Commission on Parliamentary Reform

Analysis of the Online Survey

Background

The Commission on Parliamentary Reform launched its online survey on 24 November 2016 to allow people to give their views on, and experiences of, the Scottish Parliament. The survey was closed on 27 March 2017. A total of 256 completed surveys were collected, the results summarised and set out below. The survey was promoted on the Commission's twitter account, its website and at events and meetings that the Commissions members attended. As respondents were self-selecting and due to the way in which the survey was promoted, responses are not necessarily representative of the Scottish population as a whole.

Set out below are the questions asked and the responses received together with some analysis of those responses.

Online Survey

1. Welcome

2. Have you engaged with the Scottish Parliament?

Have you ever done one, or more, of the following: **Interacted with the Scottish Parliament online or through social media;** **Visited the Scottish Parliament;** **Attended an event or exhibition at Scottish Parliament or organised by the Scottish Parliament;** **Sent written views or spoken to a Committee;** **Submitted a petition.**			
		Response Percent	**Response Total**
1	Yes	81.25%	208
2	No	18.75%	48
		answered	256
		skipped	0

All of the 256 respondents answered this question, with 81% (208) responding that they had interacted in some way with the Scottish Parliament.

3. Your experience of the Scottish Parliament.

How would you rate your experience of the following:							
	Very good	**Good**	**Neither good nor bad**	**Bad**	**Very bad**	**I have never done this**	**Response Total**
Interacted with the Scottish Parliament online or through social media	11.5% (24)	36.1% (75)	17.8% (37)	1.9% (4)	3.4% (7)	29.3% (61)	208
Visiting the Scottish Parliament (either by yourself or as part of a group)	40.4% (84)	33.7% (70)	8.2% (17)	2.4% (5)	0.5% (1)	14.9% (31)	208
Attending an event at the Parliament or organised by the Parliament	26.9% (56)	33.2% (69)	6.3% (13)	0.0% (0)	2.4% (5)	31.3% (65)	208
Submitting written views to a Committee	5.3% (11)	12.0% (25)	14.4% (30)	3.8% (8)	2.9% (6)	61.5% (128)	208
Giving oral evidence to a Committee	3.8% (8)	9.6% (20)	7.2% (15)	1.9% (4)	1.4% (3)	76.0% (158)	208
Submitting a petition	4.8% (10)	6.3% (13)	5.8% (12)	1.9% (4)	2.4% (5)	78.8% (164)	208
						answered	208
						skipped	48

Of those 81% who have had some interaction with the Parliament, the majority (85%) had visited the Parliament either on their own, or as part of a group and 74% of these people considered the experience to be good or very good. The lowest percentage of people who responded (around 11%) had experienced submitting a petition – just over half (52%) considered the experience to be good or very good, with a further 27% having neither had a positive or negative experience.

Matrix Charts

2.1. Interacted with the Scottish Parliament online or through social media			Response Percent	Response Total
1	Very good		11.5%	24
2	Good		36.1%	75
3	Neither good nor bad		17.8%	37
4	Bad		1.9%	4
5	Very bad		3.4%	7
6	I have never done this		29.3%	61
			answered	208

Of the 208 who had had some interaction with the Scottish Parliament 69% had interacted online or through social media. Of those who had, the majority considered it to be a good (51%), or very good (16%) experience.

2.2. Visiting the Scottish Parliament (either by yourself or as part of a group)		Response Percent	Response Total
1	Very good	40.4%	84
2	Good	33.7%	70
3	Neither good nor bad	8.2%	17
4	Bad	2.4%	5
5	Very bad	0.5%	1
6	I have never done this	14.9%	31
		answered	208

Individual or group visits to the Parliament elicited a broadly positive response with the majority (88%) considering the experience to be good or very good. Those who had had a bad or very bad experience amounted to just less than 3%.

2.3. Attending an event at the Parliament or organised by the Parliament		Response Percent	Response Total
1	Very good	26.9%	56
2	Good	33.2%	69
3	Neither good nor bad	6.3%	13
4	Bad	0.0%	0
5	Very bad	2.4%	5
6	I have never done this	31.3%	65
		answered	208

Of the 208 who answered this question, around two third's (68%) had attended an event at the Parliament or organised by the Parliament with the Majority rating the experience as good or very good (87%). Only 3% had a bad or very bad experience.

2.4. Submitting written views to a Committee		Response Percent	Response Total
1	Very good	5.3%	11
2	Good	12.0%	25
3	Neither good nor bad	14.4%	30
4	Bad	3.8%	8
5	Very bad	2.9%	6
6	I have never done this	61.5%	128
		answered	208

Of the 208 who answered this question, only 80 people (or 38%) had submitted written views to a Committee. The majority were neutral in their view of the experience (38%), with 30% considering it to be good, and a further 14% considering it to be very good.

2.5. Giving oral evidence to a Committee		Response Percent	Response Total
1	Very good	3.8%	8
2	Good	9.6%	20
3	Neither good nor bad	7.2%	15
4	Bad	1.9%	4
5	Very bad	1.4%	3
6	I have never done this	76.0%	158
		answered	208

Of the 208 who answered this question, only 50 people had given oral evidence to a Committee, with the majority (56%) having a good or very good experience.

