

Internet Access and Use in Political Discourse by the Members of Parliament in Tanzania

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Abstract

This paper is based on the research which examined access and use of internet resources and services by the Tanzanian Members of Parliament (MPs) and its impact on the political discourse. The study was conducted in June 2009 among selected parliamentarians. It employed qualitative and quantitative research design. The sample size was 18 parliamentarians and these were selected purposively. The methods of data collection included a questionnaire, interviews and focus group discussion. Analysis of data was mainly descriptive. The key findings of this study are: First, the Parliament Library in Tanzania has made modest investment in ICT infrastructure to support internet access and use. Second, the Library has a good mix of professional and para-professional staff though the level of staffing is not optimum. Third, the Library has a number of important documents and publications available online including the Hansards and reports by various parliamentary committees. Fourth, the MPs have diverse needs although a few of these are central to all the MPs and these include information for debates, information on bills, policies, speeches and constituencies. The demand and need to access the internet resources and services by parliamentarians is on the rise and the parliament, including the parliament library, has to address a number of challenges in connection to this development. The reported challenges include: slow internet connectivity that discourages use; inadequate number of available PCs in the library (only 12 were available); lack of training programme to use the internet and e-resources in general; lack of effective marketing strategies to create awareness of the value of internet resources; low skills and capacities to use the internet resources among the MPs and the library staff; severe time constraint for the MPs to use the library regularly and finally, inadequate library physical space. Detailed suggestions made by the MPs on how these challenges could be addressed are also documented. Generally, the study observes a positive relationship between the use of the internet and increased/improved political discourse and the democratization process. However, one negative impact of the adoption of this new technology by the MPs is an increased knowledge and information gap between those with higher levels of education and the ones with lower levels of education. MPs with higher levels of education are the core group of internet users, while those with lower levels of education are the laggards. The knowledge and information gap is explained by the fact that the MPs with higher levels of

education are likely to be better and more informed of significant issues of interest before the adoption of the internet. Thus, the use of the internet will increase and exacerbate this gap even further, unless strategies for intervention (such as training) are implemented. The paper makes a number of recommendations to address these emerging challenges and measures to mitigate negative impacts.

INTRODUCTION

Developments in information technology and its application have been expected to enhance the capacity of organizations including political institutions, to facilitate efficient and effective access and use of information through the internet. Specifically, it has been argued that the internet will improve the efficiency and effectiveness of the political discourse and the democratic process. The concept of e-government for example, has evolved over the years, among other things, to imply the adoption of ICT platforms and applications in information communication and sharing. In Tanzania, the parliament is a democratically elected political institution, a powerful legislative body and thus, representative of a wide-spectrum of the populace. The internet therefore potentially can have a positive effect on the political dialogue between members of parliament and the public they represent. Timely and up to date information is of vital significance for the parliamentarians to efficiently and effectively fulfil their obligations and responsibilities.

However, the enhancement of access and use of the internet in the Tanzanian situation, where politicians in general are used to traditional (including oral) means of accessing and using information, is a gradual process. Despite the anticipated changes to have been brought by the ICT revolution and the internet, particularly in political discourse and in the democratization process, no significant improvements have been observed and realized. This research paper addresses a number of key issues relating to access and use of the internet by the MPs in Tanzania. Among the major issues that were examined in this study include how internet is used to meet the information needs of the MPs and the extent to which the internet has made positive impact in the ways in which they seek and use information. The existing capacity and skill levels of the MPs that enable them effectively utilize the internet was assessed. The research further investigated the challenges that the MPs face in accessing and using the internet. Additionally, it addresses the availability of interactive online services between the general public and the MPs. Moreover, the study assessed the state of ICT infrastructure in the Parliament, human capital and political will and levels of funding to implement the ICT-related programmes.

The research is significant partly because the increased access and use of the internet and ICT in general by politicians such as the MPs, will have ramifications nation-wide since these are among key policy and decision-makers. These decision makers are the key stakeholders who can either facilitate or stifle the adoption of ICT, including access to electronic information resources and services in the universities and other important research institutions in Tanzania. Furthermore, internet use by MPs can positively influence their efficiency and effectiveness in dealing with legislative issues. For example, MPs can use search engines to enhance their knowledge of legislative issues and can keep abreast with most up to date information through accessing for example online news. Additionally, MPs can use personal blogs to inform the public and key stakeholders their positions on various policies or policy issues.

