



The platform for EU
Interparliamentary Exchange

IPEX through the eyes of its users: Take Three

Based on 2025 IPEX Users Survey

October 2025

WG on Content and IPEX Network





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I. Introduction

1. Background and 2025 IPEX Users Survey

The first Baseline Study on IPEX users and their usage patterns was presented to the IPEX Board in 2020. The objective of the study was to analyse how and why national parliaments make use of IPEX, with a particular focus on the subsidiarity scrutiny process and other forms of engagement with EU affairs. The IPEX Board welcomed the findings and agreed to repeat the study at regular intervals in the future. This allows for continuous monitoring of evolving user behaviour, assessment of user feedback on the new content and tools available on the platform, evaluation of whether the website's content meets users' needs, and identification of new opportunities for further development.

The first Follow-up Study was presented in 2023, following a mandate from the IPEX Board, which had entrusted its preparation to the Working Group on Content as part of the Rolling Work Programme 2021–2023. At that time, the Working Group on Content developed a new standardised questionnaire comprising various groups of questions, intended to serve as a basis for all future Follow-up Studies. It was also agreed that the questionnaire would be distributed to IPEX users every two years, coinciding with the organisation of the IPEX Users Conference, thus providing insight into the biannual development of the IPEX platform and network. The questionnaire was designed for online completion and was implemented using the European Parliament's platform *Opinio*. This platform enabled the hosting of the survey, the generation of the necessary statistics, and the archiving of data for use in future studies and reports.

The current edition of the study is based on the 2025 IPEX Users Survey. As the third study in this series, it has been titled *IPEX through the Eyes of its Users: Take Three*. Once again, the Working Group on Content and IPEX Network was tasked with conducting the study in accordance with the current Rolling Work Programme 2024–2026. In preparing the questionnaire, the Working Group relied on the 2023 version as a foundation, thereby ensuring continuity and comparability of results. Nevertheless, during the preparation phase, the Working Group decided to modify certain questions, primarily with the aim of simplifying the survey, merging overlapping questions, considering new developments on the website, and obtaining clearer data. As in the previous edition, the survey was distributed online via the *Opinio* platform, which facilitates comparison with the 2023 results and enables more in-depth analysis. However, the European Parliament discontinued the use of the *Opinio* platform in the summer of 2025, which will likely render it unavailable for future surveys.



2. Questionnaire Structure and Objectives

The 2025 IPEX Users Survey was conducted using an anonymous and confidential online questionnaire. The questionnaire comprised the following four sections:

1. **Questions on users and the promotion of IPEX:** This section aimed to identify IPEX users and understand how they came into contact with the platform. It also explored users' awareness of IPEX's social media presence and promotional materials.
2. **Questions on general use of IPEX:** This section focused on exploring why users visit the website and which types of information are most relevant to them. It examined whether users make use of information published by other parliaments.
3. **Questions on IPEX website sections and tools:** This section aimed to examine which sections of the website are most frequently visited and which are perceived by users as the most useful. It also assessed the usefulness of the tools and features available on the website, as well as the overall user experience.
4. **Questions on expectations regarding IPEX:** In this section, users could provide a general evaluation of IPEX and to submit suggestions for improvements.

3. Launch of the 2025 IPEX Users Survey

The 2025 IPEX Users Survey was officially launched at the IPEX Users Conference in Rome on 28 March 2025. During the plenary session the Working Group on Content and IPEX Network introduced the survey, outlined its main objectives, and invited all users to complete the questionnaire.

Following the conference, on 2 April, the IPEX Information Officer sent an email invitation to all IPEX account holders and participants of the Users Conference, encouraging them to complete the survey. On 7 April, the Information Officer presented the survey to the network of National Permanent Representatives and invited them to take part. In order to reach a broader audience within national parliaments the questionnaire was also circulated among parliamentary administrations. Finally, on 9 April, the IPEX Information Officer sent a further email to all IPEX Correspondents, requesting them to share the questionnaire with relevant staff in their respective parliaments. There is no reliable data on whether this was effectively carried out, and in the future a mechanism could be introduced to ensure proper monitoring and confirmation.

The deadline for completing the questionnaire was set for 2 May 2025. Within the five-week time frame and following several reminders, **the questionnaire was completed by 105 IPEX users**, representing a **42% increase** in the number of respondents compared to the previous edition.

