



ICTParliament



Parliaments and Communication: Preliminary Results from the 2009 Survey of ICT

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Topics

- Communication technologies used by most parliaments (preliminary findings; numbers may change in final report)
- Challenges and benefits
- Assessing the impact of new technologies
- Mobile technologies



Global Survey of ICT in Parliaments 2009

- 133 assemblies responded (compared to 105 in 2007)
- 48 ECPRD member chambers (including the European Parliament and observer Israel Knesset)
- Increased focus in the survey on “connecting parliaments and citizens”





Communication: Parliaments and Citizens

Beside personal e-mail and websites, which of the following methods for communicating with citizens are the parliament or members *currently using or planning or considering using?* (of 126 assemblies)





Communication: Parliaments and Citizens

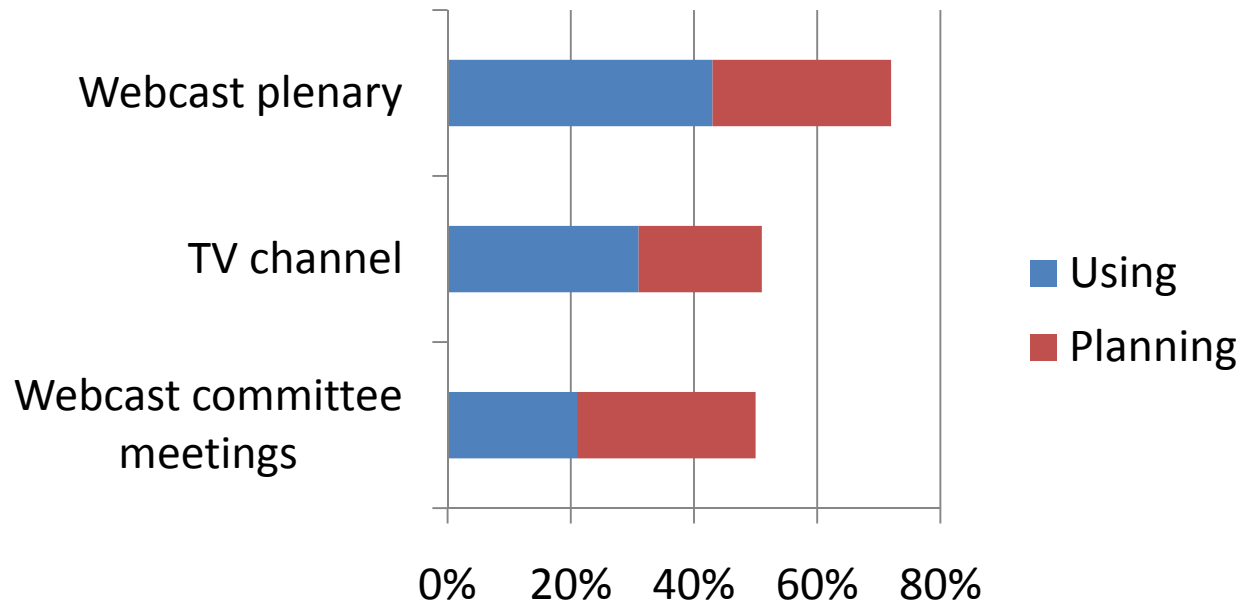
Technologies being used or being considered by the most parliaments:

- Webcasting of plenary sessions = 71%
- Parliamentary TV channels = 50%
- Webcasting of committee meetings = 50%





