanistan, National Assembly*	51. Finland, Parliament	108. Peru, Congress of the Republic
2. Algeria, Council of the Nation	52. France, Senate	109. Philippines, Senate
3. Andorra, General Council	53. France, National Assembly	110. Philippines, House of Representatives
4. Angola, National Assembly	54. Gabon, National Assembly	111. Poland, Senate
5. Antigua and Barbuda, Parliament*	55. Georgia, Parliament	112. Poland, Sejm
6. Argentina, Senate	56. Germany, Federal Council	113. Portugal, Assembly of the Republic
7. Argentina, Chamber of Deputies	57. Germany, German Bundestag	114. Republic of Korea, National Assembly
8. Armenia, National Assembly	58. Ghana, Parliament	115. Republic of Moldova, Parliament
9. Australia, Parliament*	59. Greece, Hellenic Parliament	116. Romania, Senate
10. Austria, Parliament*	60. Grenada, Parliament*	117. Romania, Chamber of Deputies
11. Bangladesh, Parliament	61. Guatemala, Congress of the Republic	118. Rwanda, Parliament*
12. Belarus, Council of the Republic	62. Guyana, National Assembly	119. Saint Kitts and Nevis, National Assembly
13. Belarus, House of Representatives	63. Haiti, Senate	120. Saint Lucia, Houses of Parliament*
14. Belgium, Senate	64. Haiti, Chamber of Deputies	121. Saint Vincent and the Grenadines, House of Assembly
15. Belgium, House of Representatives	65. Hungary, National Assembly	122. Sao Tome and Principe, National Assembly
16. Belize, National Assembly*	66. Iceland, Parliament	123. Saudi Arabia, Consultative Council
17. Bhutan, National Council	67. India, Council of States	124. Senegal, National Assembly
18. Bhutan, National Assembly	68. India, House of the People	125. Serbia, National Assembly
19. Bolivia (Plurinational State of), Chamber of Senators	69. Israel, Parliament	126. Seychelles, National Assembly
20. Bolivia (Plurinational State of), Chamber of Deputies	70. Italy, Senate	127. Slovakia, National Council
21. Bosnia and Herzegovina, Parliamentary Assembly*	71. Italy, Chamber of Deputies	128. Slovenia, National Assembly
22. Botswana, National Assembly	72. Jamaica, Parliament*	129. Slovenia, National Council
23. Brazil, Federal Senate	73. Japan, House of Councillors	130. South Africa, Parliament*
24. Brazil, Chamber of Deputies	74. Japan, House of Representatives	131. Spain, Senate
25. Burundi, National Assembly	75. Jordan, Senate	132. Spain, Congress of Deputies
26. Cambodia, Senate	76. Kazakhstan, Parliament*	133. Sri Lanka, Parliament
27. Cambodia, National Assembly	77. Kenya, National Assembly	134. Sudan, Council of States
28. Cameroon, National Assembly	78. Latvia, Parliament	135. Sudan, National Assembly
29. Canada, Senate	79. Lebanon, National Assembly	136. Suriname, National Assembly
30. Canada, House of Commons	80. Lesotho, Senate	137. Swaziland, Parliament*
31. Central African Republic, National Assembly	81. Lesotho, National Assembly	138. Sweden, Parliament
32. Chile, Senate	82. Lithuania, Parliament	139. Switzerland, Federal Assembly*
33. Chile, Chamber of Deputies	83. Luxembourg, Chamber of Deputies	140. Tajikistan, House of Representatives
34. Colombia, Senate	84. Malawi, National Assembly	141. Thailand, House of Representatives
35. Colombia, House of Representatives	85. Malaysia, Parliament*	142. The former Yugoslav Republic of Macedonia, Assembly of the Republic
36. Costa Rica, Legislative Assembly	86. Malta, House of Representatives	143. Timor-Leste, National Parliament
37. Croatia, Croatian Parliament	87. Mauritius, National Assembly	144. Togo, National Assembly
38. Cyprus, House of Representatives	88. Mexico, Senate	145. Trinidad and Tobago, Parliament*
39. Czech Republic, Senate	89. Mexico, Chamber of Deputies	146. Tunisia, National Constituent Assembly
40. Czech Republic, Chamber of Deputies	90. Mongolia, State Great Hural	147. Turkey, Grand National Assembly
41. Democratic Republic of the Congo, Senate	91. Montenegro, Parliament	148. Uganda, Parliament
42. Denmark, The Danish Parliament	92. Morocco, House of Councillors	149. Ukraine, Parliament
43. Djibouti, National Assembly	93. Morocco, House of Representatives	150. United Kingdom of Great Britain and Northern Ireland, Parliament*
44. Dominica, House of Assembly	94. Mozambique, Assembly of the Republic	151. United Republic of Tanzania, National Assembly
45. Dominican Republic, Senate	95. Namibia, Parliament*	152. United States of America, House of Representatives
46. Dominican Republic, Chamber of Deputies	96. Netherlands, Senate	153. Uruguay, General Assembly*
47. Ecuador, National Assembly	97. Netherlands, House of Representatives	154. Zambia, National Assembly
48. El Salvador, Legislative Assembly	98. New Zealand, House of Representatives	155. Zimbabwe, Parliament*
49. Estonia, The Estonian Parliament	99. Nicaragua, National Assembly	
50. Ethiopia, House of the Federation	100. Niger, National Assembly	<b>REGIONAL</b>
	101. Nigeria, National Assembly*	156. European Parliament
	102. Norway, Parliament	
	103. Oman, State Council	
	104. Pakistan, Senate	
	105. Panama, National Assembly	
	106. Paraguay, Senate	
	107. Paraguay, Chamber of Deputies	

