



# Welcome







**Tweede Kamer**  
DER STATEN-GENERAAL

# The short web report

A presentation by  
Wouter Zwijnenburg



# Paper & dodgy technology





# Warm memories





# Good old Uher





# Shaky cassette recording





# Entering the new age





# Let's go





NOS.nl





The parliament ...

... and the press









REKLAMA

Dziś!

**Lotto**

WIELKA KUMULACJA

**10 000 000**

**NOWY NUMER  
MAGAZYNU  
OD DZIŚ W SPRZEDAŻY**



**NISKIE OBCASY**  
Dlaczego boba mała  
w lewo, a skryta  
w prawo? I czy czasem  
skryci tam, gdzie mała?

**Kraj zacofany, Polak z widłami, z miną męczennika, w tle kominy Nowej Huty.** Tak 60 milionów europejskich maturzystów uczy się o nas z podręczników do historii. A polskie rządy różnych opcji od lat nic z tym nie robią

**BEATA ŁABUTIN**      na tam sobie było kupić za łapówkę... historycy nie biorą udziału w pracach... - Inaczej niż Niemcy, Francuzi czy... Trzeba przygotować mater...

[illegible][illegible]

**Rock Live Music Festival  
w Łodzi  
w Łodzi  
w Krakowie**

prezji i fand są zgodni: to największy  
mistrz highpower na świecie. Ma  
magnifol Grammy i każda płyta sprze-  
żona wyprzedziła egzemplarzy. W so-  
bę wystąpi na Croke Live Music Fe-  
stiwale w Krakowie.

Przedstawiając program festiwalu – s. 12

W GAZECIE

KOLEJARZY NIE WYWO  
SŁ. Akcja pociągów chce o  
ministra infrastruktury

SKÓW O GRZEGÓRZ  
KANDYDUE Z LISTY PI  
-A. B. Komendant

KA PARTIA „TRUDNO PO  
-A. B. Komendant

PANIA KŁOCI SIĘ O DNI R  
-A. B. Komendant

DUALACU STAŁ SIĘ WIECZ  
POLSKIEGO RZĄDU  
-A. B. Komendant

JUŻ NIE CHCĄ SŁYS  
ANKU  
-A. B. Komendant

NACJE LIGI MISTRZÓW, W  
EL 1:0







## Spread tra Btp e Bund

510

Piazza Affari

**-4,64%**

## Consumi italiani

**-2,8%**

# QUARTO REICH

***In no della Merkel e della Germania rimettono in ginocchio noi e l'Europa  
Borse a picco e Monti fa il finto tonto: «Non hanno capito Draghi»***

© Alessandro Sallusti

**H**e vinto la Germania, hanno perso l'Italia, l'Europa, l'unno. Ha perso Monti, portato a spasso per mesi dai tedeschi come capofila promesso, ha perso Mario Draghi, come capofila della Banca Centrale, si è dovuto inchinare al volere della Merkel. Le conclusioni del recente vertice di ieri sono, in sintesi, queste: i poteri d'intervento della Banca Centrale restano quelli attuali, cioè quasi zero; gli Stati d'Europa che vorranno accedere agli aiuti dovranno di fatto rinunciare alle loro intenzioni di accettare nuove impositions e sacrifici decisi tra Bruxelles e Berlino. Gli speculatori hanno subito festeggiato lo spread a risultato oltre i 500 punti, le Borse sono più volatili.

Il fatto, dice l'«*El País*», è non solo che non c'è più in Europa una ex-Quarta Repubblica. Nel primo, di Reich, il socialdemocratico vanta anche il titolo di imperatore di Roma, e con i mezzi negli anni che le tedesche hanno segnato gli Stati europei cosa sono due guerre mondiali e milioni di morti non sono evidenze ben bastate a quietare le ire dei nemici politici tedeschi. Che ora si ripropone, non più con i canoni ma con gli strumenti. Le tedesche ritengono cosa loro, non dobbiamo subire, al massimo arrendersi (e consegnarci) al nuovo Kaiser, quel Angela Merkel che vorrebbe comandare anche in casa nostra.

