

Introduction

The release of the *World e-Parliament Report 2008* represented the initial step in documenting 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 global survey, undertaken in mid-2007, that 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 parliaments on a global basis. These allowed parliaments 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* follows the path of the 2008 edition in guiding readers through the unique environment of parliaments and technology. Its purpose is 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 suggests ways to overcome some of the obstacles to the effective use of technology in parliamentary settings.

The 2010 Report 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 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 a survey. Second, they are drawn from the presentations made and discussions held at the World e-Parliament Conferences 2008¹ and 2009,² hosted respectively by the European Parliament and by the U.S. House of Representatives. Further input was gathered from 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 2010 Report is intended to be read in conjunction with the 2008 Report. In addition to summarizing a great deal of data, the 2008 Report included a considerable amount of technical information and extended background discussions of key issues related to ICT in parliament. The 2010 Report builds upon this foundation but does not repeat it; instead it updates the contextual information where necessary to reflect recent developments. The primary focus of the 2010 Report is on what is new, what has changed, and what parliaments need to know to move forward in their use of technology.

1 United Nations, European Parliament, Global Centre for ICT in Parliament, *World e-Parliament Conference 2008: 25-26 November 2008, European Parliament, Brussels; Report*, [New York]: United Nations, 2009 [<http://www.ictparliament.org>].

2 United Nations, Inter-Parliamentary Union, U.S. House of Representatives, Global Centre for ICT in Parliament, *World e-Parliament Conference 2009: 3-4-5 November 2009, U.S. House of Representatives, Washington D.C.; Report*, [New York]: United Nations, 2010 [<http://www.ictparliament.org>].

METHODOLOGY

The findings presented in the *World e-Parliament Report 2010* are based on the results of the Global Survey of ICT in Parliaments 2009³ conducted by the Global Centre for ICT in Parliament between July and November 2009. Significant enhancements were made to the 2007 version of the survey to address in greater depth some of the most important emerging issues. The survey was also reviewed to ensure coherence with the updated *Guidelines for Parliamentary Websites*, released by the Inter-Parliamentary Union in March 2009.⁴ Efforts were made to reduce the number of questions while retaining as much consistency as possible with the previous edition.

The survey covered the following six topics:

1. Oversight and management of ICT (30 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 (23 questions)
5. Parliamentary websites (22 questions)
6. Communication between citizens and parliaments (21 questions)

The 139 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 264 chambers of unicameral and bicameral parliaments in 188 countries and to two regional parliaments. 134 responses were received, marking a significant increase from the 105 responses received in 2007. The chambers and parliaments that responded to the survey are listed in the next pages in Box A.1. They represent national legislative bodies from 109 countries, one regional legislative body from Europe and one regional body from Africa (see Figure A.1).

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60 responses (45%) were received from unicameral parliaments, 74 (55%) from bicameral parliaments and two from regional parliaments. Of the 134 replies on which the analyses presented in this Report are based, twelve 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 146 chambers.

Of these chambers, excluding the two regional parliaments, 13 have less than 50 seats, 35 have 50 to 99 seats, 45 have 100 to 199 seats, 21 have 200 to 299 seats, 13 have 300 to 399 seats and 17 have more than 400 seats (see Figure A.2). Taken together, these national legislative bodies represent a membership of 27,249 legislators, 61% of the world total of 44,788 members of national parliaments (see Figure A.3).

To enable comparisons of the data from the two surveys, questions used in 2009 employed the same or similar language as the questions asked in 2007 whenever possible. Comparing the results of the two surveys on the same or similar questions provides some general indications of trends over the two-year timeframe.

³ See Annex 4.

⁴ Inter-Parliamentary Union, *Guidelines for Parliamentary Websites*, [Geneva]: Inter-Parliamentary Union, 2009 [http://www.ictparliament.org/resources/guidelines_en.pdf].

However, because of differences in the composition of the group of 134 respondents in 2009 and the 105 respondents in 2007 it would not be valid to use these results to determine specific changes in the state of ICT that may have occurred over the two years. To assess such changes more accurately and provide a base for comparing results between the two surveys, it was necessary to identify a subgroup of parliaments that responded to both surveys. This group, which consists of 87 chambers, is referred to throughout this Report as the “2009:2007 Compare Group”. Results from this group for each of the two years are presented when it is useful to confirm changes in ICT that have occurred over time. The number of parliaments in the 2009:2007 Compare Group may vary in some instances, such as when a question is posed only to those that answered positively to a preceding question.