Percentage currently using versus planning or considering





Communication: Parliaments and Citizens

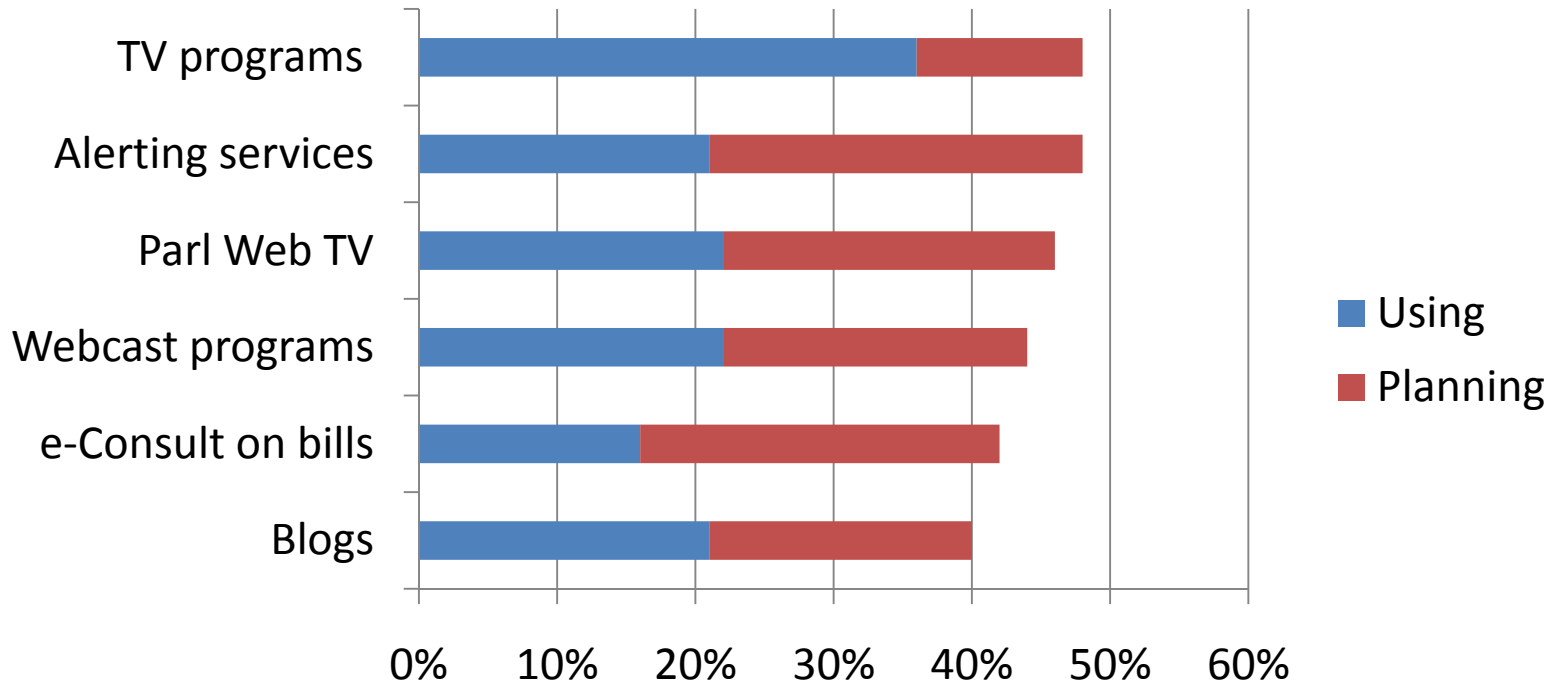
40%-50% of parliaments using or planning to use:

- TV programs on other channels = 47%
- Alerting services = 47%
- Parliament WebTV = 46%
- Webcasting of special programs = 44%
- e-Consultation on bills = 42%
- Blogs = 40%





Percentage currently using versus planning or considering





Six of the top seven methods for communicating with citizens are based on video technology:

1. Webcasting of plenary sessions
2. Parliamentary TV channel(s)
3. Webcasting of committee meetings
4. TV programs (on other TV channels)
5. Alerting services
6. Parliamentary Web TV
7. Webcasting of special programs

These are all one-directional





Other technologies	Using	Planning	Total
Radio programs	28%	12%	40%
Online discussion groups	11%	28%	39%
Polls	12%	25%	37%
e-Petition	12%	25%	37%





Other technologies	Using	Planning	Total
YouTube	11%	14%	25%
Social networking	12%	12%	24%
Twitter	11%	11%	22%