Esigete che possiamo regnare. Traiamo in-  
timoriti, indottrinati da fronte alla Germania  
che mostra i muscoli, come fecero i grandi d'Europa  
nella conferenza di Monaco del 1938. Non ci  
possiamo fuffe, un uomo solo mezza Europa è  
occupata dalle truppe tedesche. E allora cosa aspetta-  
mo noi italiani. Spiega (e tu sei un archeologo) la  
dittà: u non è vero, insieme nell'era a queste condi-  
zioni non si può stare, piuttosto meglio tornare alle  
mosse nazionali ma mantenere autonomia e li-  
bertà. Invece Maniatis sta vendendo, per soldi  
che non ha, più o meno come fece il primo  
mughal Chaheruddin nel 1816. Ma secondo, Anadolio,  
il suo successore Wladimir Churchill ebbe a  
dire: «Devez scegliere tra la guerra e il disonore. Se si  
deve disonore, dire la guerra». Occhio a non fare la  
stessa fine.

**Casale, Cramer, Parfetti, Signorini e un'analisi**  
di **Francesca Forte** da pagina 2 a pagina 5



**HEL ANGELA** Saluti romani e anche un po' tedeschi con la cancelliera Merkel

## I SOCI DIFENDONO L'AD INDAGATO

Nicola Perro

LA CRISI VISTA DA BERLINO/1

## I tedeschi salvatori dell'euro? Macché, l'Italia spende di più

© Angelo Allegri

■ Erik Nierthén è forse il più conosciuto tra gli analisti economici svedesi. Nato in Danimarca, arrivato a Londra per una banca italiana (l'Unicredit) e nei giorni scorsi ha inviato ai ministri alcuni documenti del Fondo Monetario internazionale che riguardano in esame gli aiuti stanziati per salvare i Paesi in difficoltà. «Se si leggono i giornali sembra che a pagare tutto siano i tedeschi», spiega. «Il loro con-

affettuosa. Il paradosso è che ad assumere gli oneri maggiori in rapporto al Pil sono proprio due tra gli Stati a rischio: Italia e Spagna. Sono loro a versare al Fondo l'11,6, quello incaricato di somministrare le capitali in allarme, le somme preposizionalmente maggiori (virgolette calcolate in rapporto alla quota prodotta nella Banca centrale europea). Quando l'Udel è in debito, proprio negli anni. Solo in terza baita arriva la Germania. Eppoi, se si accendano i cratere e le voci che arrivano...)»

continua a pagina 3

al'interno

**TROPPIA BUROCRAZIA**  
Se il Paese dei cavilli  
perde i turisti cinesi  
Gian Micalessin

8 pagina

**BAMBINI & ANIMALI**  
Non rassegniamoci  
a preferire le bestie  
di Girolamo Muzi

8 pages

**INTERVISTA A ALBERONI**  
«Spiegatelo ai figli:  
mai morire d'amore»  
Enza Cusmai

«MERITO» DEGLI UOMINI  
Donne, sesso forte  
grazie ai pregiudiz  
di A. Bernardini de Pac