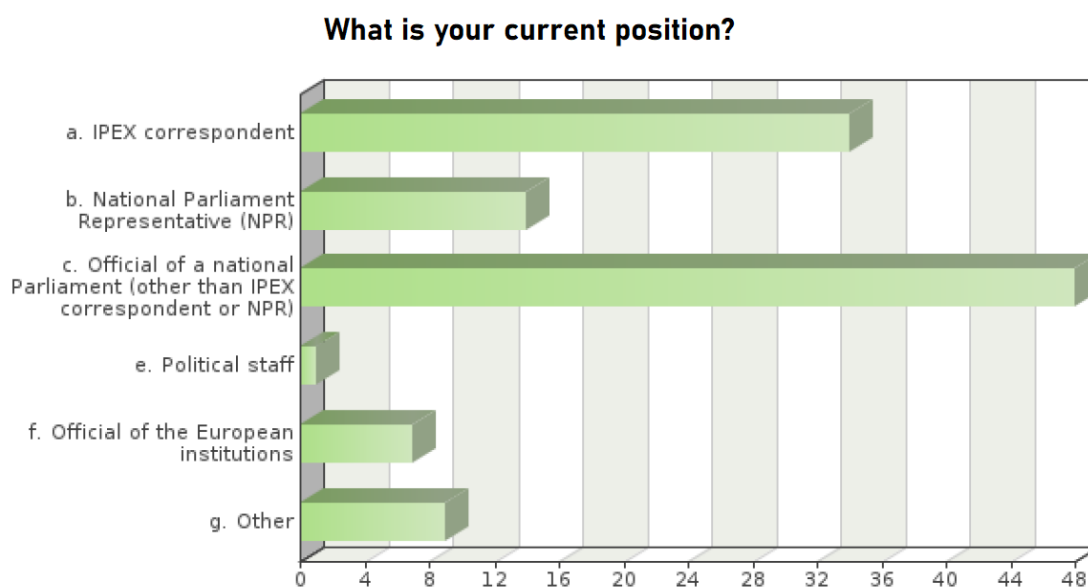


II. Analysis

1. User Demographics and Promotion of IPEX

a. Who are IPEX Users? (Q1-2-3-8-9-10)

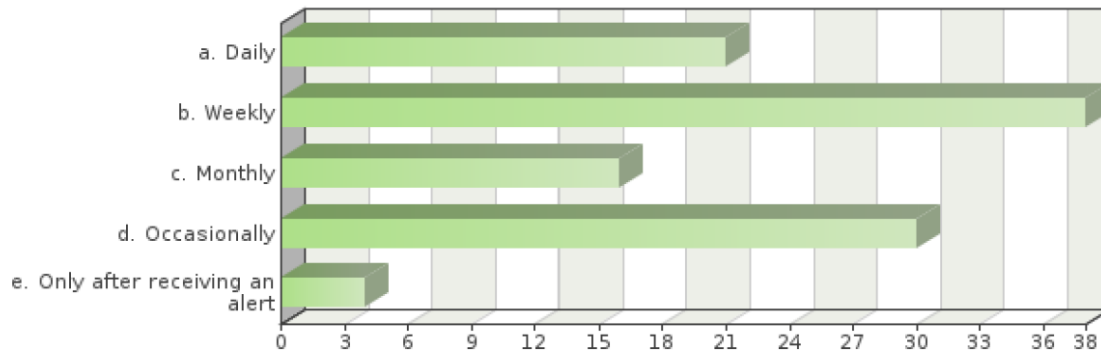
The respondents are **predominantly officials working in national parliaments**. Among them, the largest group are officials other than IPEX correspondents or NPRs (42%), followed by IPEX correspondents (30%) and NPRs (12%). **The percentages between the groups of respondents remains the same compared to the 2023 survey.** A small number of participants come from outside the national parliaments, including officials from European institutions, political staff, and academia. Several respondents hold multiple roles, illustrating the overlapping nature of responsibilities within parliamentary work.



Most users report visiting the IPEX website frequently, with many doing so on a weekly or even daily basis. This points to **IPEX being an integral part of their professional routines**. A smaller group uses the platform less regularly, often accessing it monthly, occasionally or when prompted by alerts. This continues the trend identified in 2023, when respondents also highlighted regular and work-related reliance on the platform.



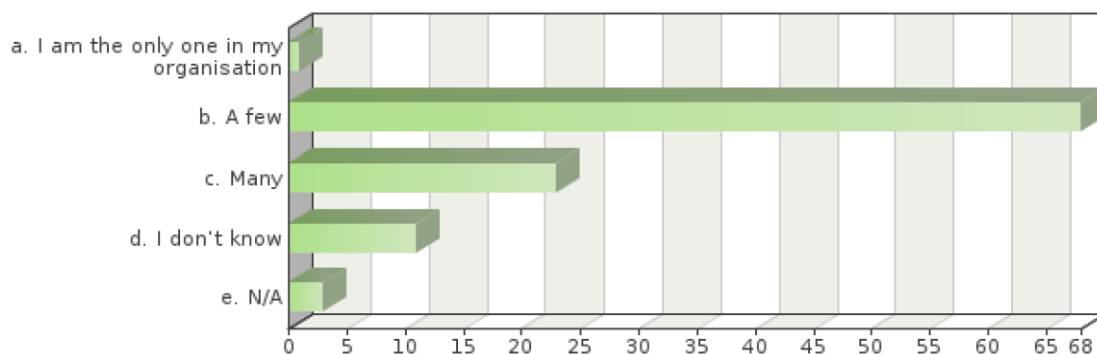
How often do you visit IPEX?



