Snapshot

Survey results from the e-petitions system inquiry

Overview

The Standing Committee on Petitions are currently inquiring in the e-petitions system, and have been surveying system users. The survey aims to find out who is using the system, how easy it is to use and what can be improved. The survey has been available online since 17 August 2017 and has received over 180 responses. This is a snapshot of some results received so far.

Only **7.3%** have used the e-petitions system to **create a new e-petition**, whereas over **66%** have used the system to **sign an e-petition**

Over **59%** heard about petitioning the House of Representatives on **Facebook**

Over **51%** of respondents **live in a city**

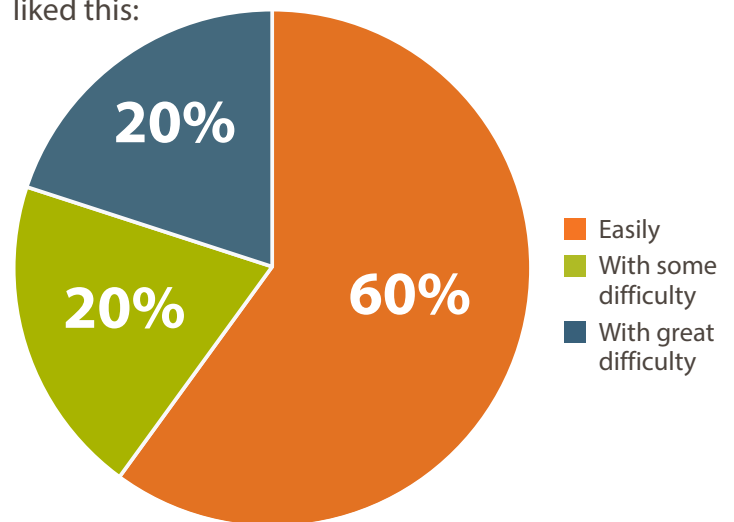**51-69 years** is the most **common age bracket** of respondents

People accessed the e-petitions system on both personal devices and computers equally, but found that accessibility was **better on a PC or laptop**

Navigation

The survey also asks respondents to rate the ease of navigation when using the system. Results were mixed with some users finding navigation harder than others.

When asked **'How easily were you able to navigate through the required fields on each page when preparing your petition?'**, the responses looked liked this:

- **20%**
- **20%**
- **60%**

- Easily
- With some difficulty
- With great difficulty

User Comments

Some comments received so far include:

» *It takes a while to load if you are searching.*
» *Only 2 pages to check so it was easy.*
» *Just a bit frustrating to have an added step to verify, but I guess it prevents fraud.*
» *Good and easy.*
» *Each petition should have its own URL. The various tabs and resulting columns on display were confusing, particularly without tooltip definitions of certain words and statuses - I had to ring the committee.*
» *I like that it verifies email.*
» *How can one share these petitions? Doesn't seem easy.*
» *Doesn't need changing as far as I can see!!!!*

The Committee appreciates all of the responses they have received so far. The survey will be open until Friday 2 November 2017 and can be accessed via the Committee website: **www.aph.gov.au/epetitionsinquiry**