\* bicameral parliaments that answered as one entity due to their organizational structure

**Figure A.3: Percentage of all members of parliaments worldwide whose chambers responded or did not respond to the survey**



In addition to global findings, the analysis of data was also carried out, when it proved informative, according to countries' income level. The classification of economies is based on the World Bank practices and includes the following: Low income (20 respondents), Lower Middle Income (38 respondents), Upper Middle Income (49 respondents) and High Income (48 respondents). The regional parliament was not included in the analyses by income level.

Moreover, when a sufficient number of chambers and parliaments responding to the survey allowed for a geographical representation, further analyses were added to enrich the global findings. For the purposes of this Report, meaningful geographical groupings were possible for Europe (48 respondents, not including the European Parliament), Africa (36 respondents), Latin America (22 respondents), Caribbean (15 respondents, including Belize, Suriname, and Guyana because of their affiliation to the Caribbean Community - CARICOM) and Southern and South-Eastern Asia (15 respondents), as a sub-group of Asia (see Annex 2).

## STRUCTURE OF THE DOCUMENT

The *World e-Parliament Report 2012* is organized into three parts and consists of 11 chapters. Part 1 focuses on the challenges that the age of information and communication technologies continues to pose for parliaments and highlights two critical issues - the demands for transparency, openness and accountability and the advances in technology. Part 2 describes the status of ICT in parliament in several key areas, including the management of technology, technical infrastructures and applications, and the provision of services. Part 3 offers a discussion of global e-parliament levels and highlights critical development issues by looking at inter-parliamentary cooperation and collaboration mechanisms. A final chapter contains the main conclusions and recommendations

of the Report. The results from most, but not all survey questions, are included in the relevant chapters.

Throughout the text of the Report, the terms “parliament”, “chamber”, “legislature” or “respondent” have been used interchangeably to indicate those institutions that replied to the survey. To assist the reader, the questions from the 2012 survey used as the basis for each figure are identified below it. The complete 2012 Global Survey of ICT in Parliaments is included as an annex to the Report. Figures that include findings from the 2008 and 2010 World e-Parliament Reports reference the page number of those reports where the findings may be found.