Respondents primarily became aware of IPEX through their official duties, indicating that **the platform is well embedded in parliamentary workflows**. Some also learned about it through colleagues, training, or previous job functions. Only a few mentions promotional materials or external channels such as social media. This finding is consistent with the 2023 study, which similarly showed that **IPEX awareness was largely professional and internally driven, with little visibility outside parliamentary circles**.

In terms of broader institutional use, most respondents note that **other staff in their parliaments also use IPEX**, either occasionally or regularly. This suggests that the **platform is used beyond the core IPEX roles**, even though a few respondents are unsure of their colleagues' engagement. This broader engagement is supported by a four-percentage point decrease in responses indicating sole users and a seven-percentage point increase in those reporting a few or many different users. These shifts from 2023 survey suggest a modest but **positive increase in the institutional integration and awareness of IPEX within parliamentary structures**.

Does the staff in your parliament, other than yourself, use IPEX?





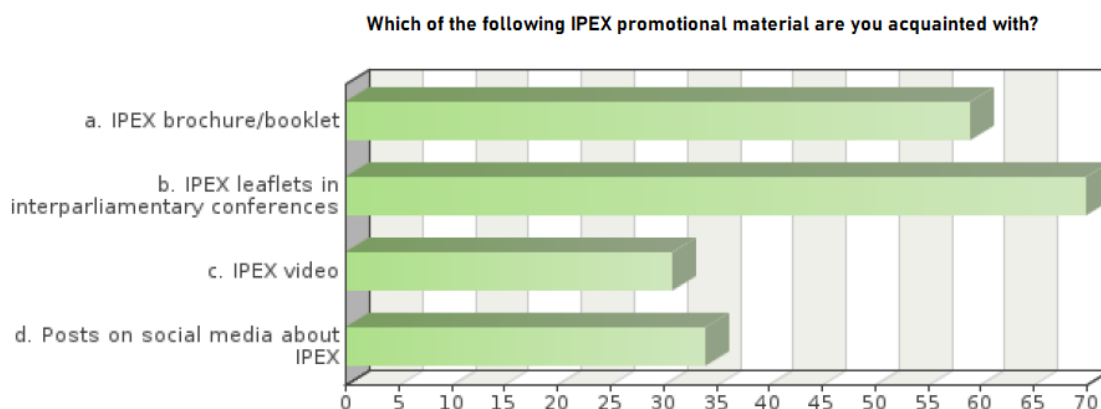
With regard to sectoral committees, usage of IPEX appears to remain less consistent. While majority of respondents report that at least some of these committees made use of the platform (56%), others indicate limited or no involvement (22%), often because the committees are not responsible for EU affairs scrutiny. A notable proportion of respondents are uncertain about the level of engagement among committee staff (18%). This picture is broadly in line with the 2023 findings, which also revealed varied awareness and uneven integration across parliamentary committees.

Finally, when asked about the use of IPEX by Members of Parliament or political groups, most respondents are unsure. Only a small number confirm direct or indirect use by MPs or political party staff. This continuity with 2023 findings suggests that **the platform’s visibility and utility at the political level remain limited.**

b. Social media and Promotion (Q4-5-6-7)

Most respondents are aware that IPEX maintains a presence on social media, particularly on LinkedIn and X platform. However, **only a portion of users actively follows or engages with the posts.** Several respondents note that they do not use social media at all in a professional context. The sharing tool embedded in the footer section of the IPEX website remains largely unused or unknown to IPEX users. While most users are aware of its existence, only a small number had made use of it. This low engagement suggests that **social media sharing is not a prominent part of how users interact with IPEX content.**

Among the promotional materials, **the IPEX brochure and IPEX leaflets distributed at interparliamentary events remain the most widely recognised.** Fewer respondents are familiar with the IPEX video or social media posts. A small segment of users indicates no awareness of any promotional materials, pointing to a potential gap in outreach.