RESEARCH METHODOLOGY

The study integrated both qualitative and quantitative designs. In selecting the final sample, a multi-stage sampling procedure was followed. First, a survey of the status of access to the internet in the Parliament was undertaken to include the assessment of ICT infrastructure, human capacity and skills, internet resources, etc. Second, a purposive sample of the MPs was

selected for a rapid appraisal of their use of the internet services and resources. The final sample was 18 MPs.

Data for the study was collected through questionnaires, face to face interviews, focus group discussion and official records (including the parliament website). Questionnaires and face to face interviews were the major techniques of collecting primary data from the respondents. This combination has the potential for higher response rate, quality and depth of information. In-depth interview was conducted with the Director of the Parliament Library in Dodoma.

FINDINGS AND DISCUSSIONS

Issues of Access to e-Resources and Services

This survey showed that generally, MPs in Tanzania have access to internet resources and services. The Parliamentary Library in Dodoma has a number of CDs and MPs can access free internet resources. Key parliamentary documents such as Hansards, Order Papers, Bills and Acts are available online. MPs can also access online publications such as Standing Orders, Parliamentary Reports and Newsletters.

The existing technical infrastructures and access to PCs at the Parliament show that the Library is in a position to provide modest access to internet resources and services. However, critical issues that need to be examined to expand access to e-resources in general include: relevance of some of these resources to the immediate and long-term information needs of the MPs. The staff of the library has to be very selective in what internet resources are relevant to MPs, given that they spend limited number of days per year at the parliament in Dodoma. Also, they normally work under a tight schedule during the sessions. It is therefore imperative that the library and the Parliament digitize all the relevant documents and publications and make them available online to the MPs. The online access should be regular and must include access from their constituencies. This has implication for technical support to the MPs at the parliament and in their constituencies.

Access to and availability of PCs potentially has influence on internet access and use. The number of PCs available is central to access the internet resources and services. Equally important is the number of public access points. The data has shown no existing policies on PC-MPs ratio. Data also revealed that the number of PCs available for users in the library is very small. The Parliamentary Library has only 12 PCs connected to the internet, which unfortunately are five years old and thus their efficiency is questionable. This is indicative either of the low priority given to PCs in the Library budgetary plans or simply lack or limited funds at the parliamentary level. The service is generally inadequate given that most of the MPs, according to the library staff, get connected in the library although access is also available at the ICT section of the Parliament. 47% of the MPs surveyed indicated that they get internet connections from workstations in the library. MPs have indicated that they also access the internet from work stations outside the parliament (e.g. the internet cafes) building, at home and using their mobile phones.

The Parliament has established Local Area Network (LAN) system in the Library. The LAN system was set up by the ICT unit of the parliament. The library has no ICT unit in the library but relies on services that are provided by the parliament ICT unit.

Technical competence of most librarians is very important in the smooth application of ICT facilities. For example, none of the staff in the Library has a basic level training in ICT- related areas, but they have acquired on-the-job skills and attended short courses on ICT. However, all the library staff have been trained in the use of the internet resources and services. As previously observed, the technical capacity building in the library is essential in ensuring the efficient provision of library electronic information services. The Library is therefore lagging behind in terms of having a pool of expertise that has had formal computer training and other ICT-related fields. It is thus essential that a team of about 2 librarians or para-professionals (constituting an ICT unit) be established and strengthened in terms of their technical capacity to handle the ICT-related technical issues in the library, including trouble-shooting of minor technical problems.

In the electronic environment, libraries must enable their staff and users to acquire new skills and capacity to effectively utilize e-resources such as the internet services. Thus, the training of library staff and users to acquire knowledge and skills in searching e-resources and evaluate them is an important dimension. The practice elsewhere has been for libraries to require users to participate in information literacy programmes; others conduct short training in the library for library users, and still many other libraries include a session on e-resources during the orientation periods. The training of library staff is not an end in itself but the expectation is that they will impart the skills and knowledge gained to users and in this case the MPs. Thus, the training of the MPS in electronic resources use is important because they can effectively search and utilize these resources for which the Parliament is making a modest investment. This study investigated how and whether end-user training is conducted at the Parliamentary Library. The findings show that the Parliamentary Library does not conduct information literacy training for MPs, partly because of what library staff called “heavy workload”. The library staff however, reported that they conduct informal training to help MPs when such need arises. Thirty (30) MPs were reported to have received training in basic ICT skills, organized by Vocational Education and Training Authority (VETA) in Dodoma. Findings further revealed that they also received ICT training from other institutions such as universities, prior to becoming MPs. 72% of sample MPs indicated that they have been trained in the use of the internet. However, the major weakness of the end-user training practice at the Parliament is the lack of programme to cover the entire community of MPs.

