

published their reports. Did the secretaries of committees not have to report to the Secretary General? As far as the signature of bills agreed to was concerned, their transmission was only possible after the Secretary General signed them, and this was true of all documents coming from the National Assembly. Political pressure had been seen particularly in relation to the promulgation of the law relating to electoral affairs. There had been a disagreement between the Assembly and the Senate. After the agreement of the report of the committee, the Speaker had tabled amendments to the bill, not in front of the Chamber but in front of the committee itself. This had accepted the Speaker's amendments, contrary to the bill adopted by the two Houses. The President of the Senate came to the Secretary General and asked him to sign, arguing that the President of the Republic was waiting for his signature. The Secretary General refused, since this procedure was contrary to the rules. The Speaker of the Senate insisted and threatened. After looking at the positions taken by the two Chambers, the Secretary General finally gave in. The Opposition reacted. The press carried out an inquiry which revealed that he had been put under pressure. The President of the Republic and the Speaker of the Senate blamed each other. The Chamber called the Secretary General before it and he was absolved of all suspicion. In Nigeria as well, the Secretary General had the duty of declaring a seat vacant.

Mr Anders FORSBERG (Sweden) said that he had the duty of ensuring the legal competence of persons employed by committees.

Dr Fetua Toia ALAMA (Samoa) said that the Secretary General of Parliament was a constitutional public servant, named by the Head of State at the proposal of the Speaker of the Assembly and after consultation with the head of the opposition. The relations between the Secretary General and the Speaker were the same as between a director general of a ministry and the minister. One of his responsibilities was to give professional advice to all members of parliament. The Secretary General also had to supervise the translation of documents and texts into the two official languages employed in the Chamber. There was a great deal of political pressure since the Secretary General was also responsible for organising elections. In 2001, the Secretary General had refused to declare a winner in one constituency. The Prime Minister had put him under personal pressure, but to no avail.

Shri Satish KUMUR (India) congratulated Mr HARRIS on his election as President of the Association.

Mr Samuel Waweru NDINDIRI (Kenya) referred to the duty of signing documents in order to satisfy that they had been agreed. When a bill was adopted the Secretary General of Kenya had to sign it to certify that it had been agreed and send it to the Ministry of Justice. Ten or twelve years ago, it had happened that a text had been agreed to but altered by the Executive. It had dealt with fixing of a time limit of two weeks and the word 'more' had been substituted for 'less than'. This had caused a general outcry. The courts had judged this change illegal. It was necessary to think about this risk.

Mr Anders FORSBERG (Sweden) said that that day many subjects had been raised relating to the duties of the Secretary General. The Secretary General nowadays had a role which was much wider than the simple organisation of the work of the Chamber where he carried out his duties. He had to be a model employer, a specialist in various areas, follow the work of parliament and carry out a wide range of functions. From this it was necessary to find think about the theory behind the work as well as ensuring that one remained courteous and responded to the needs of each member of parliament.

Mr Ian HARRIS, President Elect, thanked the speakers and all those members who had taken part that day.

2. Report of Mr Ian Harris, Secretary General of the House of Representatives of Australia, on Promoting the Work of Parliament

I am delighted to be able to report to you the final results from the questionnaire on Promoting the Work of Parliament.

Members may recall that in October 2000, I delivered a communication about promoting the work of Parliament that stemmed from concern about Australian public perceptions of their legislators. The immediate responses I received led me to believe that the Australian experience was not an isolated one. Recent events might suggest that the situation might not have changed a great deal, despite our most earnest efforts. A leading newspaper in Australia raised in the last three weeks the matter of a collective noun for politicians. Raising the discussion in the letters column of the London *Times*, the Australian newspaper repeated the following suggestions for a collective noun:

"A forest: Dense, wooden, parts may die yet remain in place for years, and rising to the top, prevents you from seeing what is happening on the ground.

A tornado: A spinning mass of hot air".

An Australian suggestion, in response to those from Britain, was:

"Abunchofbananas":

- a) Starting of straight and green, they soon turn yellow and bent, and end up being as rotten as a bunch" I
- b) They are all yellow, they have thick skins, they stick together, and not one of them is straight!

Colleagues may recall that a draft version of the questionnaire was discussed at our meeting in Havana in April 2001. The discussion led to a number of improvements in the questionnaire, and at our following meeting in Marrakech in March 2002, we discussed the revised questionnaire -including the six supplementary questions that had been suggested. A summary of the first additional questions was later presented in Geneva in September 2002.

Taken as a whole, the questionnaires covered six main subjects, namely: the responsibility for public information; the provision of information about the operation and work of Parliament; the relation with the media, including the public awareness of committee activities; the direct delivery of parliamentary proceedings by radio, television and the new electronic means of public communication; the educational services provided by parliaments; and lastly the evaluation of information programmes.

Overall 48 countries responded to the questionnaires, which equates, after taking bicameral systems into account, to a total of 62 responses.

What I intend to do is, today, to provide you with an overview of the survey whose purpose is to elicit information on the way in which the public accesses parliamentary information as distinct from information that is of a political nature.

In your meeting papers, you will find a synoptic table which summarises each of the questions in the questionnaire and tallies the responses that have been received in percentage form. I would like now to step through the main elements of this synoptic table.

The first section of the questionnaire deals with responsibility for public information.

The key findings in this area are that the great majority of, if not all, Parliaments, have a public information office responsible for the formulation, implementation and management of public relations programmes that are designed to strengthen the image of Parliament.