2.6. Submitting a petition		Response Percent	Response Total
1	Very good	4.8%	10
2	Good	6.3%	13
3	Neither good nor bad	5.8%	12
4	Bad	1.9%	4
5	Very bad	2.4%	5
6	I have never done this	78.8%	164
		answered	208

Of the 208 who answered this question, only 44 people had submitted a petition, with 27% of people considering the experience to be neither good nor bad. Those who had a positive experience include 30% rating it to be good, and 23% to be very good.

Thinking about your experience(s) of engaging with the Scottish Parliament, what could be done do to improve the following (you only need to leave suggestions for things you have done):		Response Percent	Response Total
1	**Online streaming**	46.79%	43
	11 comments suggested better promotion of what's available and longer notice of what's coming up. 12 commented on improving functionality of online streaming such as rewind and download functions and wanted more information about the MSP speakers or topics on screen during broadcasts.		
2	**Parliament visits**	43.12%	44
	"These [visits] have been excellent. They need to be better promoted to the public." 16 made very positive comments about visiting and 6		

Thinking about your experience(s) of engaging with the Scottish Parliament, what could be done do to improve the following (you only need to leave suggestions for things you have done):	Response Percent	Response Total
commented that opportunities to visit the Parliament needed to be publicised more. 5 wanted more involvement in Parliamentary business such as meeting MSPs and asking questions about issues.		
3 **Parliament events**	44.04%	44
Wide ranging views were expressed with few particular themes emerging. 9 commented about promoting events more widely. **"Broadening the call of attendance to a variety of events, but also including the chance for people to learn more of the Parliament and its processes while there."** 7 suggested better information could be available on arrival about meeting points and orientation in the building. 4 wanted more choice in the catering available.		
4 **Submitting written views to Committees**	43.12%	43
10 responses were related to inadequate feedback. **"They should respond to say receipt of letter and follow up with any actions or non from submitted views"** 10 commented that calls for views should be more widely promoted.		
5 **Giving oral evidence to Committees**	29.36%	28
The only overall theme was about preparation for giving oral evidence. 6 commented on the benefit of being more informed about what to expect.		
6 **Petitions**	28.44%	18
Whilst no overall themes emerged, 3 commented that the petitions system should be be promoted more.		
	answered	109
	skipped	147

Following your previous contact(s) with the Scottish Parliament, how likely are you to contact it again:		Response Percent	Response Total
1	Very likely	51.44%	107

	Following your previous contact(s) with the Scottish Parliament, how likely are you to contact it again:		Response Percent	Response Total
2	Quite likely		29.33%	61
3	Neither likely nor unlikely		12.50%	26
4	Quite unlikely		3.37%	7
5	Very unlikely		2.88%	6
6	Never		0.48%	1
			answered	208
			skipped	48

The majority of respondents (just over 80%) considered themselves very likely or quite likely to contact the Scottish Parliament again, with 13% neutral. Only one person (0.5%) would never contact the Scottish Parliament again.

4. Why you haven't contacted the Scottish Parliament

	Why have you not contacted the Scottish Parliament (please tick all that apply):		Response Percent	Response Total
1	I do not know how to		22.92%	11
2	I did not know I could		20.83%	10
3	I have never had any need to		52.08%	25
4	I am not interested		0.00%	0
5	It does not affect my life		2.08%	1
6	Other (please specify):		14.58%	7
			answered	48
			skipped	208

Of the 48 people who have never contacted the Scottish Parliament, 53% have never had any need to, with 21% not knowing that they could, and a further 23% not knowing how to. Some of the 'other' reasons why people hadn't contacted the Scottish Parliament before include "I don't know what Scottish Parliament can do to help me." and "Other people have presented similar concerns that I have had".

If you wanted to contact the Parliament, what would be your preferred method:

			Response Percent	Response Total
1	Letter		6.25%	3
2	Telephone		2.08%	1
3	Email		47.92%	23
4	Facebook		6.25%	3
5	Through my MSP		22.92%	11
6	The Scottish Parliament website		6.25%	3
7	Twitter		0.00%	0
8	In person		8.33%	4
			answered	48
			skipped	208

Of the 48 respondents, the majority (48%) preferred email, with 23% using their MSP, and only 8% using analogue methods like letter or telephone.

What might make you contact the Scottish Parliament (please tick all that apply):				
			Response Percent	Response Total
1	It is dealing with an issue that affects me personally		68.75%	33
2	I want the Scottish Parliament to consider an issue		62.50%	30
3	A group or activity I am interested in has contacted the Scottish Parliament		29.17%	14
4	Family or friends suggest contacting the Scottish Parliament		6.25%	3
5	I want to know more about the work of the Scottish Parliament		14.58%	7
6	I want to visit the Scottish Parliament		22.92%	11
7	Other (please specify):		2.08%	1
			answered	48
			skipped	208

Of the 48 who answered this question, 69% would contact the Scottish Parliament if it was dealing with an issue that personally affected them, and a further 63% would contact the Scottish Parliament if they wanted it to consider an issue.