TABLE 1

© A. Delgado-García de Páez  
A. Delgado-García de Páez

**• pages 20**







# The parliament and the press

## Tendencies

- Sensation
- People versus content
- Sleazy details



# The parliament and the press

## Tendencies

- Sensation
- People versus content
- Sleazy details



# The chairwoman





# Education



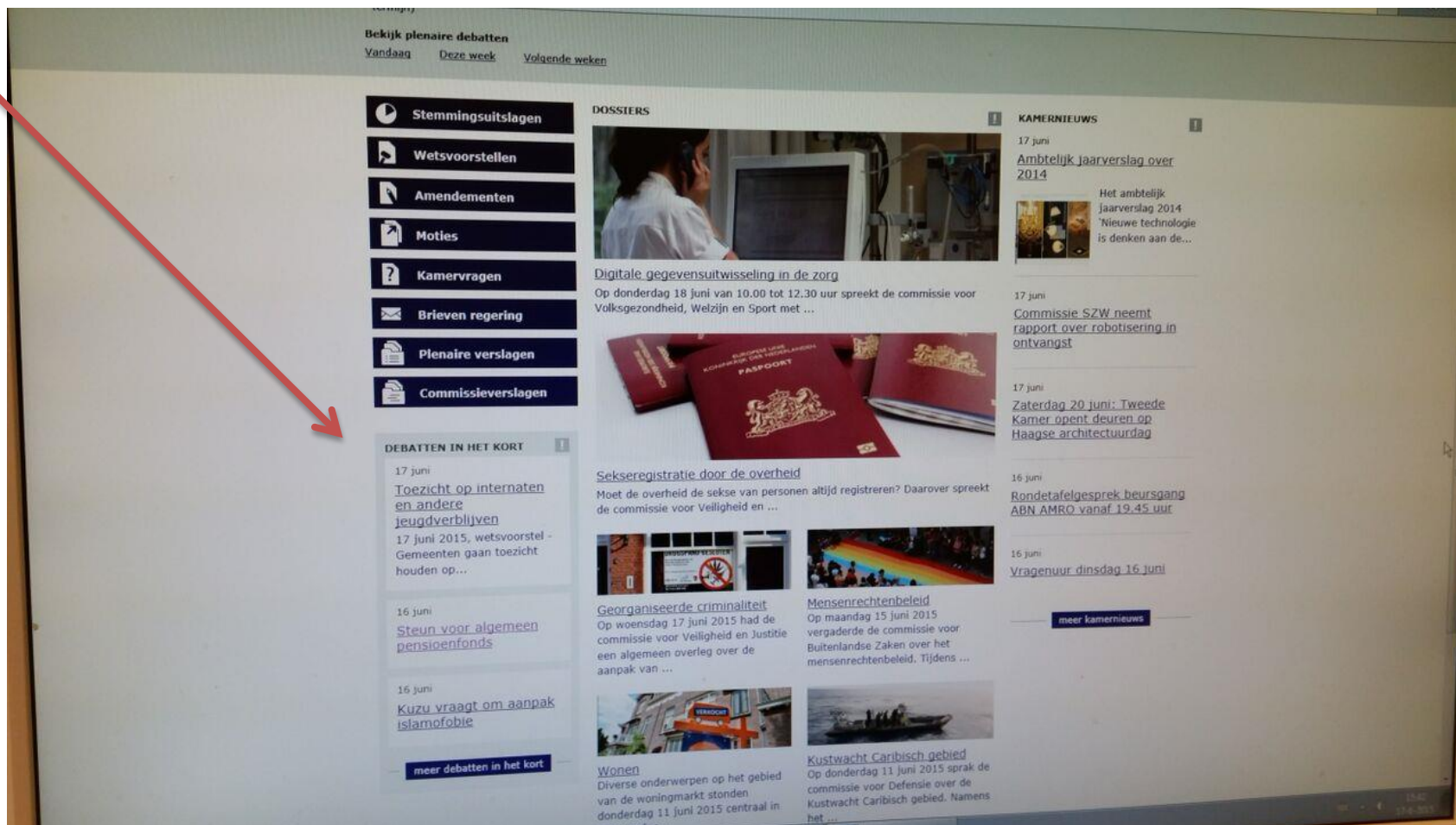


# The other chairwoman



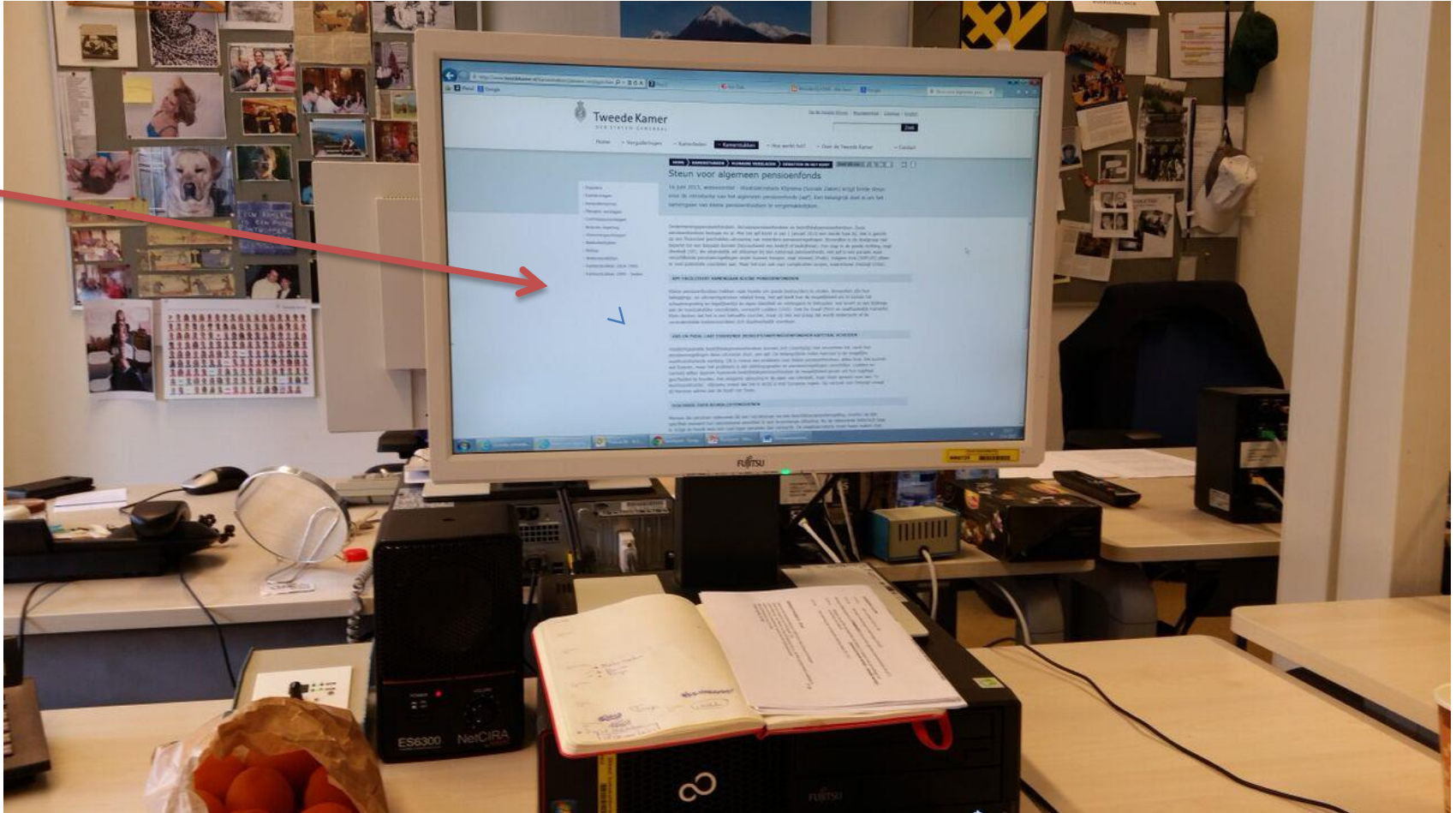


# The homepage





# A short web report





# Something like this

- **Shorter period of reduced pay for ex-politicians**
- June 18th 2015, bill – Secretary of State Plasterk (Internal Affairs) shortens the period of reduced pay for former politicians. Van Raak (Socialist Party) wants no reduced pay at all.
- (Dutch) Een politieke ambtsdrager die op het moment van aftreden maximaal negen jaar en zeven maanden verwijderd is van de pensioengerechtigde leeftijd die is vastgesteld voor het kalenderjaar vijf jaren na het jaar van aftreden, heeft nu recht op een verlengde uitkering tot de pensioengerechtigde leeftijd. De halvering van de uitkeringsduur die Plasterk voorstelt, krijgt brede steun in de Kamer. "Niet meer dan billijk", is het oordeel van Fokke (PvdA). Ook Schouw (D66) en Veldman (VVD) steunen de voorgestelde versoering. Maar voor Van Raak gaat die niet ver genoeg.
- **SP wants to get rid of reduced pay**
- (Dutch) "Regels die goed genoeg zijn voor iedereen, zijn ook goed genoeg voor politici." Van Raak wil uiteindelijk helemaal af van het wachtgeld voor oud-politici, te beginnen met de verlengde uitkering, "een vroegpensioen voor politici". Maar Veldman ziet daar niets in. Wachtgeld is volgens hem gepast omdat politici geen arbeidscontract of ontslagbescherming hebben. Daarin valt Schouw hem bij: politicus is een bijzonder beroep. Volgens Van Raak is het wel degelijk mogelijk om de rechtspositie van politici gelijk te trekken met die van gewone werknemers. Hij heeft daarvoor zelfs al een initiatiefwetsvoorstel klaar liggen.
- Voting foreseen for June 23th.