Reading of the synoptic table shows that:

- 87% of those Parliaments that responded (Q1) have a public information office, with the vast majority of these offices (that is, 88%) being distinct units within the parliamentary administration;
- staffing arrangements for these public information offices vary considerably (Q1), some having small offices of between 1 and 4 staff (25% of them) and some having large offices of more than 20 staff (25% as well). The most common office size is between 5 and 9 staff (which 31% of Parliaments report).

These public information offices are engaged in a very wide range of activities:

- from media liaison and support, to answering questions from the general public;
- from publishing information brochures and audio-visual material, to supporting educational seminars and guided tours; and
- from receiving public petitions, to preparing daily or sessional reports of activities.

It is important to note that a very large proportion of those Parliaments without a separate public information office nevertheless provide public information services. In these instances, the services are provided by units with other, broader responsibilities.

With regard to that observation it is interesting to note that so many Parliaments have chosen to establish separate public information offices. It does suggest a widely held view that there is value in co-locating such activities and allowing staff to focusing on this set of responsibilities alone.

However, the particular case of the UK Parliament should be noted. There are indeed separate information offices but combined arrangements for education and broadcasting. This unit is managed by the House of Commons on behalf of both Houses.

The next section of the questionnaire deals with providing public information.

The key findings concerning the provision of public information are that:

- almost all Parliaments produce public information documents, with 77% (Q10) reporting that they produce a wide range of information about the role and history of Parliament, about parliamentary practices and procedure, and about current activities and issues;

- there is a slight tendency not to charge for such publications (Q10), with 59% reporting they do not charge for any publications and only 30% charging for all or some publications;
- however, half of Parliaments (53% of those that responded) do not provide information on the work of individual parliamentarians (Q3) and an ever greater proportion (76%) does not provide information on political parties (Q6).

Analysis of the responses also reveals that:

- almost all Parliaments provide information services for visitors - including information brochures, guided tours and, in some Parliaments, multi-media information displays;
- only 21% of respondents do not conduct seminars or information sessions to publicise the work of Parliament (Q11) - the topics for which vary widely, from seminars on basic parliamentary procedures and to forums on current public policy issues; and
- only 30% do not arrange exhibitions to promote the work of Parliament (Q12). Exhibitions include artworks, photographic displays, musical evenings and any other activities designed to depict the Parliament as a good corporate citizen. This is particularly the case with countries like Estonia, France, Romania, Holland, Germany, Belgium, which have made considerable efforts to represent Parliament as an institution willing to assume its social responsibility - and knowing how to make it recognized.

The next two issues canvassed in the questionnaire deal with media relations and publicising committees.

The key results in this area are that:

- nearly all Parliaments (94%) use the media to publicise their work (Q14) - no surprise here;
- most Parliaments (that is, 91%) use what we might call conventional means to do so (advertisements, press releases and press briefings), while some others also publish magazines or sessional reports of activities, provide broadcast services, including cable television channels, and publish advice on the national broadcaster's teletext service (Q14);
- however, only 19% of respondents (Q20) indicate that public information offices employ a public relations officer specialising in committee activities.

Two of the questions in this area sought to explore possible tensions between parliament and the media: question 15, asked whether the media was offended by the publicity work of parliament; and the following question asked whether there had been a deliberate decision to bypass the mainstream media.

Judging by the responses, there has been little or no tension between parliaments and the media;

- only 8% of respondents (Q15) report that direct delivery via the Internet has led to tension with the fourth estate. In fact, an important number of respondents indicate that the media greatly values the information services provided by parliaments.

Yet, there is considerable diversity of experience revealed in the sections of the questionnaire dealing with the delivery of parliamentary proceedings:

- if 87% of respondents (Q23) report that summaries of major parliamentary events are broadcast regularly, there is a fairly even split between those countries in which the media is compelled to broadcast proceedings (34% of responses - Q22) and those countries with radio and television stations dedicated to the broadcast of proceedings (51% - Q24).

The range of experience is exemplified by the fact that in some countries the national broadcaster covers proceedings (either in full or in part); in some countries proceedings are (or at least were) available on privately operated cable or satellite services; and in others, the Parliament itself operates (or plans to operate) its own broadcasting services.

An overwhelming majority of respondents (92% - Q26) have established parliamentary web sites, almost all of which are managed and maintained by parliamentary staff and which provide access to a comprehensive range of information - including, in some instances, searchable databases and multilingual sites. For instance, the National Council of the Republic of Slovenia has its own homepage in Slovenian, English and French languages.

For almost all countries, particularly for those with a large landmass, the Internet has become an important adjunct to more traditional means of communication, although there are still a lot of problems associated with the very notion of 'interactivity'.

A surprising 70% of Parliaments (Q25) report that they 'deliver proceedings via the Internet'. I suspect that, in truth, this figure is somewhat inflated and includes not only the live web-cast of proceedings, but also the publication of transcripts on the Internet.

As I said, it is clear that many Parliaments are actively exploring the potential of the Internet. However, only 11% of respondents (Q27) report they provide interactive communication services such as electronic opinion polls and on-line discussion groups. There is no doubt we can expect further developments in this area as new digital technologies such as multicasting, data-casting and return channels linked to set top boxes will bring with them a whole range of new services.

The next section of the questionnaire I would like to draw your attention to is that dealing with education services, other promotional activities and involving parliamentarians. The responses here also revealed some innovative approaches.

Almost 73% of Parliaments (Q28) provides educational services for young people. The services are many and varied, including:

- tours and subsidised school visits;
- teacher training programs and the production of curriculum kits;
- youth parliaments; and
- publications aimed at young people, such as posters and comics.

