World e-Parliament Report 2018

• Reviews the definition of the ‘e-parliament’
• Survey of 114 parliaments
• Survey of 168 members of parliament
• Chapter on parliamentary innovation
An e-Parliament places technologies, knowledge and standards at the heart of its business processes and embraces the principles of collaboration, inclusiveness, participation and openness to the people.
Key trends: Parliaments

- Digital technologies are firmly embedded with clearly identified governance and technology practices in most parliaments.
- The adoption of XML has levelled off.
- The use of instant messaging has seen a significant increase and social media use also continues to rise.
- Digital broadcasting and video streaming have overtaken traditional broadcasting.
- Barriers to greater use of ICT include training and skill deficits among staff and members and growing concerns over security and reliability. Knowledge of how parliaments work is seen as the biggest barrier to greater citizen engagement.
- Over a third of the parliaments now collaborate directly with Parliamentary Monitoring Organizations (PMOs).
- More Inter-parliamentary support is needed in many areas of ICT.
Key trends: Members

• Ninety-six per cent of the members surveyed use a mobile device and 80% expect their digital communication with the public to increase.

• Three-quarters of the respondents regard email as the most important digital tool, followed by Facebook and WhatsApp.

• 71% of members write their own social media content, while content for their websites tends to be written by staff.

• Three out of five members consider their knowledge of online communication to be advanced. Conversely, one out of five members claims to lack the skills needed to take part in online chats and events.

• 24% of members have no support or assistance for digital content and communication.
Digital maturity

Average scores by area of concern.

For all parliaments, top 20 and bottom 20 ranking.
## Top 3 Improvements

<table>
<thead>
<tr>
<th>Rank</th>
<th>2018</th>
<th>2016</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>More information and documents on the website <strong>73%</strong></td>
<td>More information and documents on the website <strong>89%</strong></td>
<td>Increased capacity to disseminate information and documents <strong>49%</strong></td>
</tr>
<tr>
<td>2</td>
<td>Increased capacity to disseminate information and documents <strong>66%</strong></td>
<td>Increased capacity to disseminate information and documents <strong>86%</strong></td>
<td>Better management of documents <strong>28%</strong></td>
</tr>
<tr>
<td>3</td>
<td>Existing online documents presented in a more accessible way <strong>56%</strong></td>
<td>Existing online documents presented in a more accessible way <strong>69%</strong></td>
<td>More timely publication of reports of plenary proceedings <strong>23%</strong></td>
</tr>
</tbody>
</table>
Change in online communication

Expectations of members as to how online communication with the public will change over the next three years.

- Reduce a lot: 2%
- Reduce somewhat: 3%
- About the same: 16%
- Increase somewhat: 46%
- Increase a lot: 34%
Key trends: Parliamentary innovation

• Innovation does not happen by itself; a conscious effort to modernize institutional culture means that innovative practices are more likely to be accepted.

• Change can be driven by public pressure for openness and transparency and political commitment within the institution.

• Too much management stifles innovation; the parliaments that have been successful in this area have learned to let go.

• Working with external partners, such as PMOs and academia, can bring in fresh thinking and new solutions, resulting in better tools and applications for engaging the public.
what an innovative parliament looks like
What is parliamentary innovation?

“Innovation” in the parliamentary context is the adoption of new practices, products or services that change one or more aspects of parliament’s operations or culture. The practice, product or service need not necessarily be new or innovative in absolute terms; innovation encompasses the adoption of existing processes there were not previously used in parliament’s work. Innovation is often driven, facilitated or supported by digital technology.
Key trends: Innovation

• **Innovation does not happen by itself;** a conscious effort to modernize institutional culture means innovative practices are more likely to be accepted.

• Change can be driven by *public pressure and political commitment.*

• **Too much management stifles innovation;** the parliaments that have been successful in this area have learned to let go.

• **Working with external partners** brings fresh thinking and new solutions.
How innovation happens

• New technologies: Online, AI
• Data visualisation
• Hackathons
• Civic challenges
• Collaborative residency
• Legislative commons: online collaborative work
• Smart crowdsourcing
Innovation culture

• Accountable but not over-managed
• Less hierarchy, more de-centralised
• Collaborative and experimental spaces
• Political will and public pressure
• Internal skills and resource
• Partnering with others
• New legislative frameworks
Conclusion

• Parliaments that recognise the need to evolve and develop new and more open ways of working are the ones where innovation is happening.

• As much a cultural shift as a technological one.

• Requires a commitment at all levels of the institution to work with others, to see parliament from different perspectives and to be prepared to take risks with new and often untried ideas.
what an innovative parliament looks like