



**Service of the Parliament of Montenegro  
Section for Research, Analysis, Library and Documentation**

Research paper:

**INTERNAL COMMUNICATION IN PARLIAMENT**

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*The contents of this document do not reflect the official views of the Parliament of Montenegro.*

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## Foreword

Communication is a permanent process in which information are exchanged, instructions are given, information are reviewed and received, activities and issues of importance and interest are discussed, both within separate institutional/organizational units and within institution/organization as a whole.

Institution is the environment in which the process of communication unfolds, by which forms of mechanisms of communication are partly determined.

Internal Communication represents exchange of information (messages) between employees of an institution. The information may be exchanged through direct contact, phone, fax, letter, e-mail, intranet, etc.

Two basic functions of internal communication are: informing employees about changes related to the performance of duties within an institution and enabling successful performance while achieving its goals. Therefore, it is necessary to plan and systematically implement internal communication in order for the institution to function efficiently.

In order to take over a strategic approach in further developing of communicational mechanisms in the Parliament of Montenegro, among initially realized steps was to gather information on the manner of regulation of this issue in other parliaments, which, as such, were organized and presented in the follow-up of this document, through the following methods: content analysis and comparative analysis.

The information was gathered through the ECPRD Network<sup>1</sup>, where 37 chambers provided responses regarding the internal communication issue, as follows: **Austria** - Österreichisches Parlament, **Belgium** - Senat, **Bosnia and Herzegovina** - Parlamentarna skupština, **Croatia** - Sabor, **Cyprus** - House of Representatives, **Czech Republic** - Chamber of Deputies, **Czech Republic** - Senat, **Denmark** - Folketinget, **Estonia** - Riigikogu, **Finland** - Eduskunta, **France** - Assemblée nationale, **Germany** - Bundesrat, and Bundestag, **Greece** - Hellenic parliament, **Hungary** - National Assembly, **Iceland** - Althingi, **Ireland** - Houses of the Oireachtas, **Italy** - Camera dei deputati, and Senato della Repubblica, **Lithuania** - Seimas, **Macedonia** - Sobranie, **The Netherlands** - House of Representatives, **The Netherlands** - Senate, **Norway** - Storting, **Poland** - Sejm, **Poland** - Senat, **Portugal** - Assembleia da Republica, **Romania** - Chamber of Deputies, **Serbia** - Narodna skupština, **Slovak Republic** - National Council, **Sweden** - Riksdag, **Turkey** - Grand National Assembly, **United Kingdom** - House of Commons and the **European Parliament**. The summary of replies prepared by the Parliament of Slovenia, which is available on the ECPRD Network, also served as a source of information. In addition, scientific literature dealing with the related issue was researched.

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<sup>1</sup> ECPRD Request No 1137, March 2009

The research is based on the following variables:

1. Strategic approach to internal communication and types of documents dealing with this issue in parliament;
2. Organizational units within the parliamentary administration dealing with internal communication;
3. Mechanisms of internal communication.

The complete document in Montenegrin language can be found at:

<http://www.skupstina.me/images/dokumenti/biblioteka-i-istrzivanje/4%20%202011.pdf>