The range of other promotional activities undertaken, which in 69% of the cases involve parliamentarians (Q30), includes:

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- open days;
- participation in community and trade fairs;
- touring exhibitions on the work of Parliament; and
- regional sittings of Parliament.

This brings us to the last section of the questionnaire, which deals with the evaluation of information programmes.

The majority of Parliaments are yet to design a real evaluation system to gauge if their initiatives are genuinely working:

- only 29% of Parliaments (Q31) have actually been able to evaluate whether the effect of increasing visibility has made their institution more relevant to the public. In some cases, Parliament's visibility has grown but the image has not been modified as such because it is a common view that televising proceedings has affected public perception, and this in turn affects the way Members behave when they know they are on television; in fact
- the survey shows that a very small number of Parliaments (14% - Q33) report that there has been any evaluation of the extent to which there is an impact on the esteem in which the Parliament is held. Yet, in these instances, the poor attendance of members in the sittings of plenary assemblies is often considered by the public to be deficient. Interestingly enough, the representation of parliamentarians in international organisations is generally regarded as positive.

Ladies and gentlemen, I would like to conclude with this general observation.

It is clear from the responses received that many of us believe promoting the work of parliament should be one of our core objectives as parliamentary administrators.

If our systems of government are to be respected and sustained, they need to be widely understood.

There is no doubt that we can learn much from each other when it comes to promoting better understanding of our Parliaments. The capacity to bring our collective experience to bear is one of the great values of this Association.

We should draw considerable comfort from this. It means that not only can we talk about common problems, we can discuss common solutions.

With the current widening of public space, it seems necessary to attach greater importance to the very accessibility of the information that is provided to the public. Official records of proceedings have long consisted of documents that were produced and hardly read by anyone. The thinking behind this was based on the general assumption that anyone who is literate would necessarily be at ease with written texts. This is simply not the case. Although frequently technical, parliamentary activities are accessible to the general public as long as published information avoids making use of parliamentary jargon. The survey reveals that there is a need to feature platforms of information that attract a wider range of non-specialist users, thus increasing the consumption of unmediated information about the work of Parliament. This, in my view,

would greatly enhance the way in which the population views the political process and its major participants.
Thank you for your attention.

**DETAILS ANALYSIS OF THE ANSWERS SENT BY THE MEMBERS OF THE ASSOCIATION OF SECRETARIE GENERAL OF PARLIAMENTS
TALLY OF QUESTIONNAIRES RESPONSES**

RESPONSIBILITY FOR PUBLIC INFORMATION	
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<p>1. Do you have a public information or public affairs office?</p> <ul style="list-style-type: none"> • Tasks • Structure • Staffing 	<p>YES</p> <p>87% of responses: Australia - HR, Austria, Belarus, Belgium - HR & SE, Brazil, Canada - HC & SE, Croatia, Czech Republic - HR & SE, Estonia, Fiji, Finland, France, Germany - Bsrat & Bstag, Hungary, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - HR & SE, Japan - HC, Korea, Macedonia, Netherlands, New Zealand, Norway, Pakistan, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA & NC, Spain - CD & SE, Sweden, Thailand - HR & SE, Togo, United Kingdom - HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p> <p>Publication of daily or sessional reports of activities & events; media liaison & press briefings; provision of media advice to committees; provision of non-partisan information to the public; support for educational seminars & guided tours; publication of information brochures and audio-visual materials; coordination of exhibitions; receipt of public petitions</p> <p>A distinct part of the parliamentary administration (88% of those that responded YES); part of a separate parliamentary institution (8% of those that responded YES responses)</p> <p>1-4 staff members (25% of those that responded YES); 5-9 staff (31% of those that responded YES); 10-20 staff (19% of those that responded YES) more than 20 staff (25% of those that responded YES). 59 % of those that responded YES report that staff of the office are parliamentary officers. 47% of those that responded YES report that staff have media qualifications</p>	<p>NO</p> <p>13% of responses</p> <p>76% of those that responded NO report that public information is provided by a unit with broad responsibilities</p> <p>7% of those that responded NO report that public information is provided by the Secretary General and on the Parliament's web site</p>
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<p>2. If you have a bicameral Parliament, are there separate public information or public affairs areas for each House?</p>	<p>SEPARATE UNITS FOR EACH HOUSE</p> <p>90% of responses (from bicameral legislatures only): Australia - HR & SE, Belarus - NA, Belgium - RR & SE, Brazil - SE, Canada - HC & SE, Czech Republic - HR & SE, France - NA, Germany - Bsrat, India - LS & RS, Ireland, Italy - CD & SE, Netherlands - HR, Pakistan - SE, Philippines - HR & SE, Poland - Sejm, Romania - CD & SE, Russia - FA, Slovenia - NA & NC, Spain - CD & SE, Thailand - HR & SE, United Kingdom - HC & HL</p>	<p>SHARED UNIT</p> <p>10% of responses (part of a single parliamentary administration)</p> <p>6% of responses (accountable to both administrations)</p>
<p>PROVIDING PUBLIC INFORMATION</p>		
<p>3. Is information provided on the work of individual parliamentarians?</p>	<p>YES</p> <p>45% of responses: Belarus, Belgium - HR, Brazil, Canada - HC & SE, Croatia, Cyprus, Estonia, Germany - Bstag, Hungary, Italy - SE, Macedonia, Pakistan, Philippines - HR & SE, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA, Spain SE, Thailand - SE, United Kingdom - HC & HL, Yugoslavia, South Africa, Zimbabwe</p> <p>8% of those that responded YES report that such information is only provided if an MP is representing Parliament</p> <p>38% of those that responded YES report that information is available about MP's legislative or parliamentary activities only</p>	<p>NO</p> <p>53% of responses (never or not generally)</p> <p>3% of those that responded NO report that the parliamentary web site contains a link to MP's home pages</p>

