



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION  
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE  
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL  
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

# ISSA Web Portal

Advanced Search Interface

## User Guide

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## Content

1. Overview
2. Content
3. Search engine features
4. Free text search
5. Assisted search
6. Results
7. Specialized searches
8. Tools and catalogues
9. Contact form and Feedback

### 1. Overview

The ISSA Web portal's advanced search interface is based on the Lucene search engine whose features enable users to refine their searches. This multilingual interface allows users to search not only the contents of ISSA Web portal but all textual data generated by the ISSA including its bibliographic database which allows access to reports and external publications.

It allows multiple search types: a simple free text search, an assisted search based on various criteria (including topics and branches of social security), specialized search for further research in a specific database, with access by country through a country directory (Country Profiles) and catalogues to search for, as an example, a specialized periodical, an electronic annual report or a Web site. To extend the search to topics not covered by the ISSA, this interface also links to databases produced by partner organizations, such as databases of the International Labour Office (ILO).

The search engine also includes tools for data mining, such as the comparison of two regimes in two different countries and statistical tables comparing data from countries within a particular region. Other more advanced tools will be developed and added in future versions.

### 2. Content

The interface allows searches in three different content areas:

- a. The ISSA databases
- b. Contents of the ISSA's Web portal and publications
- c. External information sources

This content may be expanded in the future to include ISSA sub-sites or partner agencies' Web sites.

**a. The following four ISSA databases on social protection can be searched:**

- Scheme Description: contains outlines of national social security programmes in over 170 countries and territories. The database presents unique data on the evolution of national social security programmes throughout the world since 1995.
- Complementary and Private Pensions: provides in-depth information on the regulation and supervision of voluntary and mandatory occupational pension plans as well as mandatory private pension schemes in around 60 countries.
- Reforms: provides descriptions of the major reforms in social protection schemes worldwide since 1995. The database includes information on existing and planned social security reforms.
- Good Practices: The identification and sharing of good practices helps social security organizations and institutions to improve their operational and administrative efficiency.

Links to national legislation are also provided via these databases. These references are from the database NATLEX ILO, which is the national labour, social security and related human rights legislation database maintained by the International Labour Office. NATLEX contains over 65,000 records covering over 190 countries and over 160 territories and subdivisions.

**b. The contents of the Web portal and ISSA publications**

When choosing the contents of the Web portal and ISSA publications, you can find:

- The news briefs and announcements published on the ISSA Web portal;
- Newsletters and publications of the ISSA;
- Information on events organized by the ISSA;
- The reports of conferences organized by the ISSA since 1991;
- Other content: articles published via the portal and other materials such as videos.

**c. External information resources**

References to ISSA publications and external resources identified by the ISSA Documentation Service originate from the bibliography database. This database lists reference documents that are available online and free for the most part. These external sources include books, periodicals and other documents on social protection issues.

Access to full text is possible. An icon with the letter F indicates free access to the text and the \$ sign indicates access is not free. The full text of certain publications and reports of ISSA meetings and conferences since 1999 is available.

### 3. Search engine features

The ISSA's advanced search interface is based on Lucene, free software from the Apache Foundation which allows for the development of powerful, intuitive search engines.

Features offered include:

- the ability to refine searches by facets;
- relevance sorting based on different algorithms;
- lists of stop words in different languages;
- research adapted to a language, or a type of documents;
- the expansion of searches by synonym.

### 4. Free text search

Free text search applies to all content that is indexed in the interface language chosen and for the period from 2000 to the present. These defaults can be changed via the search engine. Free text search can be combined with the assisted search.

Some rules to follow:

- The search is not case sensitive. Capital or small letters can be used;
- The search result, by default, contains all the search terms;
- Double quotes ( " ") must be used when searching for an exact phrase, example: "Information technology and communication";
- Words can be excluded from the search when they are preceded by a space and the minus sign ( - ), example: information -communication.

### 5. Assisted search

To facilitate a global search across all content, only criteria common to all the contents were used. Similarly, topic and branch terminology were simplified and standardized. Therefore, the terms of the search results may differ slightly from those used in the search engine.

The criteria used are:

- Topics or Branches: you can choose from among 14 items combining actual topics and branches of social security;

- Type of content, you can limit your search to one or two of the three types of content available (see above)
- Geographic coverage: you can choose one or more regions or choose all that is international in scope;
- Countries and Territories: Through a system of multiple choice, you can choose one or several countries. Note that you can not combine a region and a set of countries;
- Language: you can choose among the languages used in the content developed by ISSA knowing that most content exists in one of the four languages: English, French, Spanish and German;
- Period: The default period is 2000 to the present day but you can extend it to get more results.

## 6. Displaying results

The results are displayed in a format-specific content while adhering to certain parameters: ten results per page are displayed by default and are sorted in order of relevance. These defaults can be changed: 20, 50 or 100 results can be shown per page, and a sort by date function is also possible.

Clicking on a result, the detailed document is displayed. Any content originating from the ISSA Web portal appears in the existing browser window and all content from an external source is displayed in a new window.

Concerning the databases, a profile, a reform or good practice represent a document, with the exception of the Scheme Description which is represented by the branch. Knowing that in a profile five branches are covered, an entire profile is formed by the addition of five branches.

## 7. Specialized searches

Specific research has as a function the expansion of a content-specific search through the use of additional criteria.

In this first version, three specific interfaces are available:

- Reforms: This search interface allows searching by reform title, free text; country, category, branch, date of legislation or date of entry into force.
- Best practice: This search interface allows searching by good practice subject, region or country, and title (refer to the homepage <http://www.issa.int/Observatory/Good-Practices>).

- Bibliography: Allows for advanced literature searches in the contents of the ISSA Bibliography (covering several criteria, including search by author, publishers, etc.).

## 8. Tools and catalogues

- Country Profiles: access is by country and for each individual country data on the most recent in the databases of the ISSA mentioned above, some statistical indicators and resource materials. (See homepage <http://www.issa.int/Observatory/Country-Profiles>).
- Scheme Description Comparison: Allows results to be posted from two different countries for comparison purposes.
- Statistical Tables: Statistical tables by region and over two years to allow for regional comparisons.
- E-Periodicals: Online catalogue of periodicals.
- E-Annual Reports: catalogue of annual reports and statistics of national social security institutions.
- Web sites: Directory of social security Web sites.

## 9. Contact form and Feedback

For more information about content or use of the advanced search interface, contact [issaweb@ilo.org](mailto:issaweb@ilo.org)

Help us improve this service by providing feedback:  
<http://www.issa.int/About-ISSA/Contact-ISSA/Contact-form>.

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Promover y desarrollar la seguridad social en el mundo  
Soziale Sicherheit weltweit fördern und entwickeln  
Развиваем и поддерживаем социальное обеспечение во всем мире  
دعم و تطوير الضمان الإجتماعي عبر العالم  
促进和发展全球社会保障