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**CONNECTING PARLIAMENTS AND CITIZENS**

The Spanish parliament's strategies and activities

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**National Context**

Spanish Public Opinion (C.I.S.)

- Unemployment (52%)
- Terrorism- ETA (37.1%)
- Immigration (28.3%)
- Insecurity (20.2%)

Mass-Media Focus

- Cease- fire ETA
- Spanish territorial question
- Violence against women

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## National Context

Collectives that participate actively in politics

- Trade Unions
- Women associations
- Students, researchers and professors
- Ecologists
- Gays and lesbians collectives
- Authors (writers, musicians)

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## National Context

Measures adopted or under debate to improve the participation channels:

- Petitions
- Proposal to facilitate the popular access to the law-making process

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## Parliament: Strategies

### Modernisation Plan

#### Purpose:

- Bringing Congress of Deputies to the Information Society era
- Modernising organisations and work methods
- Achieving better transparency, efficiency and accessibility

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## Parliament: Strategies

### Modernisation Plan

#### Objectives

- Transforming the internal work of the Parliament
- Modernisation through incorporation of new technologies
- More and better services to MP, civil servants, researchers and citizens
- More transparency and better accessibility to Parliament

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**Parliament: Strategies**

Modernisation Plan

External support  
16 weeks elaboration of the Plan:

1. Definition of the project scope
2. Analysis of the real situation of the Chamber
3. Global diagnosis
4. Definition of all the services
5. Development of the action plan and timing

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**Parliament: Strategies**

Modernisation Plan

The Plan has 8 strategic lines and 36 specific projects

Lines:

1. MP connectivity and mobility
2. Re-engagement with citizens
3. Parliament without papers
4. Development of the technologic platform
5. Knowledge management
6. Communication action
7. Integral management of quality
8. Support projects

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## Parliament: Activities

Projects directly associated with strategies for re-engagement with citizens:

1. Web Page
2. Citizens Virtual Site
3. Information Office
4. Approach to Specific Collectives
5. MPs Web Page
6. Parliamentarian Group Page

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