Review of Information Support Systems at the Parliament of Ghana

Ghana Information Network for Knowledge Sharing (GINKS)

July 2015

Introduction

The Parliament of the Republic of Ghana is the official legislative body of the Government of Ghana, operating since the reign of Queen Victoria (1837-1901) in the then British Empire. It assumed full legislative power as a Legislative Council between 1850 and 1865, when it began enacting laws in the form of ordinances and advising the colonial Governor (Parliament of Ghana, 2004).

Today, the Legislature has established itself as a competent democratic institution that works to secure socio-economic development. The Parliament of Ghana performs key functions as law-making body for the Republic, controller of all public funds and overseer of the executive branch of government, as well as serving as a forum for national representation and an avenue to debate national matters.

In order for the Legislature to perform its functions effectively, there is the need for a well-functioning information support system providing constant access to information on the activities of the Executive (Amanfo, 2007), benchmarks in other jurisdictions, as well as technical knowledge to inform deliberations made in the Chamber. The crucial role of information support systems was highlighted by the Speaker of Parliament during the World e–Parliament Conference in 2009.

Increasingly, there is a global move towards evidence-informed policy making (EIPM), where governments are challenged to develop robust systems for considering a broad range of evidence during the policy-making process. The routine use of research evidence to inform policy making requires at least three factors to be in place; individuals with the skills to access, evaluate and use research information; processes for handling research evidence in policy making departments; and a facilitating environment that identifies and responds appropriately to research uptake needs.

The VakaYiko Consortium is comprised of five organizations working in Ghana, Zimbabwe and South Africa as part of the broader BCURE (Building Capacity for the Use of Research Evidence) programme of the United Kingdom's Department for International Development (DfID). The Consortium aims to build capacity for evidence-informed policy making at individual, organizational and systems level. VakaYiko activities in Ghana are led by the Ghana Information Network for Knowledge Sharing (GINKS), which is partnering with the Parliament of Ghana on a training programme for EIPM.

> **Box 1: Presentation at the World e-Parliament Conference 2009 by Joyce Adeline Bamford-Addo, Speaker of the Parliament of Ghana**
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> Parliament is an information intensive and information demanding institution. Therefore, acquiring, organizing, managing, distributing and preserving information is fundamental to its constitutional mandate. Parliament creates and requires information from many external sources including the government, the judiciary, civil society, experts, the media, academicians, international organizations and other legislative bodies and citizens.
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> To ensure that both Parliament and the citizens are properly informed in today's fast-evolving environment it is increasingly important to have a comprehensive approach to identifying, managing, and providing access to critical resources that will enhance connectivity among citizens on the one hand and parliaments on the other. The use of ICT to enhance these processes cannot be over emphasized in the work of all parliaments. Consequently, there is the need to strive to find new technologies to foster openness, transparency and accountability between parliaments and the citizenry.
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> *Source Global Centre for ICT in Parliament (2010)*

Objectives

The functions of Ghana's parliament make it an indispensable institution in the Consortium's work to support EIPM in Ghana. This review exercise aims to build an understanding of how parliamentarians obtain information to make decisions. These insights will help shape the planning of the EIPM course being developed by the VakaYiko programme in Ghana. Knowledge of the workings of the key departments that are using information to feed decision-making processes will help to build an

understanding of the challenges and potential areas for improvement. The review may also help to identify related capacity gaps in individual skills and knowledge for the use of evidence in policy making.

Specifically, the review sought to address the following points and questions:

- General organizational description of how Members of Parliament obtain information for decision-making
- Description of the relevant departments that support decision-making (number of staff disaggregated by gender, positions and roles; reporting lines; contact persons and details; etc.)
- Descriptive analysis of the training unit and their current training offerings
- Discussion of whether and how training in EIPM can be integrated into departments / training units based on the descriptive analysis

Methodology

The basic methodology employed for this review was desk research. Documents available on Ghanaian parliamentary information management were consulted, as well as reports and other data sources, both online and offline. This was augmented with key informant interviews, where some particular officers from the parliamentary service were called upon to provide further insight into issues arising from the desk research.

Desk research

Preparatory desk research was conducted using publicly available publications, reports, web pages and internal documents made available by contact persons in the respective departments. GINKS established contact with the departments through the Research Department and led on the desk research. On the basis of the desk research, answers to the above-mentioned points were given in the form of a preliminary written report. Missing information was gathered by conducting key informant interviews.