5. Any other comments

Is there anything the Scottish Parliament could do to encourage you to become (more) involved in its work? If so, please describe briefly what you would like to see happen in the box below.		
	Response Percent	Response Total
This was an open question: The responses were very diverse with issues relating to education and information about Parliamentary business discussed by 37 respondents. This included how the Parliament is promoted or marketed. The next biggest area concern was the distance from Edinburgh and how the Parliament could be inclusive, such as taking committees out and digital engagement (17 responses). Others areas highlighted included: Greater diversity of views heard – 11 Scrutiny – 7 Role of and interaction with MSPs – 5 Outcomes and feedback – 5 Electoral system – 4 All other comments were individual	100.00%	132
	answered	132
	skipped	124

6. About You

What is your age?				
			Response Percent	Response Total
1	Up to 14		0.78%	2
2	15-24		13.67%	35
3	25-34		11.72%	30
4	35-44		11.72%	30
5	45-54		17.97%	46
6	55-64		21.09%	54
7	65 and over		23.05%	59
			answered	256
			skipped	0

The majority of respondents were in the older categories, with 24% 65 and over, followed by 22% of 55-64 year olds, and 18% 45-54s. Only 2 responses (0.8%) came from under 14s, and 14% from the 15-24 age category.

Which of the following describes how you think about yourself?

			Response Percent	Response Total
1	Male		53.73%	137
2	Female		43.92%	112
3	In another way		0.78%	2
4	Prefer not to answer		1.57%	4
			answered	255
			skipped	1

54% of respondents were male, and 44% female.

What is your ethnic background?

			Response Percent	Response Total
1	African		0.00%	0
2	Any mixed		0.40%	1
3	Arab		0.00%	0
4	Asian other		0.80%	2
5	Bangladeshi		0.00%	0
6	Black		0.00%	0
7	Caribbean		0.00%	0
8	Chinese		0.00%	0
9	Gypsy traveller		0.40%	1
10	Indian		0.00%	0
11	Pakistani		0.00%	0
12	Polish		0.80%	2
13	White		88.00%	220
14	Other ethnic background		4.00%	10
15	Prefer not to answer		5.60%	14
			answered	250
			skipped	6

The vast majority (88%) of respondents were white, with 6% preferring not to answer, and 4% of another ethnic background.

How would you describe your sexual orientation?

			Response Percent	Response Total
1	Bisexual		5.91%	15
2	Gay/Lesbian		5.12%	13
3	Heterosexual/straight		74.41%	189
4	Other		2.36%	6
5	Prefer not to answer		12.20%	31
			answered	254
			skipped	2

The majority of respondents considered themselves to be heterosexual (74%), with a further 6% bisexual, 5% gay/lesbian, and 12% preferring not to answer.

Where do you live? Not sure which local authority you live in? You can find this out at by clicking or tapping here.				
			Response Percent	Response Total
1	Aberdeen City Council		3.13%	8
2	Aberdeenshire Council		1.95%	5
3	Angus Council		1.56%	4
4	Argyll and Bute Council		4.69%	12
5	Clackmannanshire Council		0.00%	0
6	Dumfries and Galloway Council		5.86%	15
7	Dundee City Council		2.34%	6
8	East Ayrshire Council		0.00%	0
9	East Dunbartonshire Council		1.95%	5
10	East Lothian Council		3.13%	8
11	East Renfrewshire Council		0.39%	1
12	City of Edinburgh Council		23.44%	60
13	Falkirk Council		1.95%	5
14	Fife Council		3.52%	9
15	Glasgow City Council		10.16%	26
16	Highland Council		10.55%	27
17	Inverclyde Council		0.78%	2
18	Midlothian Council		2.73%	7
19	Moray Council		1.95%	5
20	North Ayrshire Council		0.39%	1
21	North Lanarkshire Council		2.34%	6
22	Orkney Islands Council		0.00%	0
23	Perth and Kinross Council		1.56%	4
24	Renfrewshire Council		1.95%	5

			Response Percent	Response Total
	Where do you live? Not sure which local authority you live in? You can find this out at by clicking or tapping here.			
25	Scottish Borders Council		4.30%	11
26	Shetland Islands Council		0.00%	0
27	South Ayrshire Council		1.56%	4
28	South Lanarkshire Council		1.56%	4
29	Stirling Council		1.56%	4
30	West Dunbartonshire Council		0.39%	1
31	Western Isles Council (Comhairle nan Eilean Siar)		0.39%	1
32	West Lothian Council		1.95%	5
33	The rest of the United Kingdom		0.78%	2
34	Out with the United Kingdom		1.17%	3
			answered	256
			skipped	0

All 256 respondents answered this question, and the majority (23%) lived in Edinburgh City, with 10% living in Glasgow City, and 11% in Highland. 5% live in Argyll and Bute, and 6% in Dumfries and Galloway. Nobody from Clackmannanshire, East Ayrshire, Orkney or Shetland responded.