<p>4. Is information provided on the remuneration of members?</p>	<p>YES</p> <p>70% of responses: Belarus, Belgium - HR & SE, Brazil, Canada - HC & SE, Croatia, Cyprus, Czech - HR & SE, Estonia, Fiji, Finland, France, Germany - Bstag, Iceland, India - LS & RS, Ireland, Israel, Italy - CD, Japan - HC, Korea, Macedonia, Netherlands, Norway, Pakistan, Philippines - HR, Poland, Portugal, Romania - CD & SE, Slovenia - NA & NC, Spain - CD & SE, Sweden, Thailand - HR & SE, Togo, Yugoslavia, South of Africa, Zimbabwe</p> <p>43% of those that responded YES report that such information is available upon request</p> <p>10% of those that responded YES report that such information is available on the parliamentary web site</p>	<p>NO</p> <p>30% of responses</p> <p>45% of those that responded NO note that the material is publicly available from other sources</p>
<p>5. Are the interests of members of Parliament defined and monitored?</p>	<p>YES</p> <p>19% of responses: Australia - HR, Belgium - HR, Canada - HC & SE, Ireland, Israel, Korea, Philippines - HR, Spain - SE, Sweden, South Africa, Zimbabwe</p> <p>50% of those that responded YES report that MPs rights and duties are defined in law and subject to examination by a parliamentary ethics Committee</p>	<p>NO</p> <p>71% of responses</p> <p>7% of those that responded NO report that <i>I&P</i> are expected to register their interests and declare them when any related matter is being debated</p> <p>9% of those that responded NO report that a Code of Conduct prohibits the misuse of confidential information</p>

<p>6. Is information provided on political parties?</p>	<p>YES</p> <p>24% of responses (through Library and/or Internet links): Belgium - HR, Benin, Canada - HC, Czech Republic - SE, Fiji, India - LS, Italy - CD & SE, Norway, Philippines - SE, Portugal, Sri Lanka, Thailand - HR, Yugoslavia, South Africa</p>	<p>NO</p> <p>76% of responses</p> <p>20% of those that responded NO report that, other than advising of party affiliations, such information is not generally available</p>
<p>7. Is information provided on your rules of procedure or standing orders?</p> <ul style="list-style-type: none"> • Information and administrative limits • Impact of public information legislation 	<p>YES</p> <p>88% of responses: Australia - HR & SE, Austria, Belarus, Belgium - HR & SE, Benin, Brazil, Canada - HC & SE, Cyprus, Czech Republic - HR & SE, Estonia, Fiji, Finland, France, Greece, Hungary, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - HR & SE, Japan - HC, Korea, Luxembourg, Netherlands, New Zealand, Norway, Pakistan, Philippines - HR, Poland, Portugal, Romania - HR & SE, Russia, Rwanda, Slovenia - NC, Spain - HR & SE, Sri Lanka, Sweden, Thailand - HR & SE, Togo, United Kingdom - HC & HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p> <p>12% of those that responded report that activities of this kind are subject to administration limits</p> <p>50% of those that responded report that public information is subject to freedom of information legislation. However, only half (25%) report that freedom of information legislation (or its absence) has had any impact on promoting the work of parliament</p>	<p>NO</p> <p>10% of responses</p>

<p>8. Is information provided on your Parliament's international operations, and on other parliaments of the world?</p>	<p>YES</p> <p>72% of responses (information about other parliaments is available, most often by Internet link): Austria, Belarus, Belgium - HR & SE, Benin, Brazil, Canada - HC & SE, Cyprus, Czech Republic - SE, Estonia, Finland, France, Germany - Bsrat, Greece, Iceland, India - LS, Indonesia, Ireland, Israel, Italy - SE, Japan - HC, Luxembourg, Macedonia, Norway, Pakistan, Philippines - HR, Poland, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA & NC, Spain - CD & SE, Sri Lanka, Sweden. Thailand - HR & SE, Togo, Yugoslavia, Zambia, South Africa</p> <p>43% of those that responded YES report that information is available about all parliaments</p> <p>17% of those that responded YES report that information is not available about other parliaments</p> <p>9% of those that responded YES report that information is available upon request</p>	<p>NO</p> <p>26% of responses (never or not generally)</p>
<p>9. Are special steps taken to provide information to remote areas?</p> <p>• What steps?</p>	<p>YES</p> <p>52% of responses: Australia - HR, Austria, Brazil, Canada - HC & SE, Czech Republic - HR & SE, Finland, France, Germany - Bsrat & Bstag, Greece, Iceland, India - LS & RS, Indonesia, Israel, Japan HC & HR, Philippines - HR & SE, Romania - CD & SE, Russia, Rwanda, Slovenia - NC, Sweden, Thailand - HR & SE, Zambia, South Africa, Zimbabwe</p> <p>Internet web site; distribution of publications, including to provincial libraries; toll free telephone information service; broadcast of proceedings (via, radio, TV or the Internet)</p>	<p>NO</p> <p>39% of responses</p> <p>10% of those that responded NO report that financial constraints limit such measures</p> <p>19% of those that responded NO report that web sites make such information widely available</p>