Key informant interviews

A semi-structured interview guide was developed on the basis of desk research in order to validate already-known information and to obtain new information. Interview questions were open-ended and grouped according to different topics/themes. Guides were adapted to different informants mostly during interviews.

Key informants were identified on the basis of the organizational structure of the departments. Interviews were conducted with four key informants: the Deputy Clerks to Parliament in charge of the Legislative Management Division; the Information, Publications and Research Division; the Finance, Human Resources and General Services Division; and the Director of the Research Department.

These interviews were recorded and broadly transcribed after the interview took place. They were analysed according to the objectives. Identified themes from the data gathered were used to produce a report that integrates findings with existing literature.

There was a limitation, however, on the amount of information generated from both methods employed. For instance, information on gender distribution in the departments was generally unavailable. Attempts to secure official documents from the Human Resources Department for the purpose did not yield positive results as the Head of Department was unavailable to authorize such permissions.

Findings and discussion

Findings of the review exercise have been organized in a manner that reflects the objectives of the study followed by a discussion of the findings.

General framework for information support

The structure of the Parliament of Ghana provides a Parliamentary Service that supports the daily business of the House. At the helm of affairs of the Parliamentary Service is the Clerk to Parliament, who also serves as the principal advisor to the Speaker and Members of Parliament on matters of privilege, practice and procedure. Primary among the responsibilities of the Clerk are to: arrange sittings of the House; prepare the Order Paper; and keep the Minutes Book (Parliament of Ghana, 2004).

Figure 1: Organogram - Parliamentary Service of Ghana
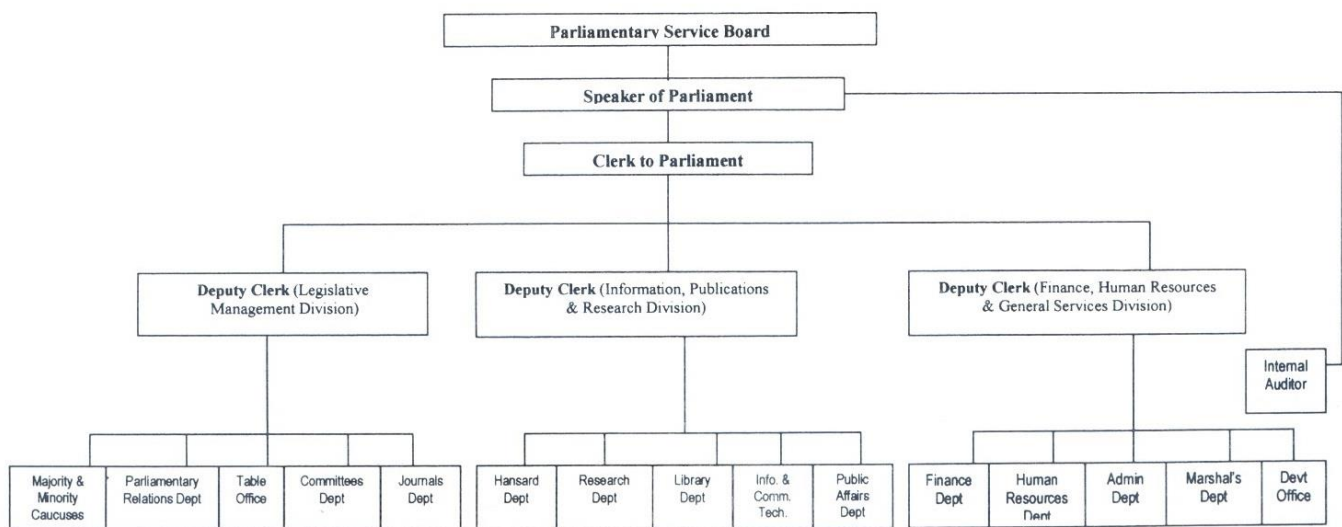
Credit: Parliament of Ghana (2004)

To assist him in executing these responsibilities, the Clerk traditionally works with deputies who head three divisions of the Parliamentary Service: the Legislative Management Division; Information, Publications and Research Division; and the Finance, Human Resources and General Services Division (see Figure 1[1]). However, this structure has sometimes become blurred due to logistical challenges, resulting in the reallocation of departments under the divisions (Deputy Clerk in charge of Legislative Management Division, personal communication, April 8, 2015). The Information, Publications and Research Division is traditionally tasked with overseeing the work of different information management units, including the Research, Library, ICT and Public Affairs Departments, as well as the Hansard Department. But at the time of this review, the Research and Library Departments had been reallocated to the Legislative Management Division.