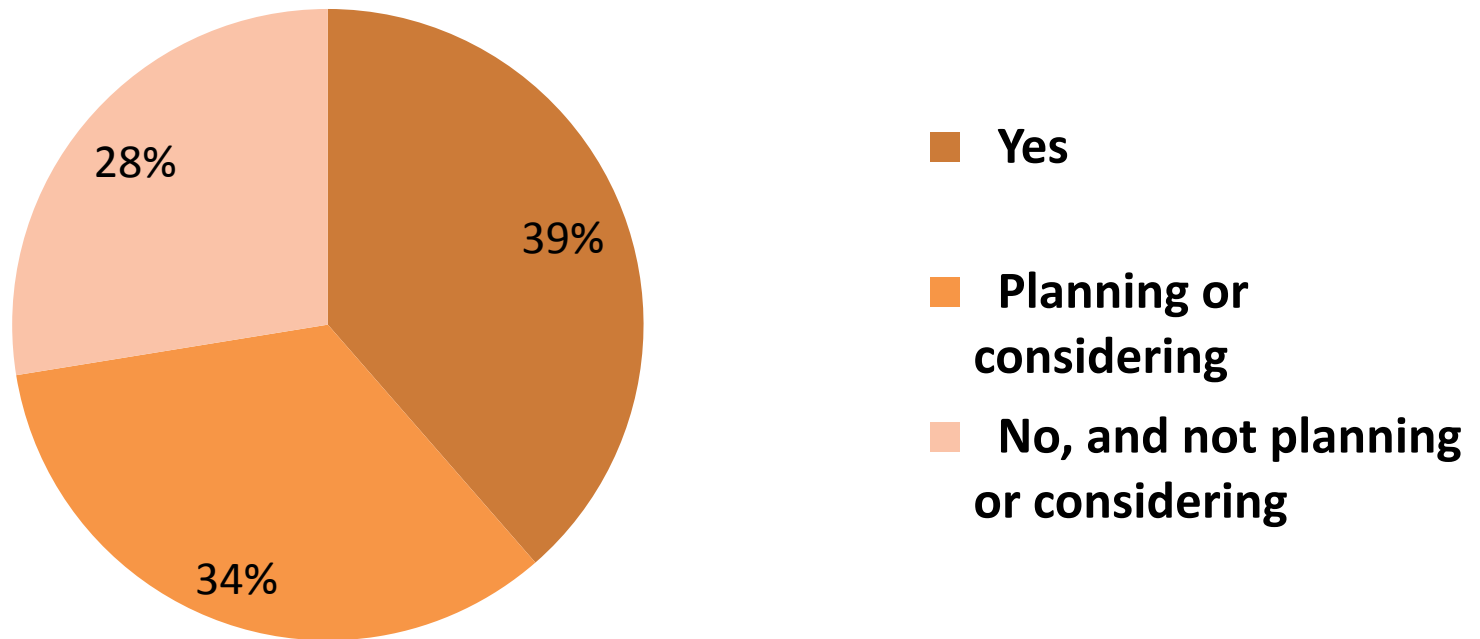
Rank order of technologies that allow citizen input (of 20):

- 8. e-Consultation on bills = 42%
- 9. Blogs = 40%
- 11. e-Consultation on issues = 39%
- 12. Online discussion groups = 39%
- 13. Online polls = 37%
- 14. e-Petitions = 37%
- 17. Social networking sites = 24%





Parliaments using ICT methods to communicate with young people





Most important objectives in using technology for communication

1. Inform citizens about policy issues and proposed legislation = 72%
2. Explain what parliament does = 60%
3. Engage more citizens in political process = 56%