<p>10. What types of publications are produced?</p> <ul style="list-style-type: none">• Publication • Distribution • Charging	<p>WIDE RANGE</p> <p>77% of responses: Australia - HR & SE, Austria, Belgium - HR & SE, Brazil, Canada - HC & SE, Czech Republic - HR & SE, Estonia, Finland, France, Germany - Bsrat & Bstag, Greece, India - LS & RS, Ireland, Israel, Italy - CD & SE, Japan HC & HR, Korea, Luxembourg, Macedonia, Netherlands, New Zealand, Norway, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Russia, Slovenia - NA & NC, Spain - SE, Sri Lanka, Sweden, Thailand - HR & SE, United Kingdom - HC & HL, South Africa, Zimbabwe</p> <p>88% of those who produce publications use in-house production; 43% of those who produce publications mentioned publication on the Internet; 17% of those who produce publications mentioned use of audio-visual displays</p> <p>54% of those who produce publications distribute publications to a mailing list, including libraries, government agencies, non-government agencies and the media</p> <p>30% of those who produce publications charge for all or some publications; 59% of those who produce publications do not charge for any publications</p>	<p>SELECT RANGE</p> <p>23% of responses</p> <p>38% of those that responded NO report that publication activities have been significantly reduced as a result of financial difficulties</p> <p>NO PUBLICATIONS</p> <p>2% of responses</p>
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11. Do you conduct seminars or information sessions?	YES	NO
	<p>76% of responses: Australia - HR & SE, Austria, Belarus, Belgium - HR & SE, Brazil, Canada - HC & SE, Cyprus, Czech Republic - HR, Estonia, Fiji, Finland, Germany - Bsrat & Bstag, Greece, Hungary, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan - HC, Korea, New Zealand, Norway, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Slovenia - NA & NC, Spain - CD & SE, Sweden, Thailand - HR & SE, Togo, Zambia, South Africa, Zimbabwe</p>	<p>21% of responses</p> <p>17% of those that responded NO report that information seminars are being planned for the future</p>
<ul style="list-style-type: none">• Topics and presenters	<p>75% of those that responded YES refer to a wide range of topics (from parliamentary practices and procedures to current public policy issues) delivered by parliamentary staff (or, in some cases, by external experts)</p>	
<ul style="list-style-type: none">▪ Audience	<p>95% of those that responded YES refer to a wide range of targeted audiences: MPs, civil servants, school & university groups, teachers, industry groups, community groups, interested members of the public</p>	
<ul style="list-style-type: none">▪ Location	<p>75% of those that responded YES provide seminars in their parliament buildings; 31% also provide seminars at other locations</p>	
<ul style="list-style-type: none">▪ Charging	<p>9% of those that responded YES charge for seminar sessions; 71% do not charge for seminar sessions; 4% charge for some seminar sessions</p>	

12. Do you arrange exhibitions?	YES	NO
	<p>70% of responses: Australia - HR & SE, Belarus, Belgium - HR & SE, Brazil, Canada - HC, Croatia, Cyprus, Czech Republic - HR & SE, Estonia, Finland, France, Germany - Bsrat & Bsrug, Greece, Iceland, India - LS, Indonesia, Israel, Italy - CD & SE, Japan - HC & FIR, Korea, Netherlands, New Zealand, Pakistan, Philippines - FIR & SE, Poland, Portugal, Romania - CD & SE, Slovenia - NC, Sweden, Thailand - HR & SE, Togo, United Kingdom - HC & HL, South Africa, Zimbabwe</p> <p>66% of those that responded YES provide exhibitions in their parliament buildings; 37% also provide travelling exhibitions</p>	<p>30% of responses</p> <p>6% of those that responded NO report that financial constraints limit such measures</p> <p>6% of those that responded NO report that a parliamentary museum is being established</p>
<ul style="list-style-type: none"> ▪ Location 	<p>46% of those that responded YES provide exhibitions regularly; 50% provide exhibitions occasionally</p>	
<ul style="list-style-type: none"> ▪ Frequency 	<p>64% of those that responded YES coordinate exhibitions using parliamentary staff; 12% indicate that exhibitions occasionally draw on external expertise</p>	
<ul style="list-style-type: none"> ▪ Responsibility 	<p>The First Parliament; Women in Parliament; History of Parliament; Constitutional Development; History of Parliamentary Buildings; Democracy at Work; parliamentary proceedings & current activities, including major Bills under consideration; Politics & Caricature; Parliament & Press; Day in the Life of Parliament; Law in Pictures; biographical exhibitions; significant historical anniversaries</p>	
<ul style="list-style-type: none"> ▪ Examples 	<p>75% of those that responded report that they promote or sponsor exhibitions that are not directly related to parliament</p>	
<ul style="list-style-type: none"> • Promotion 		