Direct information flow

Concerning the structure of information support to the legislature, it was gathered from the interviews that the Research Department serves as the focal point for information support in the organizational framework of parliament. For example, the Deputy Clerk in charge of the Information, Publications and

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[1] This graphical representation of the organizational structure in Parliament was available at the time of interview. Interview with the Deputy Clerk in charge of Legislative Management Division (personal communication, April 8, 2015) suggested that the operational structure had been adjusted due to staff constraints. Plans are also in place to reorganize the structure of the Parliamentary Service in that regard.

Research Division (personal communication, March 10, 2015) indicated that the "Committees department sends memos to the Research Department when the need for information arises". Whilst in agreement with this structure, the Deputy Clerk in charge of the Legislative Management Division (personal communication, April 8, 2015) suggested that there were direct contacts between information seekers and departments that produce them - depending on the nature of the request. "For instance if a member wants to ask a question in the House, a text of the question is submitted to the Table office, where it is reviewed and minuted to the Speaker for it to be addressed… copies of some publicly available documents are also provided to Members of Parliament in person by the library." (Deputy Clerk in charge of Legislative Management Division, personal communication, April 8, 2015).

Indirect information flow

In addition to the direct flow of information between the Members or Committees and the Research Department, there is also an indirect flow via an information request system. The information need is expressed by a user (for example Member of Parliament or Committee) through the completion of a designated information request form (attached in annexes). This form collects data such as the purpose of the information being sought, subject, a brief background of information need, and the preferred format for presenting the information to the user. This form is submitted to the Director of the Research Department who evaluates the information need, and allocates a competent officer for action. This review did not find any available information about common trends recorded from the information needs expressed by users.

Information sources

There are different sources of information available to the Parliamentary information support system. "We get information from government documents from ministries, departments and agencies; from civil society sources, policy think-tanks, universities and research institutions, and from our own internal documentations such as the Hansard" (Director of the Research Department, personal communication, March 9, 2015). This information is processed and presented in the form/medium requested by the user. Information acquired is mostly in the form of hard copies (both print and photocopies), but occasionally electronically. Survey results by Ofori-Dwumfuo and Addo (2012) reported that Members of Parliament in Ghana usually perceived information as "all published and unpublished materials" as well as "all discussions at meetings, conferences, seminars and workshops".

Information quality

"Parliamentary research, unlike academic research requires that data is processed to suit the needs of the House" observed the Director of the Research Department (personal communication, March 9, 2015). Despite this acknowledgement, there are no systems present in the current information support structure of Parliament that evaluate or assure the quality of processed information provided (All personal communications, March 9 – April 8, 2015). The Deputy Clerk in charge of Information, Publications and Research Division (personal communication, March 10 2015) also remarked that information support staff is "not able to provide very technical information on issues such as climate change, atomic energy, etc.," a situation also reported by the Parliamentary Centre (2012). To conclude, there is a lack of particular subject expertise on the one hand and insufficient quality assurance of information provision on the other. This seems to suggest why roughly one half (55%) of Members in the survey by Ofori-Dwumfuo and Addo (2012) preferred to receive "original information" as compared to the other half preferring "analyzed and explained information" instead (p.218).

Current developments

The Ministry of Finance and Economic Planning (MOFEP) in its budget statement for 2015 registered plans to create an 'Office of Scrutiny' in Parliament with the mandate to serve as an independent and non-partisan analytical support unit to the legislature (Government of Ghana, 2014). As part of an

information support services programme to the legislature, the office is expected to "increase capacity and effectiveness of Parliament in the budget process and national poverty reduction efforts" (Government of Ghana, 2014, pp 53). Concept development and scheme of service for the Office were said to have been completed, and the Office is scheduled to be operational in 2015, but communication with staff and interviewer observations could not confirm such works.

In summary therefore, the Parliament of Ghana has a framework for information support to legislators, but this framework seems to be struggling with coordination. The institution operates two parallel systems for information support, direct and indirect engagement with users, a situation that makes monitoring and evaluation difficult. Adequate coordination is a necessary condition for addressing quality assurance challenges also identified in this section. Information management staff were also found to be lacking capacity in particular disciplines to process information adequately.