# Intermission





# Pitfalls and challenges

- Avoiding clear mistakes
- Give room to every participant in the debate
- Suppress your own opinion while writing
- Always think about the reader



# Fear





# Success

The screenshot shows a web browser window with a Twitter page. A modal window titled 'Tweetactiviteit' is open, displaying engagement data for a tweet from 'Tweede Kamer @2eKamertweets'. The tweet text is: '#VAR vervangen door modelovereenkomst #debatinhetkort #zpz http://www.tweedekamer.nl/kamerstukken/plenaire\_vers\_lagen/kamer\_in\_het\_kort/var-vervangen-door-modelovereenkomst ...'. The modal also includes a promotional message 'Uw tweet uitlichten' and a table of engagement statistics.

**Tweetactiviteit**

**Tweede Kamer @2eKamertweets**  
#VAR vervangen door modelovereenkomst  
#debatinhetkort #zpz  
[http://www.tweedekamer.nl/kamerstukken/plenaire\\_vers\\_lagen/kamer\\_in\\_het\\_kort/var-vervangen-door-modelovereenkomst ...](http://www.tweedekamer.nl/kamerstukken/plenaire_vers_lagen/kamer_in_het_kort/var-vervangen-door-modelovereenkomst ...)

**Uw tweet uitlichten**  
Door u te registreren voor Twitter Ads, wordt u weggeleid van deze pagina. Kom hier later terug om deze tweet uit te lichten!  
**Aan de slag**

Weergaven	12.493
<b>Totaal aantal interacties</b>	<b>371</b>
Klikken op links	223
Uitklappen van details	69
retweets	34
Favorieten	14
Aantal keren gedeeld via e-mail	12
Clicks op hashtags	7
Klikken op profiel	7
Volgacties	5



# Benefits

- Diversification
- Satisfaction
- A flourishing office



# Happy colleagues





# And another one





# A happy head of office







**Tweede Kamer**  
DER STATEN-GENERAAL

# Thanks for your attention





## **Welcome**

### **Introduction slide**

My name is Wouter Zwijnenburg, for already 34 years I am a stenographer in the Dutch House of Representatives and Senate. (Yes, you may applaud)

I will give a short presentation about the Dutch Parliamentary Reporting Office and one of its products. My lengthy engagement in office allows me - I would think - to say something about the changes that took place during the last ten, fifteen years. Before that, I think the office was stable for one hundred and fifty years. In this period the major changes were those from writing on paper to typewriter to electronic typewriter to computer, and from shorthand writing with a pencil to shorthand writing with a stylograph to various forms of tape recording to digital recording. The next big step will of course be the integration of speech recognition technology.

### **Paper and dodgy technology**

#### **Warm memories**

#### **Good old Uher**

#### **Shaky cassette recording**

#### **Entering the new age**

#### **Let's go**

The core business of the Dutch Parliamentary Reporting Office still is producing the verbatim report of parliamentary proceedings. Two years ago some of you already attended the presentation of VLOS, the ICT-tool that is developed by the office and used in the process of making the verbatim report.

During the last fifteen years the awareness was growing that the Parliamentary Reporting Office would have a brighter future if it would diversify and offer more services to the ever demanding members of parliament and other offices in the parliament.



So amongst other things a translation department was set up and - the subject of today's talk - the short web report service

Let's have a look at the Dutch House of Representatives

## **Klijnsma**

### **The parliament and the press**

Let's have a look at the relationship between the parliament and the press.

### **Five slides press**

### **The parliament and the press**

In Holland - and I am sure that it is not very different and maybe worse in other countries - the relationship between the parliament and the press is quite ambiguous. They need each other. The press wants copy. The parliament wants exposure. But the copy the press produces is - to put it mildly - not always the exposure the politicians want. Whereas the parliament wants to express to the public the importance of the daily decisions made on primary education and herring fishing, the press tends to be very interested in the love life of the secretary of state for the home department, lamps falling of the ceiling of the parliamentary main hall and hostilities between two members of parliament during a very unimportant debate.

## **Van Nieuwenhoven**

In 2001 chairwoman Van Nieuwenhoven put forward the idea of the parliament informing the public about its occupations in an approachable way, not to override the press, but as a complementary service. Of course the verbatim report was published on the internet a few days after the actual session, but apart from that the website only contained information about members of parliament and a schedule of upcoming debates. The chairwoman was looking for a way to inform the public about the content and results of all the plenary debates shortly after the were finished. The Parliamentary Reporting Office was asked to make this possible.