13. What information services are available for visitors?	WHAT SERVICES ARE AVAILABLE? Brochures, booklets, bulletins, posters, guided tours & information sessions, video and audio information, multimedia CDs, web kiosks, public access to Parliament, parliamentary libraries and parliamentary museums	NO SERVICES ARE AVAILABLE 2% of responses
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MEDIA RELATIONS	
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<p>14. Do you use the media to publicise the work of your Parliament?</p> <ul style="list-style-type: none">• How? • Who is responsible?	<p>YES</p> <p>94% of responses: Australia - HR & SE, Austria, Belarus, Belgium - HR & SE, Benin, Brazil, Canada - HC & SE, Croatia, Cyprus, Czech Republic - HR & SE, Estonia, Fiji, Finland, France, Germany - Bsrat & Bstag, Greece, Hungary, Iceland, India - LS & RS, Indonesia, Ireland, Italy - CD & SE, Japan - HC, Korea, Luxembourg, Macedonia, Netherlands, New Zealand, Pakistan, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA & NC, Spain - CD & SE, Sweden, Thailand - HR & SE, Togo, United Kingdom - HC & HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p> <p>91% of those that responded YES mentioned advertisements, press releases, daily publications or briefings; 9% mentioned publication of magazines and press resumes; 36% mentioned Internet advice; 10% mentioned sessional publications; 7% mentioned dedicated cable television services; 18% mentioned provision of press rooms/media centre/other similar facilities; 3% mentioned publication of a parliamentary business program on the teletext service of the national broadcaster</p> <p>82% of those that responded YES report that parliamentary staff (some of whom have media qualifications) are responsible for media relations; 3% report that the Presiding Office and committee Chairs also act as spokespeople</p>	<p>NO</p> <p>6% of responses</p>
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<p>15. Has your publicity work led to tension with the media?</p>	<p>YES</p> <p>8% of responses (there was initial resistance, but information services are now highly valued by the media): Japan - HC, Portugal, Romania - SE, Slovenia - NC, Zambia</p>	<p>NO</p> <p>90% of responses</p> <p>5% of those that responded NO report that information is provided to enhance press coverage</p>
<p>16. Do you communicate directly with the public rather than communicating through the media?</p>	<p>YES</p> <p>61% of responses: Australia - HR & SE, Austria, Benin, Brazil, Canada - HC & SE, Croatia, Finland, France, India - LS & RS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan - HC, Korea, Luxembourg, Macedonia, Netherlands, New Zealand, Norway, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Rwanda, Slovenia - NA & NC, Sweden, Thailand - SE, United Kingdom - HC & HL, Zambia, South Africa, Zimbabwe</p> <p>66% of those that responded YES mention the establishment of web sites and web broadcasting as key measures; 18% of those that responded YES report the introduction of direct radio & TV broadcasts by satellite or cable as a key measure; 3% of those that responded YES report the introduction of Internet based opinion polls as a key measure</p>	<p>NO</p> <p>35% of responses</p> <p>4% of those that responded NO report that it is a result of using available technology'</p>

<p>17. Do you have a clearly identified media spokesperson or liaison officer?</p>	<p>YES</p> <p>38% of responses: Australia - HR & SE - Belgium - SE, Benin, Canada - HC & SE, Cyprus, Czech Republic - SE, Germany - Bsrat & Bstag, Greece, Hungary, Iceland, Ireland, Israel, Italy - SE, Korea, Netherlands, Norway, Pakistan, Poland, Togo, Zambia, South Africa</p> <p>60% of those that responded YES report that the Presiding Officer or Secretary General performs this role; 62% of those that responded YES report that a parliamentary official has been appointed as press liaison officer</p>	<p>NO</p> <p>62% of responses</p> <p>36% of those that responded NO report that the Presiding Officer or Secretary General occasionally brief the media</p>
<p>18. Do you issue accreditation for journalists who cover parliament?</p> <ul style="list-style-type: none"> • Impact of media exposure • Defining State of the Art public relations activities 	<p>YES</p> <p>76% of responses: Australia - HR & SE, Austria, Belgium - HR & SE, Benin, Brazil, Canada - HC & SE, Croatia, Czech Republic - HR & SE, Estonia, Fiji, Finland, France, Germany - Bsrat & Bstag, Greece, India - LS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan - HC, Korea, Macedonia, Netherlands, New Zealand, Norway, Pakistan, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Russia, Slovenia - NA & NC, Spain - CD, United Kingdom - HC & HL, Zambia, South Africa, Zimbabwe</p> <p>57% of those that responded report that there has been an indication that increased media exposure has modernised, or otherwise affected, parliament and its operation</p> <p>12% of those that responded report that there has been an attempt to define "State of the Art public relations activities</p>	<p>NO</p> <p>24% of responses</p> <p>13% of those that responded NO report that the matter is under consideration; 27% of those that responded NO report that journalists are not accredited but the news agencies for which they work are</p>

PUBLICISING COMMITTEES		
<p>19. How do parliamentary committees inform the public about their work?</p>	<p>Advertisements (16% of responses) Direct mail (6% of responses) Publications, including press releases (65% of responses) Internet advice (50% of responses) Teletext on national broadcaster (6% of responses) Live radio & TV broadcasts (9% of responses) Public access to committee reports (29% of responses)</p>	
<p>20. Do you employ a public relations officer specialising in committee activities?</p>	<p>YES</p> <p>19% of responses: Australia - HR, Finland, Germany - Bstag, Hungary, Indonesia, Macedonia, Pakistan, Philippines HR & SE, Russia, Rwanda, Zimbabwe</p> <p>13% of those that responded YES report that some committee do</p>	<p>NO</p> <p>81% of responses</p> <p>12% of those that responded NO report that committees have the capacity to employ media consultants</p>
DIRECT DELIVERY OF PROCEEDINGS - RADIO AND TELEVISION		
<p>21. Are parliamentary proceedings broadcast on radio or television?</p>	<p>YES</p> <p>82% of responses: Australia - HR & SE, Austria, Belarus, Belgium - HR & SE, Benin, Brazil, Canada - SE, Croatia, Czech Republic - HR & SE, Estonia, Finland, France, Germany - Bstag, Greece, Hungary, Iceland, India - LS & RS, Indonesia, Israel, Italy - CD & SE, Japan - HC & HR, Korea, Luxembourg, Macedonia, New Zealand, Norway, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA, Spain - SE, Sweden, Thailand - HR & SE, United Kingdom - HC & HL, Zambia, South Africa, Zimbabwe</p> <p>18% of responses (partly)</p> <p>10% of responses (occasionally)</p>	<p>NO</p> <p>16% of responses</p>