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

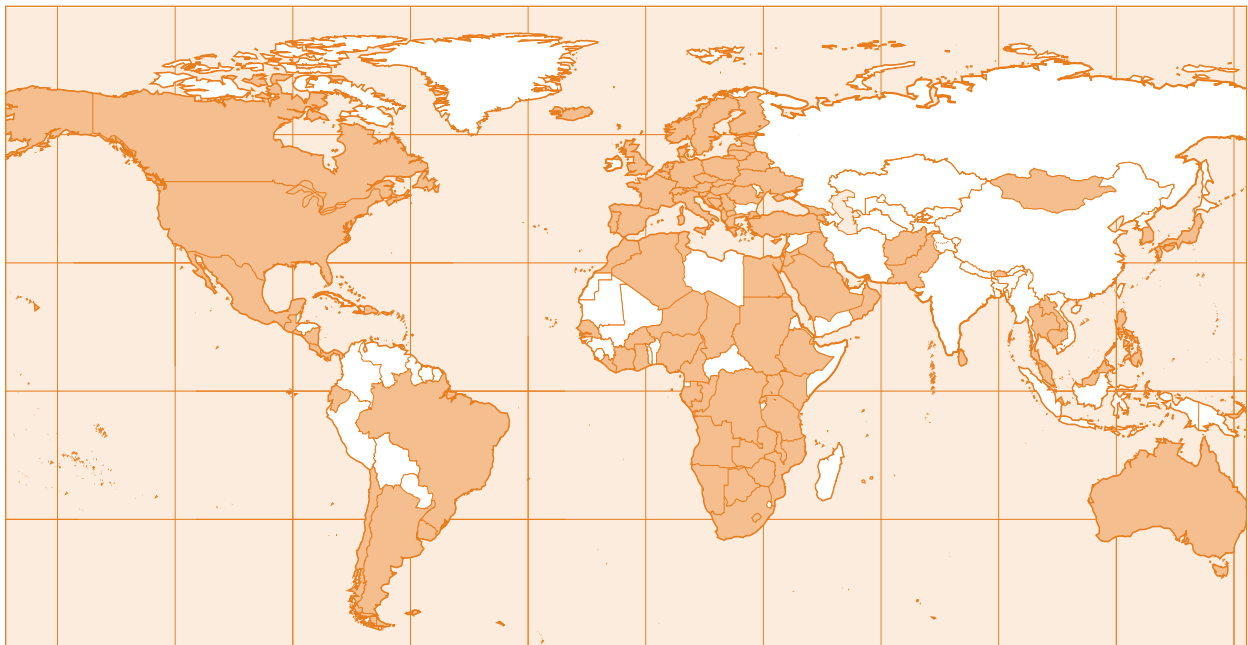


Figure A.2: Number of seats in national chambers that responded or did not respond to the survey