Description of relevant departments

This review concentrates on departments that support the input dimension of information flow: these are the Research, Library and ICT departments. Attention is also given to the Committees Department, since the core business in the Chamber is assigned to sector-associated committees that heavily rely on support by the above-mentioned departments. This section provides descriptions of the departments under discussion.

Research Department

The Research Department in Parliament is generally under-staffed and poorly resourced. Amanfo (2007) observed that since its inception in 2001, the department has not been proactive in performing its assigned duties. This hinders its ability to produce researched papers with the information and analysis required to support deliberations of Members of Parliament in the House. This situation was also reported by Stapenhurst and Alandu (2009), and confirmed from interviews conducted.

There are 10 permanent staff of the department, represented by three female and seven male officers (Director of Research Department, personal communication, March 9, 2015). This indicates a significant reduction in gender equality ratio from five:five since 2005 as reported by Allah-Mensah (2005). Together, these 10 officers currently serve the needs of about 40 committees and 275 Members of Parliament. The department is also supported by 13 personnel designated as Support Staff who assist with the provision of the information support services to the House. About 12 people have also been allocated by the National Service Scheme (NSS) to support with clerical duties in the department.[2] Despite the seeming autonomy in budgeting, the Paliamentary Centre (2012) cautions that in practice the Executive can (and does) vary budgets submitted by the legislature. This seems to explain the inadequate resourcing in terms number of staff in the Research Department.

Looking more closely at staff capacity and background, most staff of the Research Department are Masters degree holders in a variety of fields and disciplines such as Social Sciences, Finance and Economics, Energy, Science and Technology, Security and Political Science. There is one Doctorate degree holder who specializes in Geography and Environmental studies. Together they provide services ranging over all the thematic areas of Committees in Parliament including finance and economics, governance and security, social, environment, science and technology. However, as pointed out before, particular expertise in, for instance, nuclear energy or taxes (see below) is lacking.

Stapenhurst and Alandu (2009) reported that, as a consequence of the limited capacity of the Research Department and the general inadequacy of information support services, Members of Parliament (and, by extension, Committees) needed to rely on their own expertise and knowledge as well as access resources from alternative sources such as academic institutions and think-tanks. This was confirmed by

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[2] For comparison, the Parliament of Uganda's Research Department currently has 34 researchers serving 385 parliamentarians. Research staff numbers have beenincreasing constantly during the last decade.

feedback gathered from the interviews conducted that provided an average rating of about 60% to the quality of information supplied by the Research Department, an indication that the department needs some capacity-development assistance to enable it improve upon the quality of work done.

Therefore despite the high levels of education by staff within this department, they cannot adequately meet the information needs of their audience. Feedback gathered from interviews provided just an average rating on the quality of information supplied by the Research Department. An obvious factor is the limited staff knowledge on certain topics, which was confirmed by the Deputy Clerk in charge of Legislative Management Division (personal communication, April 8, 2015) when he pointed out that the department "does not have a tax expert to handle issues of tax". Another reason is the capacity of the department in terms of number of staff limiting the quality of communicating research accompanied by a lack of quality-assurance procedures.

Library Department

The library is another information support unit of the Parliament of Ghana. According to interviews conducted (Director of Research department, personal communication, March 9, 2015; Deputy Clerk in charge of Legislative Management Division, personal communication, April 8, 2015), it serves as the main source of secondary data for information support to Parliament. Ofori-Dwumfuo and Addo (2012) explained that the department serves members of parliament and committees, and provides support to the legislative process.

Among the collections of the library are books, reference materials and Hansards (official reports of parliamentary debates), order papers, reports from various committees and organizations, periodicals, journals, newspapers, theses, press releases and speeches (Ofori-Dwumfuo & Addo, 2012). The review did not look at opportunities such as electronic resources that could be explored by the department to augment its limited library resources.

However, this department is regarded as inadequately resourced. It is located in a small room and has a poor selection of relevant books and periodicals; it even lacks basic furniture (Stapenhurst & Alandu, 2009; Aning, 2008). Since it is not a depository library, authors in the country are not obliged to deposit a copy of their publications to the library and this limits the scope of resources available for information support in the legislature (Amanfo, 2007).

Preliminary discussions and obserservations of the Library Department suggested five people were employed in the library, including the Librarian. The same number was reported by Allah-Mensah (2005), who represented them as two male and three female staff. There would be the need for some investment into staff development and logistics for the library.