<p>22. Are the media compelled to broadcast parliamentary proceedings?</p>	<p>YES</p> <p>34% of responses: Australia - HR & SE, Belarus, Benin, Brazil, Canada - HC & SE, Croatia, France, Hungary, Iceland, India - LS & RS, Israel, Italy - CD & SE, New Zealand, Thailand - SE, United Kingdom - HC & HL</p> <p>13% of those that responded YES report that only the broadcast of question time is compulsory</p> <p>4% of those that responded YES report that the Government may request such broadcasts</p>	<p>NO</p> <p>62% of responses</p>
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<p>23. Are summaries of major parliamentary events broadcast regularly?</p>	<p>YES</p> <p>87% of responses (at the discretion of the media) Australia - HR & SE, Austria, Belarus, Belgium - HR, Benin, Brazil, Canada - HC & SE, Croatia, Cyprus, Czech Republic - HR & SE, Estonia, Finland, Greece, Hungary, Iceland, India - LS & RS, Indonesia, Israel, Italy - CD & SE, Japan - HC & HR, Korea, Luxembourg., Macedonia, New Zealand, Norway, Philippines - HR & SE, Portugal, Romania - CD & SE, Russia, Rwanda, Slovenia - NA & NC, Spain - CD & SE, Thailand - HR & SE, Togo, United Kingdom - HC & HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p>	<p>NO</p> <p>11% of responses</p>
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<p>24. Are any television or radio stations dedicated to the broadcast of parliamentary proceedings?</p> <ul style="list-style-type: none">• Content• Funding• Coverage• Directive	<p>YES</p> <p>51% of responses: Brazil, Canada - HC & SE, Croatia, Czech Republic - HR & SE, Fiji, Finland, France, Germany - Bstag, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan - HC & HR, Luxembourg, Pakistan, Philippines - HR & SE, Portugal, Russia, Spain - CD & SE, Thailand - HR & SE, United Kingdom - HC & HL, Zambia, South Africa</p> <p>Live proceedings, delayed replays and news highlights</p> <p>Government funding (46% of those that responded YES); private funding (23% of those that responded YES); mix of government and private funding (23% of those that responded YES)</p> <p>12% of those that responded YES report that full coverage is available on a low power transmitter service, but that highlights are replayed on the national broadcaster</p> <p>16% of those that responded YES report that radio and TV services are run by the Parliament</p>	<p>NO</p> <p>48% of responses</p> <p>7% of those that responded NO report that although there is no dedicated service, full coverage is available on the public radio broadcaster and selected coverage on the public TV broadcaster</p> <p>7% of those that responded NO report that full coverage plus commentary was available on a subscription service between 1998 and 2001, but that the service closed because of low subscription levels</p> <p>4% of those that responded NO report that parliamentary broadcast service will soon be commenced</p>
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DIRECT DELIVERY OF PROCEEDINGS INTERNET	
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<p>25. Are parliamentary proceedings delivered via the Internet?</p>	<p>YES</p> <p>70% of responses (some of these report publication of transcripts of proceedings and others report 'live' webcast of proceedings): Australia - HR & SE, Austria, Brazil, Canada - HC & SE, Cyprus, Czech Republic - HR & SE, Estonia, France, Germany - Bstag, Greece, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan - HC & HR, Korea, Luxembourg, Netherlands, New Zealand, Norway, Philippines - HR, Poland, Portugal, Romania - CD & SE, Slovenia - NA, Spain - CD & SE, Sweden, Thailand - SE, Togo, United Kingdom - HC & HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p> <p>10% of those that responded YES report that, as well as live coverage, 'video on demand' coverage of past speeches is available</p>	<p>NO</p> <p>29% of responses</p> <p>25% of those that responded NO report that such coverage is being considered, subject to funding</p>
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<p>27. Do you provide interactive computer based public communication services?</p> <ul style="list-style-type: none">• Public debate• Staffing and interactive services• Number of questions• Assessment of public participation	<p>YES</p> <p>11% of responses (providing more than e-mail communication, for instance, chat room, e-polls, electronic forums etc): Austria, Brazil, France, Germany - Bsrat & Bstag, Israel, Spain - SE</p> <p>34% of those that responded YES report that on-line conference & discussion groups are run through parliamentary web sites</p> <p>17% of those that responded YES report that 'e-polls' are run through parliamentary web sites</p> <p>33% of those that responded YES report that parliamentary staff manage the discussion groups</p> <p>17% of those that responded YES report that the number of participants is small</p>	<p>NO</p> <p>84% of responses (with most reporting that, other than e-mail communication, such services are not available)</p> <p>16% of those that responded NO report that 'chat rooms' and moderated discussion forums are under consideration</p>
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EDUCATION, PROMOTION AND INVOLVING PARLIAMENTARIANS		
<p>Parliamentary Education</p> <p>28. Do you provide educational services for young people?</p> <ul style="list-style-type: none">▪ What ▪ Who ▪ Where ▪ Funding	<p>YES</p> <p>73% of responses: Australia - HR & SE, Austria, Belgium - HR & SE, Canada - HC & SE, Croatia, Cyprus, Czech Republic - HR, Estonia, Fiji, France, Germany - Bsrat & Bstag, Greece, Iceland, India - LS & RS, Indonesia, Ireland, Israel, Italy - CD & SE, Japan HC & HR, Korea, Netherlands, New Zealand, Norway, Philippines - SE, Poland, Portugal, Romania - CD & SE, Slovenia - NC, Spain - CD, Sweden, Thailand - HR, Togo, United Kingdom - HC & HL, Zambia, South Africa, Zimbabwe</p> <p>Tours & subsidised school visits, teacher training, curriculum kits, youth parliaments & study centres, publications (including games & comics), youth & kids' web site components; meetings with MPs</p> <p>Parliamentary officers, Parliamentary Libraries</p> <p>At parliamentary buildings and other locations</p> <p>Through budget allocations, in some cases supplemented by sales at parliamentary shops or government funding</p>	<p>NO</p> <p>26% of responses</p> <p>17% of those that responded NO report that a education program is likely to be established in the next 12 months</p>