Marketing of the internet resources could have a potential positive relationship with access and ultimate use of these resources. Findings of this study show that the Parliamentary Library does not proactively market the internet resources and services. This is in line with the observation made by most (69%) MPs surveyed, that they have learnt about internet resources through their own initiative. This implies that after realizing the significance of the internet in improving their effectiveness as MPs, they made a conscious decision to access and use these resources without any support from the library. Only 16% indicated library orientation or library staff as a source of information about the availability of the internet resources. According to the library staff, the major marketing strategy is the use flyers and communicating with individual MPs when they make inquiries during their visits to the

Library. But it is unlikely that these gatekeepers who get this information disseminate it to fellow MPs. This is not a proactive marketing strategy and the majority of the MPs do not go to the library to make such enquires. On fliers sent to the library users the question is whether end-users seriously read and keep them for future use when such need arises? What this survey has shown is that the marketing of the internet resources and services at the Parliamentary Library has not been effective and has a limited impact.

Use of the Internet Resources and Services by the MPs

A number of factors were anticipated to influence the use of e-resources and services by the MPs. Socio-demographic characteristics of the MPs were anticipated to have some influence on the use of the internet resources and services. It is generally assumed that relationship exist between the use of new technologies such as the internet resources and socio-demographic characteristics such as age, level of education and gender. These socio-demographic variables can therefore provide areas of possible interventions in terms of specific training needs and further marketing. The major socio-demographic characteristics examined in this study included gender, academic qualifications and the age of MPs.

Findings of this study have shown that the use of the internet resources by the MPs is significant while in session. 94% of the MPs are aware that they can access the internet resources and services at the Parliamentary Library and only 6% are not aware. However, awareness does not translate automatically to use as only 44% reported to use these resources and services at the Parliamentary Library. 39% of those who are aware of the service at the Parliamentary Library but do not use it, explained that difficulty in accessing the internet resources and services is a major obstacle for not using the internet.

Table 1: Awareness and use of the internet resources by frequency and % distribution

	Freq & % distribution
I am aware and I am a user	8 (44%)
I am aware but not interested	2 (11%)
I'm aware but don't know how to use	0 (0%)
I'm aware but have no easy access	7 (39%)
I'm aware but prefer print format	0 (0%)
I'm not aware	1 (6%)
Total	18 (100%)

The frequency of using the internet irrespective of the place is moderate as shown in table 2. Only 8% spend 3 hours and above per week using the internet, while 41% spend between 2 and 3 hours per week using the service. A small proportion (17%) spend less than one hour per week using the internet.

Table 2: No. of Hours of using the internet per week

No. of hours of using the internet per week	Freq & % distribution
More than 3 hours per week	1 (8%)
3 hours per week	1 (8%)

2 hours per week	4 (33%)
1 hour per week	4(33 %)
Less than hour per week	2(17%)
Total	12 (100%)

82% of the MPs who use the internet reported to use search engines such as Google and Yahoo. 62% indicated that they normally use the internet for email communication. 27% use the internet for academic purposes, while 18% use it for business transactions. Only 18% reported to use it on daily basis for the purpose of communicating political issues. 45% use it from once per week to four times per week, for communicating political issues.

MPs who use the internet provided a number of reasons for using these resources and services. The four major reasons are: sending emails to friends and relatives (91%); reading newspapers (73%); communicating political issues (64%); sending and receiving official emails (64%) and 36% communicating with constituency. A large proportion of the MPs use the internet to access newspapers, which demonstrates the need for current information. The few who use internet to communicate with their constituencies do it infrequently, mainly because of the lack of connectivity, especially those from rural areas.

The use of the internet for networking and often for political purposes is also gaining ground as 63% of respondents are included in list serves and 45% have personal blogs. A number of MPs indicated that they use the information and the facts in effective parliamentary debates and discussions on policies, bills, etc. The use of information therefore enhances the integrity of the parliament and its position in the policy making process. There is therefore a need for MPs to be informed about most current issues of the day. This implies they have an effective and efficient information structure that is available within their work environment. The information system should be able to proactively respond to the needs of the MPs. This notion has been supported by other studies (Alemmna, 1999 and Janneke, 2004). The social role of the internet through the use of email communication is significant. However, many of the so-called social communications may carry some political messages as well.