Information and Communications Technology (ICT) Department

The ICT Department facilitates the work of Parliament by providing quality information systems and services to all staff and offices in the institution. The ICT Director suggests policies and strategies, and proposes an annual programmme on IT infrastructure for the consideration of management.

About 80% of parliamentary processes are supported with information and communication technologies (Deputy Clerk in charge of Information, Publications and Research Division, personal communication, March 10, 2015). These are reflected in recordings of parliamentary proceedings and also provision of information to support discussions at committee level and in the chamber. Requests for electronic information support are usually sent by administrators of requesting units through the divisional head to the head of ICT department.

With the growing trend of electronic parliaments or e-parliaments, the ICT Department facilitates efforts made by the Legislature to connect to citizens using information technology. The Global Centre for ICT in Parliament (2010) recounted an innovative arrangement by the Parliament of Ghana to partner with a television station to provide live broadcasts of plenary meetings and committee hearings.

Parliament is also considering establishing resource centres in districts across the country to allow citizens to follow live parliementary sessions via computer or television. The ICT Department leads in these arrangements and is also working towards implementing other initiatives such as 'phone-in' sessions during deliberations on policy issues. The department is also looking into the operation of Parliament's own radio station (Global Centre for ICT in Parliament, 2010).

Data was not available on the number of officers serving within this department. However, staff of the department were reported to be professionally competent. They are mostly second degree holders, as there is a minimum requirement of a first degree (Deputy Clerk in charge of Information, Publications and Research Division, personal communication, March 10, 2015).

Despite the optimistic outlook about the department, the Parliamentary Centre (2012) reported some of its facilities being difficult to access whilst the website of the Legislature requires more regular updates. Total number of staff working within the department was four, according to Allah-Mensah (2005), and the number does not appear to have changed.

Committees Department

This department coordinates the work of all committees in Parliament – both standing and ad hoc committees. The commitiees are required, for example, to examine in detail bills that are introduced into Parliament, and also to investigate particularly complex matters outside the Chamber (Ghana Members of Parliament, 2014a). In 2014, Committees of Parliament conducted a total of 131 sittings and issued a total of 34 reports to the Plenary (Government of Ghana, 2014). The quality of these could not be ascertained as that was beyond the scope of this review. In addition, six bills were laid before the House, out of which four were passed into law. Committees of different kinds are created to undertake different complex tasks[3].

The committee system in Ghana's Parliament was comprehensively introduced under the 1969 Constitution, although elements of the system were present under the First Republic. An objective of the committee system was to serve as an ideal vehicle for public participation in the legislative process and public policy formulation, as the Chamber of Parliament does not provide a forum for public participation in debates (Ghana Members of Parliament, 2014b).

This notwithstanding, committees are clearly under-resourced, lacking meeting space, offices, human and other material resources (The Parliamentary Centre, 2012; Ghana Members of Parliament, 2014c). Stapenhurst and Alandu (2009) found two main classes of staff available to each committee; administrative and secretarial staff. They reported an absence of independent research staff available to committees, hence the need to rely on the Research and Library Departments, or external institutions and organizations, for such services. Committees have an average of three or four support staff, although the recommended number by Civil Society Organizations (CSOs) is six to seven (Stapenhurst and Alandu, 2009; The Parliamentary Centre, 2012).

The Director of the Research Department (personal communication, March 9, 2015) states that his department "works closely with the Hansard department, the Table office, the Library and the Committees department in order to get relevant documents". This suggests close collaboartion among the information support units of the legislature. There are systems in place for requesting information support for legislative work but there is a need for some improvement with coordination and the accessing of electronic databases.

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[3] A list of committees in Parliament and their description can be obtained from http://www.parliament.gh/committees, accessed 20.05.2015.

System for training parliamentary staff

Capacity development systems exist in the Parliamentary Service of Ghana, just as in the broader Public Service. In Parliament, staff capacities are usually evaluated annually by heads of departments, after which budgets are prepared and submitted for the purpose (All personal communications, March 9 – April 8, 2015). Capacity assessments are based on job specifications so each unit recommends training in subjects related to its core mandate.

The Deputy Clerk in charge of Legislative Management Division states that "entry level requirements exist for staff of the Service (personal communication, April 8, 2015). He added that every officer "must possess special graduate entry points to work with the Service. This includes basic administrative skills". Certificate and Diploma courses in Public Administration are offered for entry level officers at the Ghana Institute of Management and Public Administration (GIMPA).