A long period of discussion about the pros and cons followed. It was considered very important that the reports would be purely objective,



because the civil servants who had to write the reports, of course should never express their own point of view. There's a great fear of being accused of one-sidedness.

In 2004 the chairwoman asked experienced parliamentary reporter Max de Bok for advice. At the start he was very reluctant about civil servants writing these articles; in his opinion it was a task for journalists. But finally he agreed to start a course for a number of members of staff of the Parliamentary Reporting Office.

## **Education**

It was not an easy step from the quite formal long-winded speeches leading to the verbatim report to the attractive, journalese sort of writing these web reports demanded. But ...

## **Verbeet**

... under the enthusiastic driving force of chairwoman Verbeet in 2007 the select group of specially trained fellow stenographers started for real with the "Debates in short" as the short web reports are called on the internet site. The first few months there was a regular supervision by three members of parliament, including the chairwoman, the secretary-general and the head of the Information Department.

## **The homepage**

Here you see the homepage of the Dutch House of Representatives and "our little corner" on it: the debates in short.

## **A short web report**

Nowadays a group of seven colleagues, amongst whom two editors-in-chief participate in making the reports. On days they are not involved in the web reporting business, they do their usual job, which is mostly participating in the making of the verbatim report. Every day every debate in the plenary session results in a web report, which should be completed no more than half an hour after the debate had ended. Mostly there is time before the debate starts to read the necessary and useful information and to be prepared as good as possible. During the debate you listen and write at the same time. The second term of the debate offers the opportunity to consummate the report. After the debate, the



editor-in-chief checks the editor's work and publishes it on the website and twitters it on the official account of the House of Representatives.

### **Something like this**

No presentation without a useless slide with much too much text on it, but still.

The news is in the headline and the first paragraph. The reports vary from two to six paragraphs, each one with a headline and containing around a hundred words.

To avoid problems with objectivity we have a few guidelines, for instance that every participant in the debate is mentioned at least once, often with a quotation, even if his or her words were of no importance or really beside the point.

*Shorter period of reduced pay for ex-politicians*

**June 18th 2015, bill – Secretary of State Plasterk (Internal Affairs) shortens the period of reduced pay for former politicians. Van Raak (Socialist Party) wants no reduced pay at all.**

*(Dutch) Een politieke ambtsdrager die op het moment van aftreden maximaal negen jaar en zeven maanden verwijderd is van de pensioengerechtigde leeftijd die is vastgesteld voor het kalenderjaar vijf jaren na het jaar van aftreden, heeft nu recht op een verlengde uitkering tot de pensioengerechtigde leeftijd. De halvering van de uitkeringsduur die Plasterk voorstelt, krijgt brede steun in de Kamer. "Niet meer dan billijk", is het oordeel van Fokke (PvdA). Ook Schouw (D66) en Veldman (VVD) steunen de voorgestelde versoering. Maar voor Van Raak gaat die niet ver genoeg.*

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*Voting foreseen for June 23th*



With every short web report goes a hyperlink to the verbatim report.

\*\*\*\* Maybe this is the right time for a short intermission.

## **Intermission**

### **Pitfalls and challenges**

Back to today's subject.

The first few weeks and months it was a frightful undertaking to see our work published instantly. There was always the fear of missing the essence of a debate, of misinterpretation of someone's contribution and of making real mistakes. And, to be honest, mistakes were made in the first few months, but it never led to upheaval.

Sometimes the clerk of the house suggested some changes in a report. And sometimes members of parliament complained. That they had said so much more than was written down in the report (ok, but the whole report is only three hundred words and you used several thousands). That they were mentioned only in the last paragraph (ok, but we cannot put all the participants in the first one).

And at times the criticism was constructive. When in a report about a debate on prostitution we mentioned a maximum age of 21, the remark that this should be minimum age, lead to an adjustment of the article.

Maybe the biggest challenge is the writing itself. With so much experience in producing the more or less formal verbatim reports, there is always the risk of using too formal language in a web report. Does the reader know what an amendment is? No? Then use "proposal" or something like that.

An other challenge is to bring variation in the articles. When you produce four or more short web reports a day and the headlines are published on the same front web page, you should avoid too much similarity.