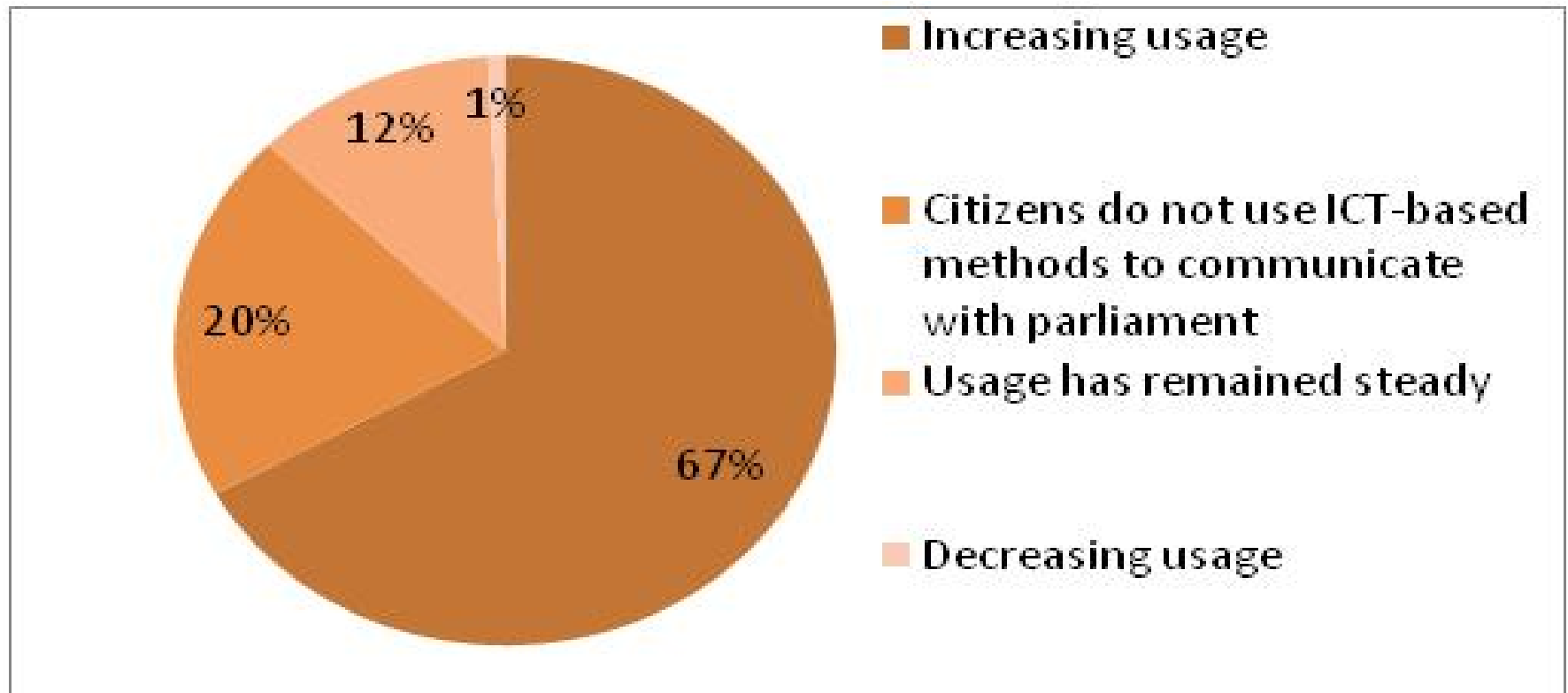
Challenges in using new media

- Members not familiar with the technology = 39%
- Citizens not familiar with legislative process = 34%
- Effort required = 30%
- Citizens not familiar with the technology = 28%
- Citizen access to Internet = 24%
- None = 24%





Citizen use of communication technologies is increasing





Observations based on the preliminary results of the survey

- Traditional video technologies are used by the most parliaments
- Trends in use of interactive technologies...?
- Communication from citizens increases with the use of ICT
- Main barriers
 - Knowledge of Members about the technology
 - Knowledge of citizens regarding the legislative process
 - Access to the Internet





Assessing New Technologies

- What is helpful to legislators?
- What is helpful to citizens?
- **18%** of parliaments reported that they had conducted a formal or informal assessment
- Need more sharing of assessments among parliaments





Assessment – One Study

- Congressional Management Foundation Study
 - Evaluated 20 Teletown Hall meetings, 600 participants
 - Eight U.S. Representatives and one Senator
 - Single issue – Immigration policy in the U.S.
 - Compared participant group and “control group”
 - Three interviews – 1 before and 2 following