Findings of this study have shown that MPs who use the internet prefer using electronic formats than print versions of information resources. 64% of sample respondents indicated preference for electronic formats, while 27% preferred printed versions and 9% have no clear preference. Explanations given for preference for electronic resources include the capacity to search resources more efficiently, which also includes searching of huge databases at once compared to print resources. Furthermore, possibilities of searching these resources from sites outside the libraries, including offices and homes and a reduction of cost in communication, is another advantage. With this positive attitude predisposition toward electronic information resources, it is important for providers of the services such as the library and ICT unit at the parliament to take necessary efforts to address obstacles that inhibit the utilization of the internet resources and services. Such obstacles include addressing the observed technical challenges.

It is however significant to note that some MPs do not use the internet resources and services. The impact of this in the long run is that this group of MPs will have limited exposure to the world of information and thus put themselves at a disadvantage position in political discourse. This becomes more critical as significant relationship was observed between the use of the internet and level of education. Therefore there could be a tendency for increased knowledge and information gap between MPs with higher and those with lower levels of education. It is thus clear that the adoption of the internet technology by parliamentarians could create digital divide between the MPs unless strategies are devised to address and mitigate this potentially negative impact.

Results also revealed significant differences between male and female MPs in the use of internet. All female MPs reported to use the internet while only 54% of male MPs reported to use the internet. This finding is different from most other studies that have reported higher rates of adoption of new technology among men than women. Perhaps the nature of the technology and the local context can provide some explanation.

Table 3: Use of the internet resources by gender

Sex	Use	Don't Use	Total
Male	7 (54%)	6 (46%)	13 (100%)
Female	5 (100%)	0 (0%)	5(100%)
Total	12 (67%)	6 (33%)	18 (100%)

The findings did not reveal any clear pattern of association between age and the use of the internet resources and services. However, all respondents below the age of 40 reported to use the internet. The unexpected result is the large proportion (57%) of the MPs between the age of 41 and 50, who are not using the internet compared to only 22% of those above 51 years of age.

Table 4: Use of internet by age groups

Age category	Use	Don't Use	Total
Below 30	1 (100%)	0 (0%)	1 (100%)
31-40	1 (100%)	0 (100%)	1 (100%)
41-50	3 (43%)	4 (57%)	7(100%)
51 and above	7 (78%)	2 (22%)	9 (100%)
Total	12 (67%)	6 (33%)	18 (100%)

A positive relationship between educational attainment levels and the use of the internet among the MPs is observed. Those MPs with lower levels of education reported not to use the internet. This could partly be explained by opportunities in life that those with higher education have

had in relation to access to the internet and training in the use of such resources. The only PhD holder who reported not to use the internet is blind, and thus lack of facilities to access the internet for a person of such disability is a major constraint, not only at the parliament but even in the universities. The positive relationship between levels of education and the internet use has a significant ramification in terms of information and knowledge gap, as the MPs who have greater access and exposure to information, to start with, because of the levels of their education, are now making even greater use of this new information technology. This will increase information gap between MPs determined by their levels of education. Strategic intervention is thus necessary to mitigate this negative impact.

Table 5: Academic Qualification by Internet Use

Academic Qualification	Use	Don't Use	Total
PhD	4 (80%)	1 (20%)	5 (100%)
Master's degree	4 (100%)	0 (100%)	4 (100%)
Bachelor's degree	3 (75%)	1 (25%)	4 (100%)
Diploma	1 (50%)	1 (50%)	2 (100%)
Form IV/VI	0 (0%)	3 (100%)	3 (100%)
Total	12 (67%)	6 (33%)	18 (100)

Training in the use of the internet resources and services is assumed to have significant impact on the ultimate use of these resources. This is one reason why libraries spend a substantial amount of their limited financial resources on information literacy training. In the electronic environment, libraries must enable library staff and users to acquire new skills and capacity to effectively utilize e-resources. Thus, the training of library staff and users to acquire knowledge and skills to search e-resources and evaluate them is one important area.

The findings of this research did reveal significant relationship between training in the use of these resources and actual use of the internet resources.