Capacity building systems have concentrated on core mandates of the units/departments of the Parliamentary Service. Committee Clerks, for instance, undergo training including:
* Writing minutes
* Preparing votes of proceedings and order papers
* Procedures for admiting questions
 (Legislative Management Division, personal communication, April 8, 2015).

Training in performance management systems has been attended by officers in the Human Resources Department (Finance, Human Resources and General Services Division, personal communication, April 7, 2015) and, at the time of interview, secretaries and support staff in the Committees Department had been invited for a workshop on Ethics and Parliamentary Rules. Some officers, for example in the Table office, are also sent on attachment duties in the parliamentary services of other Parliaments, most especially in African countries (Legislative Management Division, personal communication, April 8, 2015). An assessment of the evidence base for these capacity building programmes was beyond the scope of this review.

Funding for staff capacity development is usually provided by the Parliamentary Service, but there are some instances when funding for units such as Parliamentary committees is sourced from external agencies (Director of Research Department, personal communication, March 9, 2015; Deputy Clerk in charge of Legislative Management Division, personal communication, April 8, 2015). Amanfo (2007) also reported this situation and acknowledged the support of agencies such as the United States Agency for International Development (USAID), the Danish International Development Agency (DANIDA) and the United Nations Development Programme (UNDP). Such capacity development programmes are usually facilitated by civil society organizations in collaboration with (and funding from) international organizations (The Parliamentary Centre, 2012; Inter Parliamentray Union, 2011).

Unlike the Civil Service in Ghana, the Parliamentary Service does not have a dedicated training institution. Plans have been advanced to develop a Parliamentary Training Institute (Parliamentary Centre, 2004) to coordinate and address all training/capacity building issues within the West African sub-region. However this may not happen for some time seeing as no physical evidence for implementation could be found at the time of reporting.

Altogether, the Parliamentary Service in Ghana has systems for staff capacity development, both internally and externally. With plans to develop a training centre and build on experiences from other countries, the service encourages continuous staff learning. This situation explains the warm reception to the VakaYiko proposal to develop relevant staff capacities in evidence-informed policy making (EIPM).

Integrating EIPM into the training system

Apart from capacity gaps identified, all interviewees indicated that staff of the Parliamentary Service will appreciate training in EIPM because it is a cutting edge area of development practice. Also, training in EIPM, as gathered from the Director of the Research Department (personal communication, March 9,

2015), "follows the strategic direction of the Parliamentary Service which seeks to achieve end results of staff development programmes in the form of capacities to produce concrete products such as policy briefs, reports, etc.".

According to interviews, training staff on the premises of Parliament can be less productive because of so many distractions (Director of Research Department, personal communication, March 9, 2015; Deputy Clerk in charge of Legislative Management Division, personal communication, April 8, 2015), suggesting that capacity development exercises should take place in a serene environment away from work offices. This informs the decision to locate the proposed Parliamentary Training Institute away from the premises of the legislature – although another reason ascribed was inadequate space within the Job 600 building, which is currently under construction.

Like any training institute, the Parliamentary Training Institute is to meet the training needs of Parliamentary Service staff as well as Members of Parliament. Measuring from the level of interest around the programme during a recent launch of VakaYiko and from interactions held with Members of parliament, buy-in for the institution will not be difficult to achieve. It is therefore possible to incorporate EIPM training into the curriculum of the training institute when established. Enrolment in such a course introduced to the Service will not be paid for by staff. The Parliamentary Service usually makes provision for such cost elements in its budgets.

Summary and conclusions

In order to build understanding of systems in the parliament of Ghana that feed evidence into the legislative and oversight functions of the legislature, this review was commissioned by VakaYiko partners. It aimed to gain an understanding of the general information support system within the Parliamentary Service, an organization that provides support services to Members of Parliament in the course of performing their duties.

Preliminary information was gathered through a desk study, which provided information on existing systems within the institution. Interviews were then conducted to address knowledge gaps that existed because of inadequate information.

It was revealed that the information support system within the Parliament of Ghana is currently experiencing some challenges. Different departments collaborate within the Parliamentary Service to provide information support services to Members of Parliament and other units, such as Parliamentary Committees. However, the existing system could improve coordination by adequately streamlining the two parallel approaches identified for providing information support to policy discussions. This is a necessary precondition for developing quality assurance mechanisms, which are not currently available.

