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

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INFORMATION DOCUMENT

This document presents the results of the satisfaction survey on the preparation and organization of the sixth session of the Conference of Parties for the Protection and Promotion of the Diversity of Cultural Expressions. These results are accompanied by a summary of actions taken by the Secretariat to address recommendations made to improve the efficiency of meetings.

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 (hereinafter referred to as the “Convention”) and to contribute to the efficiency of future meetings in accordance with Decision 191 EX/15 (I) Part C/5 of the Executive Board, the Secretariat of the Convention started conducting satisfaction surveys in 2013. As such, survey results have been collected for seven sessions of the governing bodies: three sessions of the Conference of Parties (fourth, fifth and sixth sessions, June 2013, 2015 and 2017) and four sessions of the Intergovernmental Committee for the Protection and Promotion of the Diversity of Cultural Expressions (hereinafter referred to as the “Committee”) (seventh, eighth, ninth and tenth sessions, December 2013, 2014, 2015 and 2016).
2. The satisfaction survey assesses a range of issues, from the quality of working and information documents to time management, translation and interpretation services as well as communication with the Secretariat. For each session, the same electronic survey was sent by the Secretariat to all participants immediately following the closing of the session, and reminders were sent in order to receive as many responses as possible. From the fourth session of the Conference of Parties, questions specific to the exchange sessions were added. Since the tenth session of the Committee, questions were also added concerning the duration of sessions and the quality of the support given to civil society by the Secretariat, thereby reflecting the governing bodies’ current priorities on its working methods.
3. The purpose of this document is to provide Committee members with an overview of all responses received, to track the general progress of participant satisfaction based on the results of the seven surveys conducted, and to suggest improvements where required.

Response rate

4. As shown in the table below the response rate for the seven surveys varies between 11 and 25 percent of all registered participants, with the majority of responses submitted by Parties to the Convention. The response rate for the tenth session of the Committee is by far the highest recorded to date. This most recent survey on the sixth session of the Conference of Parties did not yield the same proportion of responses as the questionnaire on its fifth session. While there was a doubling in the number of Parties that attended, the absolute number of Parties responding to the survey remained the same.

	2013		2014	2015		2016	2017
Responses	4.CP	7.IGC	8.IGC	5.CP	9.IGC	10.IGC	6.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%	27 of 253 or 10.7%	61 of 245 or 25 %	51 of 347 or 15%
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%	13 of 27 or 48%	36 of 61 or 59 %	40 of 103 or 39%
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%	8 of 27 or 30%	9 of 61 or 15 %	3 of 20 or 15%
Number of NGO observers that responded	3 of 48 or 7%	7 of 43 or 16%	7 of 50 or 14%	5 of 51 or 10%	6 of 27 or 22%	15 of 61 or 26 %	8 of 51 or 16%

Methodology

5. The satisfaction survey, distributed in French and in English, contains 14 questions relating to the preparation and organization of the session. Respondents are asked to rate the Secretariat's services as "excellent" (4 points), "good" (3 points), "adequate" (2 points), or "poor" (1 point) with respect to each item, and to provide comments and suggestions for improvement.
6. The responses are submitted by the participants through an online form and respondents are not required to identify themselves by name or country/organization. The results are combined and the average scores are calculated for each question and session.

Overview of results

7. Annex I presents a table with the average score for each of the 14 questions across all seven statutory meetings, as well as a total average score for each statutory meeting and a total average score for all seven meetings. Annex II presents all unedited qualitative comments received through the online survey for the sixth session of the Conference of Parties¹.
8. Overall, the 51 Parties and observers that participated in the survey for the sixth session of the Conference of Parties have given the Secretariat a rating equal to the average score for all seven meetings. As regards the 14 areas that were surveyed, the scores most frequently awarded by the respondents were "excellent" and "good", with an average overall rating of 3.3.
9. The respondents were very satisfied with the quality of the working and information documents, with a rating of 3.6. The satisfaction level has remained high for the quality of the translation of the working and information documents, with a score of 3.5.
10. In addition to working and information documents, the clarity and effectiveness of the Secretariat's communication remained stable with a score of 3.4. Feedback is also generally positive regarding the quality and timeliness of the responses provided by the Secretariat to various queries pertaining to the session and the working documents with a score of 3.3.
11. Respondents' level of satisfaction remained unchanged with respect to the quality of the web-cast transmission (score of 3.0), duration of the sessions compared to number of points on the agenda (score of 3.1) and on the timely delivery of working and information documents (score of 3.2).
12. On the technical side, the usefulness, clarity and ease of navigation of the Convention's website remained unchanged (score of 2.9). This score, however, is relatively low, which can be explained by the technical problems that some participants experienced when they tried to find documents from previous sessions or register their participation through the online registration form (see comments in Annex II).
13. The quality of the Secretariat's support for civil society, with a score of 3.2, was slightly lower than that of 3.4 for the previous session. The quality of time management during the meeting, was also slightly less than for previous sessions with a score of 3.2 in comparison to the average score of 3.3.
14. The satisfaction rate has decreased in three areas: the quality of real-time document revision during the session (3.1 in comparison to 3.4 for the previous session); on the ability of the working and information documents to provide the necessary information for the Parties to engage in informed decision-making (3.2 in comparison to 3.8 for the previous session); as well as the time available for Parties to respond to the questionnaires sent by the Secretariat (2,9 in comparison to 3.1 for the previous session).