Table 6: Training by use of the internet resources

Internet Training	Use	Don't Use	Total
Trained	10 (91%)	1 (9%)	11 (100%)
Not Trained	2 (29%)	5 (71%)	7(100%)
Total	12 (67%)	6 (33%)	18 (100%)

91% percent of the respondents who have been trained in internet resources actually use these resources. 71% of sample MPs who have not been trained in using the internet resources end

up never using these resources, while 29% of those who have not been trained in using them, nonetheless end up using the internet probably out of their own initiative and curiosity.

Data from this research shows that the Parliamentary Library does not conduct information literacy training for the MPs. Perhaps they need to re-think this strategy as training is an important determinant of the use of the internet resources according to the findings of this study.

A rationale for organizations such as the parliament to invest in the training of Library staff in ICT-related skills, especially in information literacy, is that at the end, these staff will impart the skills and knowledge gained to the users. And this is even more important given the staffing inadequacy at the Parliamentary Library. Thus, the training of the MPs in the use of the internet and related electronic resources should be a central activity at the Parliamentary Library so that the MPs and other researchers can effectively search and utilize these resources with minimal library staff support.

The Impact of Using Internet Resources and Services

77% of the MPs who are using the internet reported that the use of the internet resources has positively impacted their effectiveness as Members of Parliament in a number of ways. First, they reported increased and improved access to information that is often relevant to debates in the parliament. This, according to some MPs, has contributed positively to their ability to debate in the parliament. Second, through the internet use, the MPs have been able to gather current and up-to-date information which is helpful in making important decisions in the parliament and in their constituencies. Third, some have observed the ease with which they can read parliamentary documents like the hansard, etc, and thus enable them to assess how their fellow MPs have contributed on a particular issue. Fourth, the internet has enabled the MPs to communicate and receive information that would otherwise be difficult to get or communicate with such speed and of such magnitude.

The MPs have observed that the internet has moved forward and improved the process of democratization in Tanzania in the following ways. First, they have been able to learn how the MPs in other countries are conducting their legislative business and how parliaments in other countries are organized. Through the internet, the MPs argue that they have been able to learn best practices from democratic societies or how the democratic process should undertake their responsibilities in representing their constituencies, parties and their own views, values and convictions. This sharing of experiences they argue has empowered for example the Members of Opposition and even those from the ruling party to effectively challenge government policies in Tanzania.

However, a number of MPs observed that since the internet is not accessible to the majority of Tanzanians, its wider impact in the democratization process will be limited and probably insignificant for years to come.

The major challenges in accessing and using the internet resources and services as reported by the MPs in their own written words and oral presentations include, slow internet speed (i.e. inadequate bandwidth); lack or in some cases, inadequate information; literacy skills and unavailability of training opportunities to use the internet resource effectively; inadequate PCs

connected to the internet; poor internet services in general at the Parliamentary Library; time constraint and the fact that the Library is not opened on Sundays and public holidays; lack of relevant information resources and limited access time. A number of MPs also reported poor access or lack of access to the internet in their constituencies as a major challenge, if they want to connect with their voters.

To address the challenge of slow speed of the internet, the MPs suggested that bandwidth be increased and that fast internet connectivity be provided. This is critical as one MP noted that in some cases, they fail to download resources from the internet and perhaps this is more critical given the time constraint that MPs have when the parliament is in session. It was also proposed that the Parliament should be connected to the recently acquired fiber optic submarine cable purchased by the government. A suggestion was made that the connectivity should be provided to the MPs in their constituencies, and now that almost all district headquarters have some kind of internet connectivity, this should be possible. Another suggestion is the provision of a laptop computer connected to the internet for each MP. This is indeed a reasonable suggestion, given the information needs of the MPs. Improving the ICT capacity and skills of the MPs through training was another important suggestion made by the respondents. With regards to training, the MPs also suggested that the Parliamentary Library should recruit staff with ICT/Computer-related skills and qualifications. Suggestions were also made to improve the current library by first expanding its physical space, acquiring more PCs and providing services on Sundays, at least when the Parliament is in session.

CONCLUSIONS

The first part of this research paper, which is on access and use of internet by the MPs in political discourse in Tanzania, examined the state of access to internet resources and services at the Parliament in Dodoma, Tanzania. The study revealed that modest achievements have been made and that internet and specifically the online services have created opportunities for accessing and sharing knowledge and information among MPs in ways that was thought impossible few years ago. The results therefore provide an empirical support for the hypothesis that ICT is changing significantly the provision of information to the MPs.