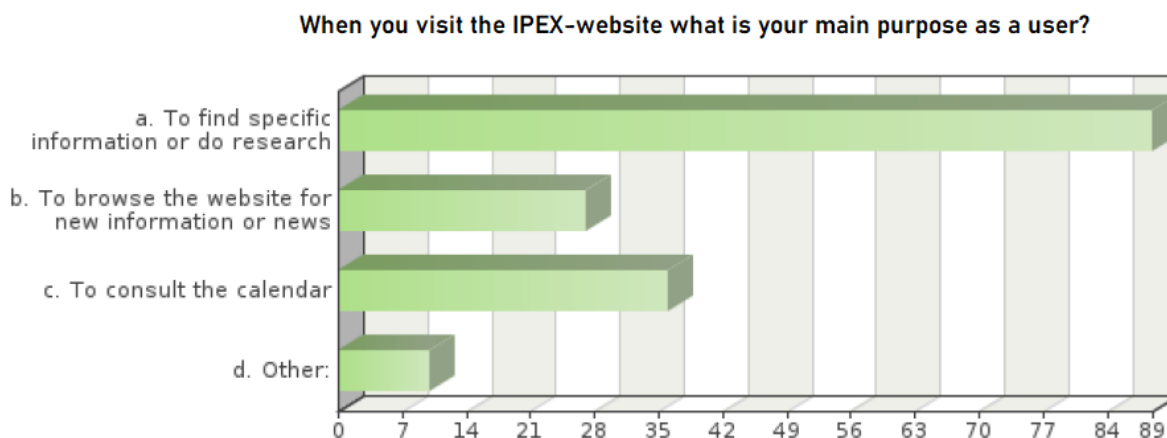


Regarding internal dissemination within national parliaments, **many respondents (41%) are uncertain whether promotional materials had been translated or distributed**. While some confirm translation and distribution efforts, the visibility of the new IPEX logo on national parliament websites remains limited. Nonetheless, most respondents confirm the existence of at least a link to the IPEX website from their institution’s official page.

2. General Use of IPEX

a. Information retrieval (Q11-12-13-14-17-18)

In the section regarding the general use of the website, respondents were asked why they use IPEX (Q11) and to rate the importance of the information they found (Q12). Here 85% answer that they visit IPEX to find specific information or to do research. While in the 2023 survey this response was chosen by 78% of respondents, in 2025 the categories “to consult the calendar” and “to browse the website for new information or news” have increased in importance for the users, the first by 17 percentage points and the latter by 10 percentage points.



Some respondents give concrete examples of the information they were searching for in the text input field. They specify that they are looking for “new subsidiarity check files”, “meeting material” and “information on previous meetings such as COSAC or EUSC”. When asked to rate the information they found on IPEX users were given a scale from 1 – most important, 2 – important, 3 – less important and 4 – least important. In the 2023 survey the ranking was 1 – most important to 7 - least important. A notable difference between the 2023 and 2025 survey is that while in the 2025 survey respondents were made aware of the values attributed to the scales, the 2023 survey does not provide this information other than for value than “1” and “7”. The difference in



scaling and method makes a detailed comparison difficult. The overall findings are however comparable.

As in the 2023 survey, **information related to subsidiarity scrutiny was deemed most important in the current survey**. While in 2025 the non-legislative information, specified as information pertaining to the calendar, contact information and national pages was rated second highest, in the 2023 survey the respondents found the Political Dialogue to be on this level. In relation to the other answers News still ranks as least important, this finding being similar as in the 2023 survey.

In Q13 and Q14 users were asked whether their Parliament uses information provided by other Parliaments for their committee work (Q13) and if that information could be found on IPEX (14). On this question 45% of respondents answered in the affirmative, in the detailed answer they explained that the information used was about reasoned opinions and political dialogue – to see “if” other parliaments submitted something and if so to take it into consideration, particularly if the reasoning differed from the opinion formed in their chamber or parliament. The follow up question is closely linked, 40% answering that the information can be found on IPEX. Only 6% answered that they couldn’t find the information on IPEX, detailing in the text input that they would then contact “the relevant parliament” or the “parliament administration” directly or the National Parliament Representative. **These findings mirror those of the 2023 survey**.

Lastly, users were asked if their Parliament selects or adapts priorities from the Working Programme of the European Commission (Q17), to which 48% answered “yes” and if they knew that an overview table of the EU parliament’s priorities on the Working Programme of the European Union was available on IPEX (18). On this question the majority answered “no”. The last question was introduced in the 2025 survey, which is why there cannot be a comparison to the 2023 survey.

b. Improvement of information exchange (Q15-16-19)