## **Fear**

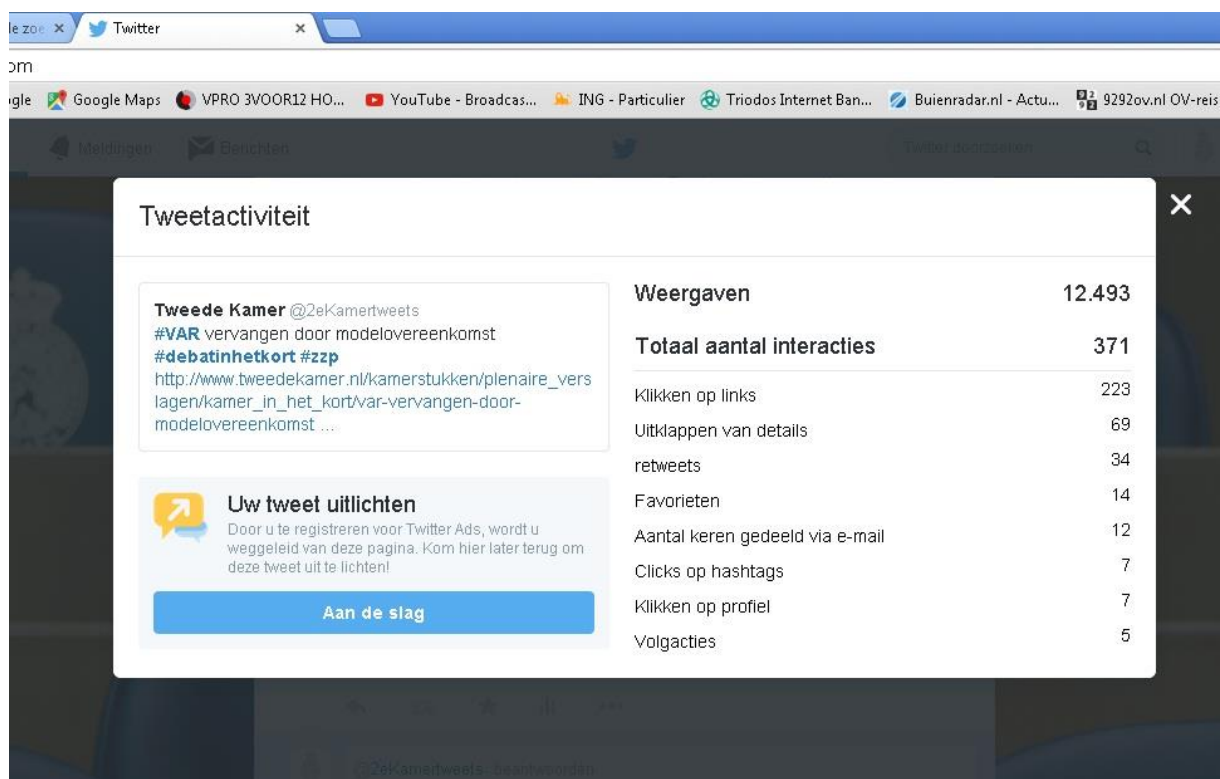
The biggest fear is that of reduced sleep because of uncertainty about a report you made that evening: the sudden realization that you wrote



"Majority beckons bill on privacy" and the nightly doubt whether it really was a majority that was in favour of it.

## Success

I stand here with a little pride because in the past few years the short web report has grown to be a successful product, especially since the reports are twittered. Although the number of followers of the Dutch House of Representatives twitteraccount still is less then that of a sleazy Albanese pornsite, some of the short web reports are widely retweeted by private and public institutions. Regularly participants in the debate retweet the reports and sometimes we even get an official compliment.



## Benefits

The short web report offers a challenge for colleagues to expand their writing abilities. For skilled stenographers the daily work is not always full of exciting new experiences. One day of producing short web reports a week makes you sweat again and extends your writing skills. It asks for a different way of listening, not on the level of words or sentences. It offers an opportunity to attend a debate from the beginning till the end (which of course is not always an advantage). It contributes to the working satisfaction of the involved colleagues, because it is really a personal product and not a small contribution to a daily verbatim report.



In the parliament, by the persons in charge and sometimes by individual readers or organizations there is much acclaim for the short web report product. It is an established product now that contributes to the reputation of the Parliamentary Reporting Office.

**Happy colleagues**

**And another one**

And most important:

**A happy head of the office**

**Thank you**