The major findings include: First, the Parliament is in the process of developing required infrastructural, manpower and technical capacities (including access to PCs) for efficient access and utilization of the internet/electronic resources and services. The process of adoption of the new technology is rather slow and gradual for an institution of this nature and stature. Second, there are the generally weak marketing strategies to promote internet resources to all MPs. The Parliamentary Library has to be proactive in information service delivery and market the capacity of the library to provide the MPs with required timely information. Third, is a lack of a training package or programme for the MPs to enable them efficiently and effectively access and use the internet resources. Fourth, given the time constraint and the need to use these resources, the provision of high speed internet access technology is a necessity. It is critical that the MPs should be connected to their constituencies. Several other findings are: First, there is a need for the Library to proactively market the internet resources and train the MPs in effective use of the resources. Second, use of free internet resources is significantly high and is almost on daily basis in some cases. Third, the training of the MPs in the use of the internet information resources is far from adequate and comprehensive, and is basically

lacking. Fourth, MPs with disabilities, such as the blind, have no access to the internet due to the lack of facilities to enable them access these resources and services.

The following conclusions are drawn from this study. First, the adoption and use of the internet and the electronic resources in general is leading to social exclusions, as shown by increased access and usage gap between and among individual MPs. The development of a type of localized "*digital divide*" or "*cyber-segregation*" is inevitable unless effective mitigation strategies are designed by the Parliamentary Library to overcome this challenge. The adoption of the internet technology may further increase the knowledge and information gap among the MPs because core users of the internet are those MPs with higher levels of education and this is a group that is probably better exposed, more informed and knowledgeable of issues. Additionally, the internet often provides alternative views on particular issues under discussion. Thus, the MPs who are users of the internet could get more exposure and examine issues from a variety of perspectives and vantage points, rather than those relying on print sources only.

Second, generally, the findings of this research have revealed that the use of the internet resources and services is having a positive impact on the political discourse, especially among the parliamentarians, and less so between MPs and their constituencies. The results of this study therefore provide an empirical support for the hypotheses that the increased flow of information because of increased access to the internet information resources and services can be a factor in the democratization process.

Finally, the use of electronic information resources by gender and age appear to be an equalizing force in the Parliament as old and young MPs; and women and men MPs are using these resources with insignificant differences. The major variation as observed previously in usage is by levels of education.

RECOMMENDATIONS

Based on the research findings and the conclusion drawn, the study makes the following specific recommendations. First, the Parliamentary Library should devise a formula to ensure reasonable budget allocation for the internet resources (online) and services for the MPs. This will ensure sustainability of access to such resources. Second, the Library in collaboration with the stakeholders should design marketing strategies that will increase awareness and eventually, the usage of the internet resources. Third, the Parliamentary Library in collaboration with the stakeholders should design and implement information literacy programmes that are effective, specifically for the MPs. The implementation of this training programme could be coordinated by the Office of the Speaker in collaboration with the Library. The training materials could, for example, be content/subject-based or specific. Fourth, the Library should ensure that adoption of change is mainstreamed in their mission in order to create a technologically comfortable working environment (including provision of supportive services) that recognises the extra workload as perceived by the staff through incentives.

Fifth, the Library should develop policies, standards, strategies and action plans to support access to the internet services and resources to all MPs, and take into account various disabilities. This will provide access to global information and knowledge at the rate not possible with the print environment. The policies and strategies will address issues of

standardizing and harmonizing resource acquisition, infrastructure development, management, training to promote the skills and competencies required for librarians in the digital world. Sixth, each MP be provided with a mandatory loan to purchase a laptop computer, with internet connection, printer and scanner. Seventh, the Library should continue with digitization and creation of online services for most of its resources so that the MPs can access these from outside, including access from their constituencies. Timely provision of relevant information is of critical importance given the time constraint that the MPs are facing. In this connection, the Parliamentary Library should design its own website which is linked to the Parliamentary Website. Eight, the MPs strongly recommended that as a way of sharing experiences, the development activities that are undertaken in their constituencies, should be made available in the profiles of respective MPs. This is more so when the Parliament is in session. Finally, the library budget in general should be increased to comprehensively meet the information needs of all the MPs.

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