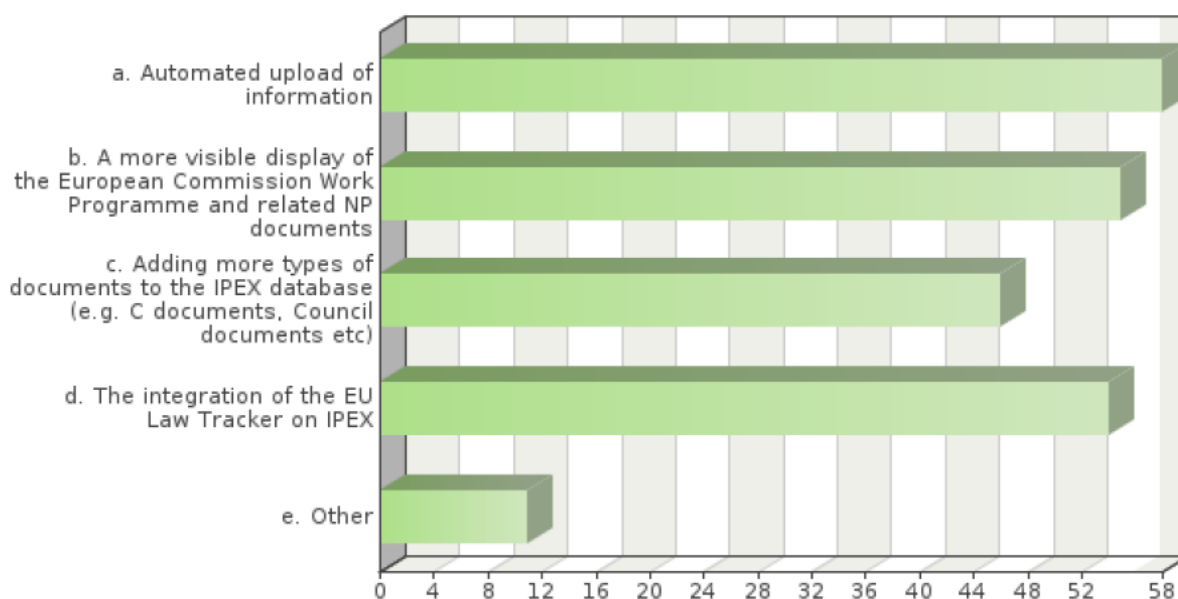
For Q15 users were asked if the way in which European Institutions use the information shared on IPEX can be improved and in Q16 to elaborate as to how. While in 2023 74% of respondents seemingly had no opinion, 26% answered in the affirmative. In the recent survey 41% percent answer that the information can be improved. For Q16 two sets of answers can be determined. The first set of users explain their answers by stating that **the website could be “easier to navigate”, “more user friendly” “more attractive” or they could be given more information on “how to use it and for what”**. The second set of answers gives insights in the **alternative modes of communication used besides IPEX**, such as emails shared among EU Institutions and the National Permanent Representatives and that there seem to be emails shared containing



information that can be found on IPEX. One respondent suggests that there should be **more advertisement** on how IPEX can be used by the EU Institutions and there should not be new databases when the information can be found on IPEX. These answers are similar to those in the 2023 survey, where responses varied between not being sure if EU Institutions use IPEX information that can be found on IPEX and that there “is room for improvement” on the knowledge the employees of the EU Institutions have about IPEX.

The last question in this section (Q19) asked users how the upload, range and quality of the information uploaded to IPEX could be improved. While in 2023 this question was a free text question, in 2025 users were able to choose from preformulated answers while also being able to give a detailed answer.

The upload, range and quality of information provided is critical to the good functioning of IPEX, could it be improved by:



In the 2025 survey all answers received around ¼ of responses, only "adding more types of documents to the IPEX database" being chosen less than the other options and only a few detailed answers were given in the text input field. Here one respondent volunteered that AI tools could be integrated for translations.

3. Most Commonly Used Sections and Experiences

This part of the questionnaire focuses on search tools and users' experiences in finding information on IPEX. It also examines which types of information and sections of IPEX are considered most useful by users.

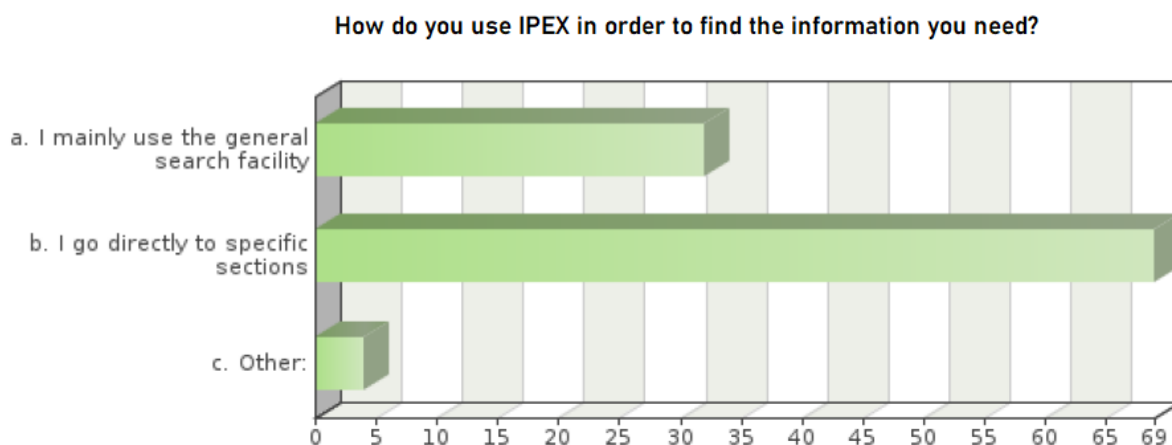


a. Search Tools on IPEX (Q20-21-22-23-26)

A vast majority of respondents (85%) are aware of the search tools available on IPEX, and three out of four users utilise them when searching for information.

However, it should be noted that **66% of respondents go directly to specific sections of the site to find the information they need**, while only 30% “mainly use the general search facility.” In 2023, the general search facility was the most important navigation tool for around 41% of respondents.