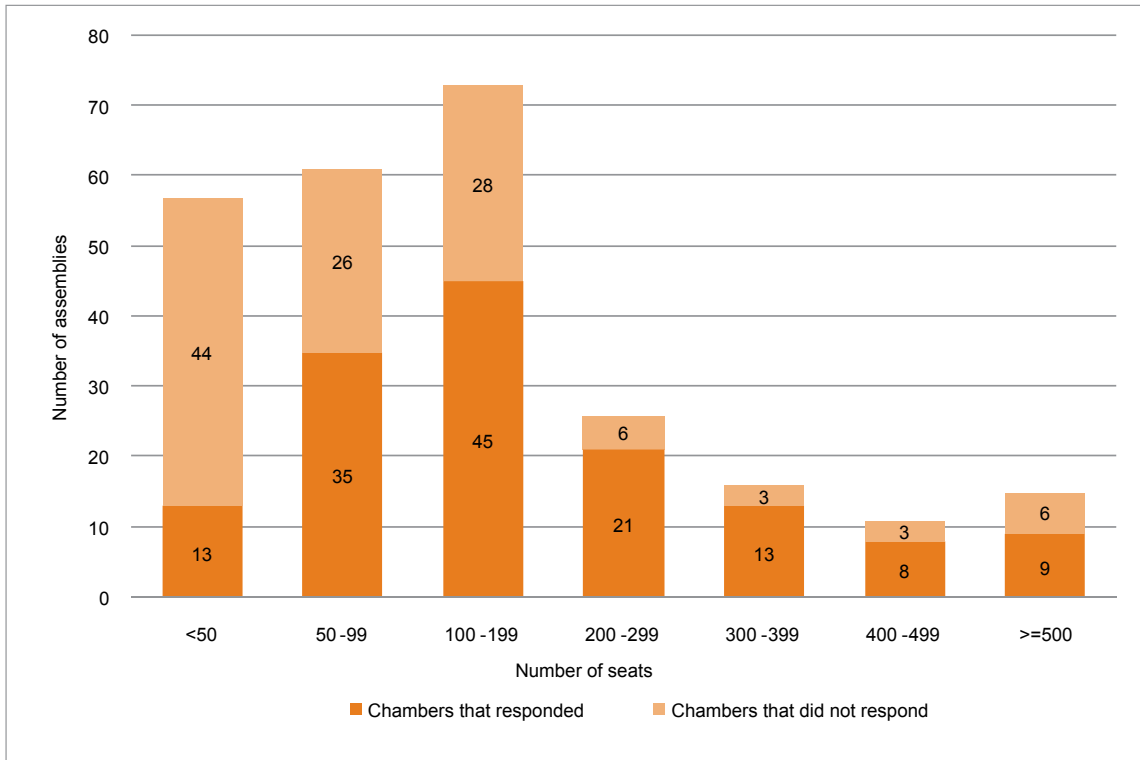
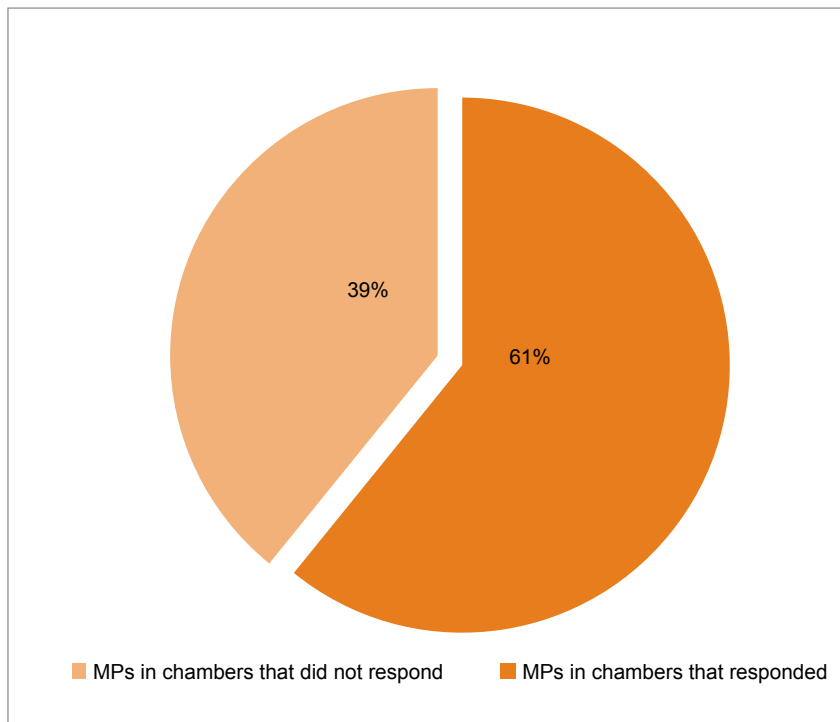


Figure A.3: Percentage of all members of parliament world-wide whose chambers responded or did not respond to the survey