Parliamentary Service staff in charge of information support were found to be lacking in numbers and currently have limited capacities to supply technical information in particular subject areas. However, in the face of these limitations, Parliament as an institution has good programmes for developing capacities of Parliamentary Service staff, which also includes partnerships with other agencies. Considering these factors alongside preliminary discussions about VakaYiko and perceptions about evidence use in policymaking, a course in evidence-informed policy making (EIPM) has good chances of acceptance. Buy-in is likely among the different groups of information support staff and Parliamentarians.

Recommendations

The following recommendations are made:
- That efforts be made to streamline and coordinate activities supporting the incorporation of evidence into policy deliberations within the Parliament of Ghana. This involves a reorganization of the two prevailing approaches for expressing information request, acquisition, supply,

assessment and use of evidence irrespective of the source of the request and department from which it is being sourced.

- That the streamlined activities should pave way for the development of internal quality control systems for evaluating/auditing the supply of information for legislative work. Such an audit system will help identify lapses (inefficiencies) present within the information support system.
- That capacity of staff in departments providing information support should be developed. The course on EIPM is recommended as it combines different elements of information support to policy making and can therefore help to make work processes more efficient and effective (given the limited number of staff). This is in agreement with The Parliamentary Centre (2011, pp. 67), which advocates capacity development for information support staff of the Parliament of Ghana in order "to undertake advanced documentary searches, secondary information review and analysis".

Annexes

Annex A (Interview Guide – Generic)

A) Organizational Description

1. Please describe how information is sourced, processed and used in Parliament/your committee/department
2. How would you describe the relationship that exists for sharing information between, e.g. the research department and your department
3. In what manner does this information get to you?
4. How do you rate the quality of information received for your purpose?
5. Which (other) departments are crucial for the processing and gathering of information / research within parliament?

B) Department Description

1. How would you describe your department in the context of information support to parliamentary business?
2. How many staff do you have working in your department and how would you describe their different roles (who does what)?
3. What is the gender distribution of staff available in your department/unit?
4. Please provide a brief description of the educational/professional background of staff in your department
5. Does your department have (reporting) systems to evaluate staff work on providing information support to legislative work? Please describe this work reporting system if there is any.

C) Capacity Building

1. Do you have capacity building opportunities in your department? Please describe the kinds available
2. How often are staff capacities evaluated and developed?
3. Which areas/topics have previous capacity building exercises addressed?
4. What are some topics that you will recommend to include in future training for staff in your department?
5. Who pays for the capacity development of staff in your department?

D) EIPM

1. Would staff in your department appreciate training in EIPM? Please suggest reasons why.
2. How would you want EIPM training delivered in your department? In-house, vacation, course/school, etc.
3. Would staff in your department be willing to pay for a course in EIPM?

Annex B (Information Request Form – Research Department)

RESEARCH DEPARTMENT OF PARLIAMENT OF GHANA
REQUEST FORM

Reference No.1/4/3/4/

Name	
Constituency/Department	
Telephone	E-mail
Request Subject	
Request Details	
Purpose of Request (e.g. Public Lecture, etc)	
Intended Audience (e.g. Law Students, etc.)	
Date Needed	
Confidentiality Waived	

MP's Initials

Signature of MP	Date

FOR OFFICE USE ONLY

Responsible Unit	
Action Required	
Date Received by Unit	
Officer(s) Made Responsible	
Comments	
Date Completed	

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GINKS is a network of individuals and organisations sharing information and knowledge that facilitates capacity building for ICT use and evidence-informed policy making in Ghana.	**HSRC** is a research institute conducting large-scale, policy-relevant, social scientific research on the African continent for public sector users, non-governmental organisations and international development agencies.	**INASP** leads the VakaYiko consortium. It is an international development charity working to improve access, production and use of research information in Africa, Asia and Latin America. By collaborating with a global network of partners, it aims to put research knowledge at the heart of development.	**ODI** is the UK's leading independent think tank on international development and humanitarian issues. The Research and Policy in Development programme works to understand the relationship between research, policy and practice and to promote evidence-informed policy-making.	**ZeipNET** coordinates overarching national processes for evidence-informed policy-making in Zimbabwe through capacity building and active engagement of all stakeholders in the policy-making matrix.
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