INTERGOVERNMENTAL COMMITTEE
FOR THE PROTECTION AND PROMOTION OF THE DIVERSITY
OF CULTURAL EXPRESSIONS

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Information Document

Results of the Satisfaction Survey on the Preparation and
Organization of the fifth ordinary session of the Conference of Parties

1.   In order to evaluate the preparation and organization of statutory meetings of the governing bodies of the Convention on the Protection and Promotion of the Diversity of Cultural Expressions (hereafter "the Convention") and with the aim to contribute to the effectiveness and efficiency of future meetings as per 191 EX/Decision 15 (I) Part C.5, the Secretariat of the Convention has conducted satisfaction surveys of the following four sessions:

-    the fourth and fifth ordinary sessions of the Conference of Parties (June 2013 and 2015); and

-    the seventh and eighth ordinary sessions of the Intergovernmental Committee for the Protection and Promotion of the Diversity of Cultural Expressions (hereafter "the Committee") (December 2013 and 2014).

2.   The standard survey assesses a range of areas from the quality of the working and information documents to time management, translation and interpretation services as well as communication with the Secretariat. For each session indicated, the same electronic survey was sent by the Secretariat to all participants immediately following the closing of the session, and reminders were sent to obtain as many responses as possible. For the fourth ordinary session of the Conference of Parties additional questions were added specific to the exchange sessions.

3.   The purpose of this document is to provide Parties with an overview of all responses received in order to track the general progression of participant satisfaction based on the results of the four surveys conducted and to propose remedial action to address areas requiring improvement.

Response Rate

4.   As per the table below, the response rate for the four surveys has been between 15 and 18 per cent of all the participants registered for the session, with the majority of responses submitted by Parties to the Convention.

Responses	4 CP	7 IGC	8 IGC	5 CP
Total number of respondents	46 of 305 or 15%	43 of 256 or 17%	50 of 293 or 17%	51 of 279 or 18%
Number of Parties that responded	35 of 46 or 76%	19 of 43 or 44%	29 of 50 or 58%	40 of 51 or 78%
Number of Observers (governmental) that responded	8 of 46 or 17%	15 of 43 or 35%	14 of 50 or 28%	6 of 51 or 12%
Number of Observers (non-governmental) that responded	3 of 48 or 7%	7 of 43 or 16%	7 of 50 or 14%	5 of 51 or 10%

Methodology

5.   The standard survey, in French and English, contains 12 questions relating to the preparation and organization of the session. Respondents were asked to qualify the Secretariat's services as "excellent" (4 points), "good" (3 points), "adequate" (2 points) or "poor" (1 point) with respect to each item, and also to provide comments and suggestions.

6.   The responses were entered by the participants into an online form and respondents were not requested to identify themselves by name or country, encouraging objective and honest feedback. Results were combined and the average scores were calculated for each question and session.

Overview of results

7.   Annex I provides a table with the rating averages for all 12 questions across the four statutory meetings as well as a total average score per statutory meeting. It also provides a total average score for all four meetings.

8.   Annex II provides all qualitative comments received through the online survey for the fifth ordinary session of the Conference of Parties. Qualitative comments received for the fourth ordinary session of the Conference of Parties and the seventh and eighth ordinary session of the Committee are available in Documents CE/13/7.IGC/INF.3, CE/14/8.IGC/INF.7 and CE/15/5.CP/INF.6 respectively.

9.   A total of 51 Parties and observers participating in the survey for the fifth ordinary session of the Conference of Parties rated the Secretariat's performance above average. For the 12 aspects that were surveyed, the prevailing scores assigned by the respondents were "excellent" and "good", with an average rating of 3.4. The average rating across all the statutory meetings is 3.3.

10.   The results of the surveys show that the Secretariat's **working and information documents** consistently received the highest-rated aspects of the Secretariat's performance. For the fifth Conference of Parties, the average rating was 3.8 for the quality of the documents and 3.6 for their support to informed decision-making. This improved from the eighth ordinary session of the Committee which rated these same categories at 3.5 and 3.4 respectively. The **quality of translations of documents, real time document revision during the session, and meeting time management** were next highest, each with an average rating of 3.5, again an improvement from the eighth ordinary session of the Committee.

11.   The ease of navigation and clarity of the **Convention's website** remains lowest-rated among the 12 items with an average rating of 2.8, which was the same rating for the eighth ordinary session of the Committee. Of all the respondents across the four surveys, 60% rated it as "good", 25% as "adequate" and 6 % as "poor". This continues to be identified as a priority in resolutions of the Conference of Parties and decisions of the Committee, requiring extra-budgetary resources. In January 2015, an associate expert from Italy joined the Secretariat to work on knowledge management, including improvement of the Convention website.

12.   The other two areas showing a lower level of satisfaction are the **time the Parties have to reply to questionnaires sent by the Secretariat, and the quality of the web-cast transmission**, with an average score of 3.1 and 3.0 respectively. The Secretariat will endeavor to improve these areas as well.