Box A.1: Parliaments and chambers that participated in the 2009 survey

NATIONAL	
1. National Assembly of Afghanistan*	70. Parliament of Latvia
2. Parliament of Albania	71. National Assembly of Lebanon
3. National People's Assembly of Algeria	72. Parliament of Lesotho*
4. Council of the Nation of Algeria	73. The Liberian Senate
5. General Council of Andorra	74. Diet of Liechtenstein
6. National Assembly of Angola	75. Parliament of Lithuania
7. Chamber of Deputies of Argentina	76. Chamber of Deputies of Luxembourg
8. Senate of Argentina	77. National Assembly of Malawi
9. National Assembly of Armenia	78. Parliament of Malaysia*
10. House of Representatives of Australia	79. National Assembly of Mauritius
11. Senate of Australia	80. Chamber of Deputies of Mexico
12. Parliament of Austria*	81. State Great Hural of Mongolia
13. House of Representatives of Belarus	82. Parliament of Montenegro
14. Council of the Republic of Belarus	83. House of Representatives of Morocco
15. House of Representatives of Belgium	84. Assembly of the Republic of Mozambique
16. Senate of Belgium	85. Parliament of Namibia*
17. National Council of Bhutan	86. House of Representatives of the Netherlands
18. Parliamentary Assembly of Bosnia and Herzegovina*	87. Senate of the Netherlands
19. National Assembly of Botswana	88. House of Representatives of New Zealand
20. Chamber of Deputies of Brazil	89. National Assembly of Nicaragua
21. Federal Senate of Brazil	90. National Assembly of Niger
22. National Assembly of Burkina Faso	91. National Assembly of Nigeria*
23. National Assembly of Cambodia	92. Parliament of Norway
24. Senate of Cambodia	93. State Council of Oman
25. National Assembly of Cameroon	94. Senate of Pakistan
26. House of Commons of Canada	95. National Assembly of Panama
27. Senate of Canada	96. House of Representatives of the Philippines
28. National Assembly of Chad	97. Senate of the Philippines
29. Chamber of Deputies of Chile	98. Sejm of Poland
30. Senate of Chile	99. Assembly of the Republic of Portugal
31. National Assembly of Congo	100. National Assembly of the Republic of Korea
32. Senate of Congo	101. Chamber of Deputies of Romania
33. Legislative Assembly of Costa Rica	102. Senate of Romania
34. National Assembly of Côte d'Ivoire	103. Parliament of Rwanda*
35. Parliament of Croatia	104. Consultative Council of Saudi Arabia
36. House of Representatives of Cyprus	105. National Assembly of Senegal
37. Chamber of Deputies of the Czech Republic	106. National Assembly of Serbia
38. Senate of the Czech Republic	107. Parliament of Singapore
39. National Assembly of the Democratic Republic of the Congo	108. National Council of Slovakia
40. Parliament of Denmark	109. National Assembly of Slovenia
41. National Assembly of Djibouti	110. Parliament of South Africa*
42. Chamber of Deputies of the Dominican Republic	111. Congress of Deputies of Spain
43. National Assembly of Ecuador	112. Senate of Spain
44. People's Assembly of Egypt	113. Parliament of Sri Lanka
45. Legislative Assembly of El Salvador	114. National Assembly of Sudan
46. Parliament of Estonia	115. Parliament of Sweden
47. House of the Federation of Ethiopia	116. Federal Assembly of Switzerland*
48. Parliament of Finland	117. House of Representatives of Thailand
49. National Assembly of France	118. Senate of Thailand
50. Senate of France	119. Assembly of the Republic of The former Yugoslav Republic of Macedonia
51. National Assembly of Gabon	120. National Parliament of Timor-Leste
52. Parliament of Georgia	121. Chamber of Deputies of Tunisia
53. German Bundestag	122. Chamber of Councillors of Tunisia
54. Federal Council of Germany	123. Grand National Assembly of Turkey
55. Parliament of Ghana	124. Parliament of Uganda
56. Hellenic Parliament of Greece	125. Parliament of Ukraine
57. Congress of the Republic of Guatemala	126. Parliament of the United Kingdom*
58. National Assembly of Hungary	127. National Assembly of the United Republic of Tanzania
59. Parliament of Iceland	128. House of Representatives of the United States of America
60. Council of Representatives of Iraq	129. House of Representatives of Uruguay
61. Parliament of Israel	130. Senate of Uruguay
62. Chamber of Deputies of Italy	131. National Assembly of Zambia
63. Senate of Italy	132. Parliament of Zimbabwe*
64. House of Representatives of Japan	
65. House of Councillors of Japan	
66. House of Representatives of Jordan	
67. Senate of Jordan	
68. National Assembly of Kenya	
69. National Assembly of the Lao People's Democratic Republic	
	REGIONAL
	133. European Parliament
	134. Pan-African Parliament

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

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 World Bank practices⁵ and includes the following: Low Income (20 respondents), Lower Middle Income (33 respondents), Upper Middle Income (33 respondents), and High Income (46 respondents). The European Parliament and the Pan-African Parliament were 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 the European Union area (33 respondents from the European Union, including the European Parliament), Africa (37 respondents, including the Pan African Parliament) and Latin America (15 respondents).⁶

STRUCTURE OF THE DOCUMENT

The *World e-Parliament Report 2010* is organized into three parts that consist of 10 chapters. Part 1 focuses on the challenges that the Information Society poses for parliaments and highlights two critical issues - communication with citizens and the demand for transparency. Part 2 describes the status of ICT in parliament in 2010, including an elaboration of e-parliament levels. Part 3 concentrates on development issues by looking at inter-parliamentary cooperation and collaboration mechanisms and offers a framework for coordinating the efforts of the international community. 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. The sources of each figure representing findings from the survey have been identified and made readily visible to assist the reader in referencing questions in the Global Survey of ICT in Parliaments, which is included as an annex to the Report.

5 See Annex 3.

6 See Annex 2.