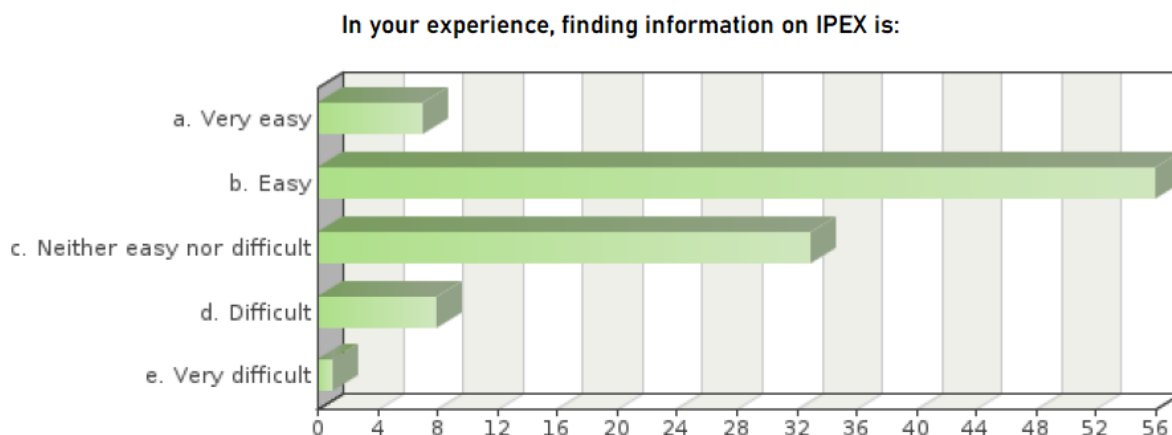
These results may reflect the large proportion of regular and professional users among the respondents, even though the difference in user demographics compared to the previous survey is not substantial.



A specific question was asked about **saving search results and creating alerts** based on them. The results showed that **only 5% of respondents use this functionality, and nearly 50% are unaware of its existence**. The proportion of respondents unaware of the tool has increased since 2023 (31%), which may be due, for example, to a rise in the proportion of “occasional” or “monthly” visitors to IPEX among the respondents (Q2; 22% → 42% from 2023 to 2025).

b. Finding Information and Usefulness of Information (Q24-25-27-28-29)

IPEX users report being satisfied with the discoverability of information on the platform. **Sixty percent of respondents find it very easy or easy to locate information**, while fewer than 10% find it difficult or very difficult.



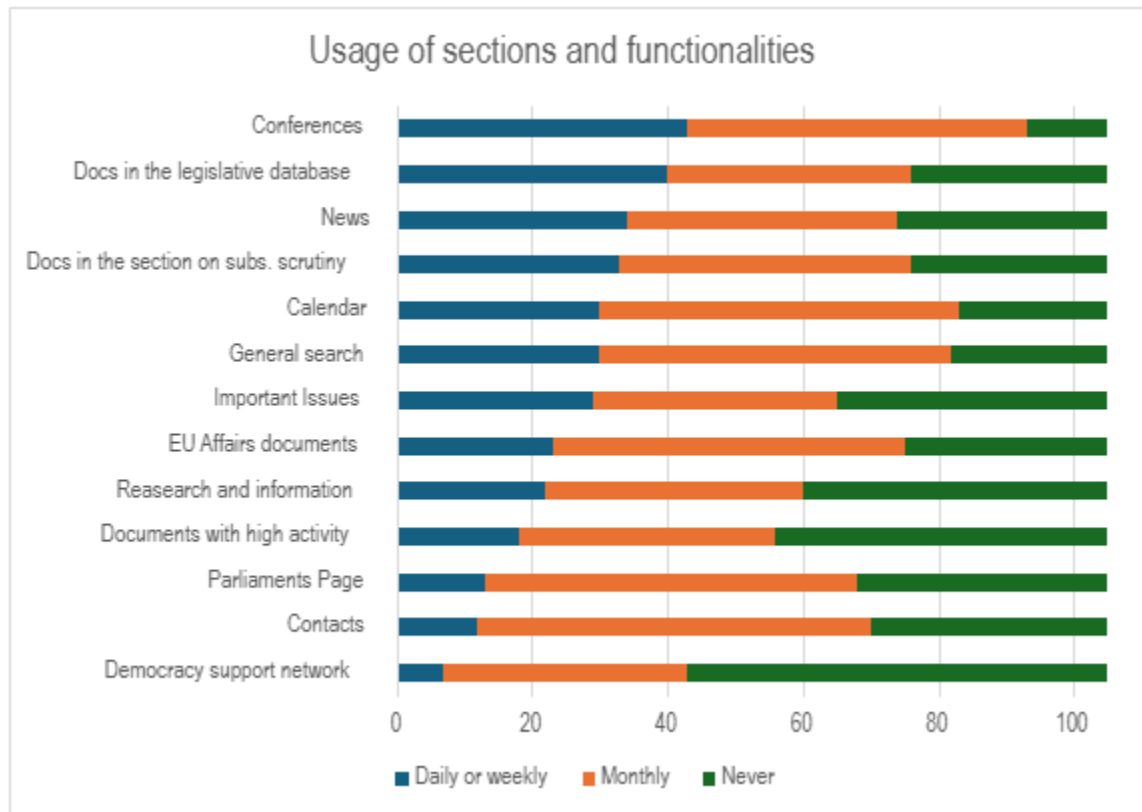
Although the formulation of the question measuring ease of use was slightly different in the previous survey, the conclusions were clearly similar. In 2023, nearly 90% of respondents stated that finding information was either very easy or relatively easy.