13.   An analysis of the qualitative comments made by respondents across all statutory meetings correspond to the quantitative notations. While there are many positive remarks on the work of the Secretariat to prepare the sessions of the governing bodies, particularly while recognizing its financial and human resource constraints, there are also suggestions for improvement. Below is a summary of the recommendations and the actions the Secretariat is taking to address them:

(a)   **Improving the reach and inclusiveness of the meeting.** The Secretariat is advancing awareness of statutory meetings and is facilitating engagement through an on-line registration form.   Several steps have been taken to encourage an increase in civil society participation in statutory meetings. This includes the possibility for civil society to participate in statutory meetings as observers, speak before decisions are taken, and submit information documents for distribution to governing bodies of the Convention. A new and regular agenda item on civil society has been added including a working document setting out a road map to further engage civil society in the meetings of the governing bodies.

In addition, exchange sessions associated to the statutory meetings are another important means of drawing together experts and stakeholders to debate and exchange on the key issues of the Convention. The 16 December launch of the Global Report on monitoring the implementation of the Convention is a major event to draw ever wider interest and participation in the Convention.

Finally the Secretariat is involving an increasing number of international non-governmental organisations in its work. For example, 10 INGOs worked together with the Secretariat to design a global survey on the implementation of the 1980 Recommendation of the Status of the Artist and to analyse its results. They were also invited to and participated in the side event on Status of the Artist and Artistic Freedom that took place during the 38th UNESCO General Conference.

(b)   **Website development.**   Suggestions for the continued improvement of the Convention website include providing live webcasts of the statutory meetings, and establishing a dedicated link from the Convention pages to the UNESCO main pages. The live webcasting of the entirety of statutory meetings and remote participation is being explored in coherency with the working methods of other Culture Conventions. The Secretariat has also made efforts to strengthen visibility of the Convention among media outlets including social media. The result is that there has been an increase in announcements and links to the work of the Convention on both the UNESCO Homepage and UNESCO Culture Sector Homepage.

(c)   **Document availability.** The Secretariat ensures that the working and information documents are made available in accordance with the statutory deadlines set in the Rules of Procedure (four weeks in advance of the sessions), and whenever possible, is distributing them even earlier. All Decisions and Resolutions are made available on the Convention website within 48 hours of the closing of the sessions.

In order to help prepare Parties, the Secretary participates in regional group meetings prior to the individual sessions to brief members on the key issues at stake and decisions to be considered.

During the statutory meetings of the Convention, although there is a practice to have "paperless" meetings, a set of printed working and information documents were provided to Parties attending the fifth ordinary session of the Conference of Parties and to the Members of the Committee at its eighth ordinary session. The documents are also made available to all participants on USB sticks during the sessions. A limited supply of the "Basic Texts" publication is also made available. Production of printed materials has both financial and environmental dimensions.

ANNEX I

Average scores per session, per question on the preparation and organization of statutory meetings to the 2005 Convention

Item	4 CP June 2013	7 IGC December 2013	8 IGC December 2014	5 CP June 2015	Rating average	Total number of responses
Total Average Score	**3.1**	**3.5**	**3.3**	**3.4**	**3.3**	
a. Quality of the Secretariat's working and information documents	3.4	3.6	3.5	3.8	3.6	190
b. Working and information documents provide the necessary information needed to support informed decision-making by the Parties	3.2	3.3	3.4	3.6	3.4	190
c. Delivery of working and information documents on time	3.0	3.1	3.2	3.4	3.2	189
d. Parties to the Convention are given sufficient time to respond to specific issues requested through questionnaires sent by the Secretariat	2.9	3.0	2.9	3.1	3.0	185
e. Quality of the translation of the working and information documents	3.2	3.2	3.4	3.5	3.3	186
f. Clarity and effectiveness of Secretariat's communication prior to the meeting	3.2	3.2	3.6	3.3	3.3	188
g. Usefulness, clarity and ease of navigation of the Convention website	2.8	2.9	2.8	2.8	2.8	189
h. Quality and timeliness of response by the Secretariat to various queries pertaining to the session and the working documents	3.2	3.4	3.3	3.4	3.3	183
i. Quality of real-time document revision during the session	3.0	3.3	3.2	3.5	3.3	185
j. Quality of interpretation in the official languages of the Conference of Parties during the session	3.1	3.2	3.4	3.3	3.3	186
k. Quality of the web-cast transmission (live stream)	2.9	3.1	2.9	3.0	3.0	170
l. Quality of meeting time management	3.4	3.2	3.5	3.5	3.4	188

Note: "excellent" (4 points); "good" (3 points); "adequate" (2 points); or "poor" (1 point).