Assessment – Three Findings

- Attracted a diverse array of constituents
 - Participants were from groups usually less engaged in politics or frustrated with the political system
- Increased engagement in politics
 - Participants more likely to vote and more likely to attempt to engage others
- Popular with constituents
 - 95% stated they would like to participate in future events



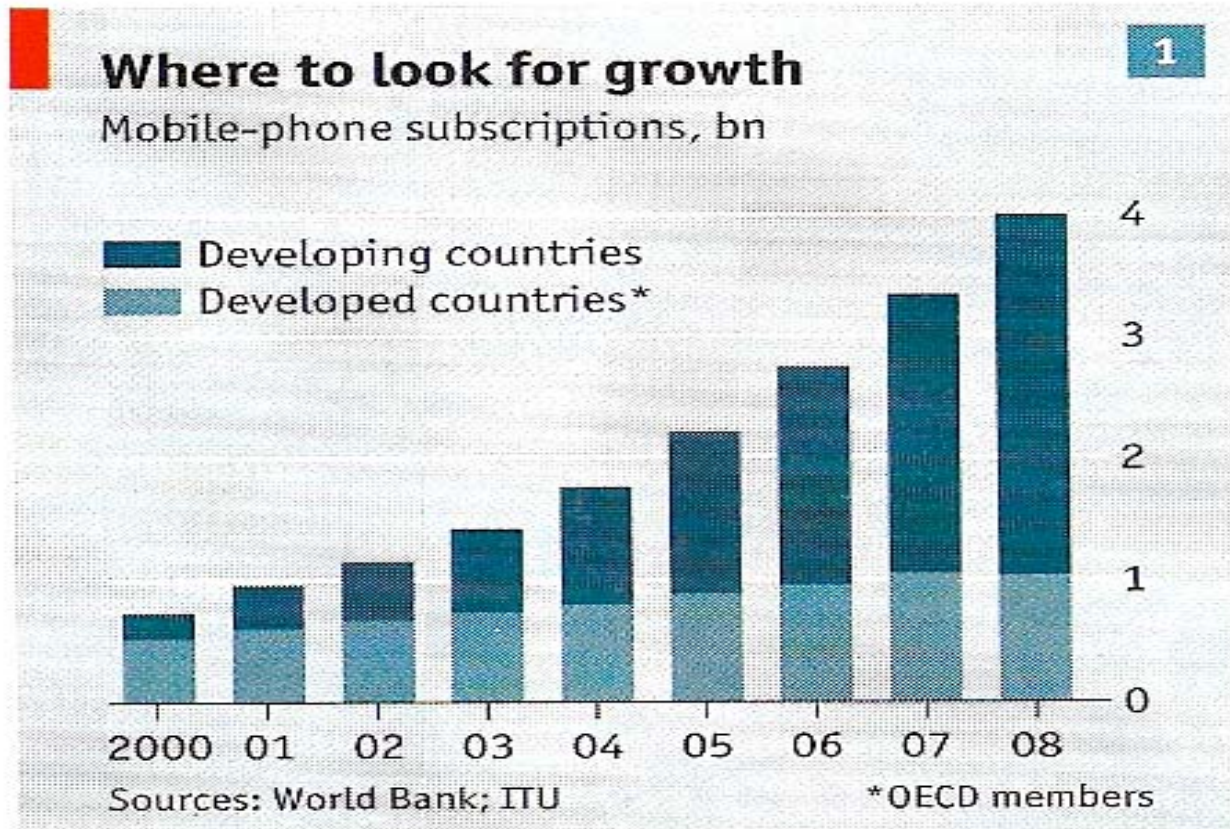


Mobile Technologies

“It looks highly likely that global mobile cellular teledensity will surpass 100% within the next decade, and probably earlier.”

Hamadoun Toure, Secretary-General of the International Telecommunications Union.







Mobile Technologies

- What does it mean for parliaments that within the decade, everyone will have the potential to be connected to their parliament and to each other by mobile technologies?
- Who will take the lead in using these new technologies?





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