A noteworthy result is that **33% of respondents do not know who in their respective parliament can assist with IPEX-related questions**. A clear majority of those who did identify someone referred to the IPEX Correspondent.

In question 27, respondents were asked how often they use different sections or functionalities of IPEX. Due to the varying nature of the sections, analysing the results is not straightforward. For example, Parliaments' pages or Contacts are needed at least weekly by only around 11–12% of respondents, but more than 65% use these sections at least once a month.

The three sections used most often on a daily basis are the documents in the legislative database, the conferences section, and the news section. On a weekly basis, the most frequently used are conferences, documents in the legislative database, and the general search facility. Looking at monthly usage, the most common are the Contacts section, the Parliaments' pages (providing basic information), and the calendar. Finally, the three sections most often reported as never being used are the Democracy Support Network, the "documents with high activity" feature, and the research and information section.

Overall, it can be said that **Documents in the legislative database and Conferences rank among the most frequently used sections, while Democracy Support Network and Documents with high activity appear to be the least visited**.



In question 28, respondents assessed which sections or tools of IPEX were most frequently useful to them. Out of eight sections, the General Search Facility was rated as either “Very useful” or “Often useful” by as many as 67% of respondents. **Notably, with the exception of the Information on Networks section, all sections were considered at least “Often useful” by nearly half of the respondents.**

The possibility to share information from IPEX, the Information on Networks section, and Documents with high activity were deemed “Not useful” by more respondents than any other sections of the platform (between 16–18%).

Respondents were also asked to describe what documents or information their own parliament uploads to IPEX. Since the number of respondents per parliament is unknown, the results do not allow for very precise conclusions.

Perhaps most interesting is the comparison with the previous survey. In 2023, the two main categories of documents uploaded to IPEX by parliaments, according to respondents, were EU Affairs documents (66%) and News (59%). **It appears that more parliaments have become active in contributing content to IPEX**, because in 2025, 87% of respondents indicated that their parliaments upload News to IPEX, and 83% upload EU Affairs documents.



4. Expectations towards IPEX

General Evaluation of IPEX

Most respondents view IPEX as a potential "one-stop shop" for information on European parliamentary activities. This echoes the 2023 findings, where a majority already considered IPEX a "one-stop shop," but flagged shortcomings in user-friendliness, timeliness, and data reliability. Several respondents highlight **the inconsistency in national contributions and the need for better organisation and structure of information**. Some stress that while IPEX is a valuable tool, complementary sources are still needed to gather complete and up-to-date information. This continuity with 2023 shows that uneven data input and reliance on other sources remain recurring concerns.

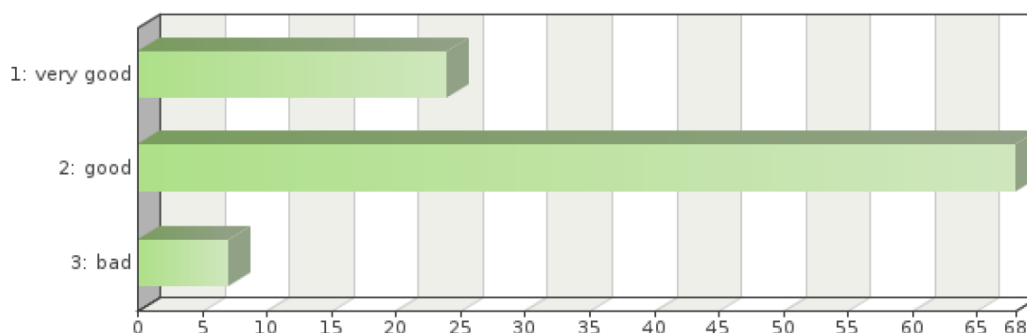
Respondents propose several improvements to the platform's content. Suggestions include more comprehensive uploads from national parliaments, expanded summaries of parliamentary discussions, greater inclusion of interparliamentary documents and debates, and more information about scrutiny activities and political dialogue. In 2023, users expressed similar demands, such as adding Commission responses to reasoned opinions, tracking legislative developments, and expanding the interparliamentary cooperation section. Taken together, both surveys confirm sustained calls for broader and more systematic content coverage.

There are also **calls for technical enhancements** such as streamlined navigation, better integration with other platforms, and clearer documentation of priorities. **As IPEX has developed, so have user expectations**. Users now expect not only good design and accessibility, but also depth, real-time updates, and smart tools. This represents a step forward compared to 2023, when usability issues such as searchability and user-friendliness were identified.