<p>Other promotional activities</p> <p>29. Do you undertake any other promotional activities?</p>	<p>YES</p> <p>68% of responses: Australia - HR & SE, Austria, Belarus, Belgium - HR & SE, Benin, Czech Republic - HR & SE, Estonia, France, Germany - Bsrat & Bstag, Iceland, Indonesia, Ireland, Israel, Italy - CD & SE, Japan HC & HR, Korea, Luxembourg, Macedonia, Netherlands, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Slovenia - NA & NC, Spain CD & SE, Sweden, Thailand - HR, Togo, United Kingdom HC & HL, South Africa, Zimbabwe</p> <p>Press briefings (including sessional briefings by Presiding Officers); public information telephone and e-mail services; public access to sittings; open days, theme days & national day celebrations; regional sittings of parliament and committees; distribution of videos to schools and community groups; participation in youth, community and trade fairs; book fairs and film screenings; touring parliamentary exhibitions</p>	<p>NO</p> <p>29% of responses (other than public access to sittings)</p>
<p>Involving parliamentarians</p> <p>30. Do you involve parliamentarians in your promotional activities?</p>	<p>YES</p> <p>69% of responses: Australia - HR & SE, Belarus Belgium - HR & SE, Canada - HC & SE, Croatia, Czech Republic - SE, Estonia, Finland, France, Iceland, India - RS, Indonesia, Italy - CD & SE, Japan - HR, Luxembourg, Netherlands, New Zealand, Norway, Pakistan, Philippines - HR & SE, Poland, Portugal, Romania - CD & SE, Rwanda, Slovenia - NA & NC, Spain - SE, Sweden, Thailand - HR & SE, Togo, United Kingdom - HC & HL, Yugoslavia, Zambia, South Africa, Zimbabwe</p> <p>Press briefings on matters before parliament; participation in seminars, educational events; open days and touring information stands at fairs</p>	<p>NO</p> <p>29% of responses (not usually)</p>

EVALUATION		
<p>31. Do you monitor the publicity you receive?</p> <ul style="list-style-type: none">• Evaluation of public esteem• Evaluation of what matters• Evaluation of the increasing visibility of the media	<p>YES</p> <p>42% of responses: Belgium - HR & SE, Canada - SE, Croatia, Czech Republic - HR & SE, Estonia, Germany - Bstag, Ireland, Italy - CD & SE, Japan - HC, Netherlands, Norway, Pakistan, Philippines - HR & SE, Romania - CD & SE, Slovenia - NA, Spain - SE, Sweden, Thailand - SE, United Kingdom - HC & HL, Zimbabwe</p> <p>45% of those that responded YES report that daily press coverage is collated and distributed to members</p> <p>14% of those that responded report that there has been an evaluation of the extent to which there is an impact on the esteem in which the parliament is held</p> <p>43% of those that responded report that there has been an evaluation of the matters that are important to the general people</p> <p>29% of those that responded report that there has been an evaluation of whether the effect of increasing visibility has made parliament more relevant</p>	<p>NO</p> <p>52% of responses</p> <p>3% of those that responded NO report that such a body is under consideration</p> <p>20% of those that responded NO report that a Committee on Broadcasting and Parliamentary Information considers such matters</p>
<p>32. Do you evaluate the effectiveness of your information services?</p>	<p>YES</p> <p>40% of responses: Australia - HR & SE, Austria, Belgium - SE, Brazil, Canada - HC & SE, Czech Republic - SE, Estonia, Germany - Bstag, Indonesia, Italy - CD & SE, Japan - HC, Netherlands, Norway, Philippines - HR, Portugal, Romania - CD & SE, Sweden, Thailand - SE, United Kingdom - HC & HL, South Africa</p> <p>Evaluation forms; surveys of visitors, monitoring web site access; public opinion polls; e-polls; feedback though web site; feedback from MPs, public and media</p>	<p>NO</p> <p>51% of responses</p> <p>6% of those that responded NO report ad hoc rather than systematic evaluation</p>

<p>33. What has your evaluation revealed?</p>	<p>26% of those that responded report that published information must not be too theoretical and must not use parliamentary jargon; 14% of those that responded YES report that there is little awareness of the information that is available; 12% of those that responded YES report that a poster was developed to target younger visitors; 10% of those that responded YES report that a parliamentary radio and TV broadcast network will be established to overcome communication concerns</p>	
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NOTES;

1. Not all respondents answered all questions.
2. The percentage calculations have been rounded, so they may not tally accurately.

ASSOCIATION OF SECRETARIES GENERAL OF PARLIAMENTS

Aims

The Association of Secretaries General of Parliaments, constituted as a consultative body of the Inter-Parliamentary Union, seeks to facilitate personal contacts between holders of the office of the Secretary General in any Parliamentary Assembly; whether such Assembly is a Member of the Union or not.

It is the task of the association to study the law, procedure, practice and working method of different Parliaments and to propose measures for improving those methods and for securing co-operation between the services of different Parliaments.

The association also assists the Inter-Parliamentary Union, when asked to do so, on subjects within the scope of the Association.

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