ANNEX II

Overview of comments and suggestions regarding
the fifth ordinary session of the Conference of Parties

The qualitative comments support the data generated through the survey. In general, the respondents expressed their above average satisfaction with the Secretariat and its preparations for the fifth ordinary session of the Conference of Parties. A full list of all written comments received from the survey of the session is provided below and is organized according to theme.

Qualitative comments received for the fourth ordinary session of the Conference of Parties and the seventh and eighth ordinary sessions of the Committee are available in Documents CE/13/7.IGC/INF.3, CE/14/8.IGC/INF.7 and CE/15/5.CP/INF.6 respectively.

General comments for the fifth ordinary session of the Conference of Parties (June 2015)
I would like to commend the work of Danielle Cliche during the conference: she had the responsibility of introducing a large number of agenda items, was clear and concise, and patient and helpful in responding to sometimes ill-informed questions from the floor: a highly commendable performance.
Bravo for all the work on behalf of the Convention.
The Chairman was wonderful.
Quite impressed with efforts of the Secretariat to prepare for and support the effective running of the meeting.
Africalia is particularly happy to have participated in the Convention as an observer. We congratulate the Secretariat for the quality of its work as well as for the smooth cooperation between the Secretariat and Africalia.
The Secretariat does excellent work with little human and financial resources. The Delegation of Paraguay congratulates and supports the Secretariat for the work they undertaken.
We congratulate and thank the Secretariat for the organization of this Conference of Parties. The session was run very smoothly and the working documents were very useful to our preparation. We would also like to congratulate the Secretariat for its work to highlight the tenth anniversary of the Convention (videos, timeline etc.), which is available on the web site of the Convention.
Everything went very well : I have nothing to suggest, except that I am a NON governmental observer.
We congratulate Madame Cliche and her team for the excellence of their work in spite of their limited numbers.
Questionnaire
The questionnaire needs to provide for an abstain function in order to complete this process, because as I did not hear the audio- cast transmission I did not want to comment, but found that I could only submit the form if completed . I have therefore given it a poor grade.
I had to select a response for the audio cast but I did not listen to it… for thenext questionnaire a response "not applicable" would be useful.
The questionnaire needs to be improved. at the moment in the answer the option NA is missing. How I can judge the audio-cast transmission being in the room ?
Did not understand question "i" but I had to reply something in order to submit the questionnaire!

Working Methods
The booklet of Standard Texts of the 2005 Convention should be available for the participants.
If more information had been shared, earlier and more widely, regarding the exchange sessions, the EU could have been better represented. (ie if the Culture Directorate General had known you were inviting the Trade Directorate General we could perhaps have persuaded them to participate). Similarly for the December discussions on digital - if we could be informed as early as possible we might be able to involve relevant colleagues from DG CONNECT.
It would be really helpful if the Secretariat can allocate some resources (i.e. man-hours) for assisting Parties during the process of preparing the quadrennial periodic reports.
I know that this means more resources, but:- shared document tools that could allow to interact in real time when a text needs to be modified'- live transcript of the debate into English.
The agenda is very much formulated in a way that requires insight knowledge of UNESCO procedures. Would it be possible to formulate agenda items in a way that makes it more attractive to outsiders, experts coming to UNESCO and the conference of parties to discuss topics and issues at stake? For instance by formulating discussion questions or/and expected outcomes of particular discussion sessions?
The sound quality from the French interpreter's cabin should be improved for the next session.
Provide the Secretariat with more appropriate material resources as well as highly qualified staff in view of the density of the workload.
The working methods of the Secretariat are quite satisfactory. They can still improve as needed, but I don't know how given that I have no negative comments.
Nothing to signal as I am in the stage of learning the UNESCO Conventions.
Associate the events for the 2005 Convention more fully with its promotion, parallel to the meetings.
We would suggest that the Secretarait make the working documents available to the participants on a USB stick or CD.
The Secretariat has good methods.
Recognition that the relevance of the 2005 Convention goes well beyond the Culture sector into Economics, Education and Information and there is still a need to make these other sectors aware of that relevance and to provide mechanisms for functional interaction amongst the sectors at both national/ regional levels.
As far as funding under IFCD is concerned, efforts may be made to get a fixed percentage from the Annual Contribution to the UNESCO, for which opinion of the member states may be obtained to amend the Convention accordingly.
The Secretariat has a lot of work and with a few more staff it could be of more assistance to the Parties.

Website and Communication
The website still has some bugs (e.g. links working).
We would suggest to the Secretariat of the Convention to make merchandise (T-shirts, key chains, caps or bags) available to the participants for free or for sale as souvenirs, particularly for the tenth anniversary of the Convention and in upcoming meetings.
The web site could be improved.
Provide live webcasts of its sessions.
Secretariat may create a dedicated link to the UNESCO webpage on the 2005 Convention to improve its visibility where all the information may be arranged systematically. E-mail ID of every member state/ permanent delegation may be registered through which monthly/ periodically update on the activities etc. of the Secretariat may be communicated. On line suggestions on specific issues may also be obtained though such mechanism.