Overall satisfaction with the IPEX website is relatively high. Respondents generally **rate the platform as good or very good in terms of searchability, user-friendliness, content, reliability, and design**. However, as in 2023, a small number of 2025 respondents still find the site difficult to navigate or identify weaknesses in the organisation and clarity of certain sections.



How would you rate the current version of IPEX?



In their additional remarks, respondents emphasise **the importance of further improving user experience through simplified layout, clearer presentation of content, enhanced filtering tools, and AI-supported features such as automated translation**. Several also call for improved support for new users, including the creation of manuals for both general users and correspondents. Some stress the need for better consistency across contributions and for reinforcing IPEX as a collaborative space.

III. Suggested Further Actions

The analysis of the question lead to possible further actions. The following are suggestions for the IPEX Board to take into consideration when planning the next rolling work programme.

- **Consider broadening the target group of the next user survey. If deemed useful, plan the distribution well in advance to ensure maximum reach.**
 - A conversation about the target audience might result in merging the User Survey and the General Survey. It could be discussed whether a merge is advisable or if it is best to keep keeping the surveys separate.
 - Contacting Users could be planned ahead. Adding a question on where the User is from, might give insight on how many Parliaments are reached during the survey, making it possible to monitor this process.
- **Continue efforts to promote IPEX both within and outside Parliaments.**
 - The IPEX brochure and IPEX leaflets are the promotional material that is most widely recognised, warranting special attention. All promotional material should be systematically distributed in National Parliaments.



- Since a notable number of respondents are uncertain whether promotional materials have been translated or distributed, this uncertainty could be addressed by confirming correspondents on this issue.
 - The visibility of the new IPEX logo on national parliament websites remains limited. A best practice could be compiled that facilitates correspondents who want to approach their press departments.
 - The results suggest that there is room for improvement when promoting IPEX in the European Parliament, particularly so that information that can be found on IPEX is not requested from the National Permanent Representatives.
 - A third of respondents answered that they do not know who, in their respective Parliament, can assist with IPEX-related questions. In the parliaments correspondents should be more visible and engaged in promotion.
- **Regarding specific sections of the IPEX Website**
 - The sections on the “Democracy Support Network”, “Documents with high activity” and “Research and information” are in the top 3 of “never” being visited by respondents. Since it mirrors findings from the 2023 survey, it can be suggested, that these sections are either significantly reworked or might be discontinued.
- **Consolidate IPEX as a “One-Stop Shop” for the exchange of EU related information between parliaments in the Union and a reliable source of public information, and ensure comprehensive and timely content**
 - A continued effort to enhance accessibility, efficiency and technical functionality of the website should be part of every Action Plan.
 - National Parliaments should be encouraged to upload documents more consistently and comprehensively.
 - New smart tools and advanced features (automated translation, AI tools, smart filters etc.) could be introduced in the near future.
 - Guidelines for uploading content could lead to and improved consistency in national contributions and strengthening the organisation and structure of content.



IV. Overall Conclusions

The 2025 IPEX Users Survey, introduced during the IPEX Users Conference in Rome, **was the most successful to date**, registering more than a 40% increase in responses compared to the previous edition. Most respondents are regular users who rely on IPEX frequently in their professional routines. Overall, they are satisfied with the platform’s functionalities, usability, and content, and find it useful for their work. With this third edition, the survey also offers a possibility to compare results, allowing for the identification of trends over time. Looking ahead, there remains room for improvement in distributing the questionnaire and in broadening outreach to further increase participation.

The results confirm that IPEX is firmly embedded in parliamentary workflows but also highlight the need to raise awareness among wider groups of current and potential users. Many respondents remain uncertain about the level of usage by committee staff, Members of Parliament, or political groups, and a significant number do not know who to contact for IPEX-related matters in their own institutions. Furthermore, some functionalities and sections of the platform remain underutilised or unfamiliar to users.

At the same time, the 2025 survey shows progress compared to 2023. More parliaments are actively contributing content to IPEX, reflecting a stronger culture of participation and shared responsibility. **However, as IPEX has evolved, so too have user expectations.** Respondents consistently call for more systematic uploads, better organisation and structuring of information, and an expansion of content to cover a broader range of parliamentary activities. Their suggestions provide direct and practical feedback that should be taken into account when defining future IPEX Action Plans.

In their general evaluation, users continue to view IPEX as a potential “one-stop shop” **for the exchange of EU related information between parliaments in the Union.** They appreciate improvements in usability but stress the importance of consolidating IPEX through more consistent content, smarter technical features (such as AI-supported translation and improved navigation), and stronger promotion within and outside national parliaments.

In sum, the 2025 survey confirms that IPEX is a **trusted and indispensable resource** but also underscores the need for further development. Sustained efforts to enhance content, usability, and visibility will ensure that the platform not only meets current expectations but continues to evolve as a **pillar of interparliamentary cooperation in the European Union.**