¹ Qualitative comments received for the previous sessions are available in Documents CE/13/7.IGC/INF.3, CE/15/9.IGC/INF.3, CE/14/8.IGC/INF.7, CE/15/5.CP/INF.6, DCE/16/10.IGC/INF.6 and DCE/17/6.CP/INF.5 respectively.

15. Of the 51 respondents to this survey, some refrained from answering certain questions, or considered the question "non-applicable"; on average 10% of the questions asked were left unanswered. This raises questions on the pertinence of the questions asked and will be reviewed by the Secretariat following an examination of the results of the survey on the eleventh session of the Committee.

Qualitative results and lines of action

16. An analysis of the respondents' qualitative comments across all statutory meetings corresponds to the quantitative ratings. While many positive comments were made on the Secretariat's working methods as well as on the content and format of the Conference of Parties, suggestions for improvement and calls for less formal working methods were made.
17. The main area for improvement indicated by survey respondents is for the Secretariat to make the agenda of the meeting and the working documents available as far in advance as possible, especially information on special events in order to facilitate the participants' planning and involvement in these events. The Secretariat takes good note of this recommendation. To recall, the rules of procedure require the Secretariat to ensure that working documents are made available on the Convention's website four weeks ahead of the sessions. The Secretariat meets this requirement and sends an email informing the Parties and civil society when they are posted online. In 2017, the Secretariat communicated information on the special events in the invitation letter sent to Parties and Committee members in order to ensure that they were informed further in advance. To the extent possible, the Secretariat also makes documents available even earlier, for example, the document on the preliminary draft operational guidelines on digital issues was published three months in advance. This is more of an exception than the rule given the heavy workload of the Secretariat in comparison to the human resources available.
18. The Secretariat has also taken note of the request for a summary of the conclusions drawn from previous meetings at the beginning of each session as well as to outline the agenda items for the next meetings in order to ensure more efficient time management during the sessions of the governing bodies.
19. Civil society organisations appreciated the working sessions organised by the Secretariat and have requested that a specific space be dedicated to their activities on the Convention's website. This will depend on the level of resources available for knowledge management in the 2018-2019 Biennium.
20. Technical issues continue to be a challenge for Parties, especially online registration of participants. The Secretariat will continue its efforts to improve its online tools within the capacities at hand.

ANNEX I

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

Items	4.CP 2013	7.IGC 2013	8.IGC 2014	5.CP 2015	9.IGC 2015	10.IGC 2016	6.CP 2017	Average Rating	Total number of responses
Total average score	3,1	3,2	3,3	3,4	3,4	3,4	3,3	3,3	
a. Quality of the Secretariat's working and information documents	3,4	3,6	3,5	3,8	3,7	3,7	3,6	3,6	328
b. Working and information documents provide the necessary information needed to support informed decision-making by the governing bodies	3,2	3,3	3,4	3,6	3,7	3,8	3,2	3,5	324
c. Delivery of working and information documents on time	3	3,1	3,2	3,4	3,3	3,3	3,2	3,2	322
d. Parties to the Convention are given sufficient time to respond to specific issues through questionnaires sent by the Secretariat	2,9	3	2,9	3,1	3,1	3,3	2,9	3	305
e. Quality of the translation of the working and information documents	3,2	3,2	3,4	3,5	3,6	3,5	3,5	3,4	319
f. Clarity and effectiveness of Secretariat's communication	3,2	3,2	3,6	3,3	3,6	3,4	3,4	3,4	325
g. Usefulness, clarity and ease of navigation of the website	2,8	2,9	2,8	2,8	3,3	3,1	2,9	2,9	324
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	3,4	3,4	3,3	3,4	308
i. Quality of real-time document revision during the session	3	3,3	3,2	3,5	3,3	3,4	3,1	3,3	316
j. Quality of interpretation in the official languages of the meetings of the governing bodies during the session	3,1	3,2	3,4	3,3	3,5	3,6	3,2	3,3	316
k. Quality of the web-cast transmission (live stream)	2,9	3,1	2,9	3	3	3,1	3,0	3,0	262
l. Quality of meeting time management	3,4	3,2	3,5	3,5	3,4	3,2	3,1	3,3	323
m. Duration of sessions in comparison to the number of agenda items						3,1	3,1	3,1	105
n. Quality of the support given to civil society by the Secretariat						3,4	3,2	3,3	90

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

ANNEX II

Overview of comments and suggestions regarding the sixth session of the Conference of Parties

The qualitative comments support the data generated through the survey. The respondents have expressed a level of satisfaction with the Secretariat and its preparation of the sixth session of the Conference of Parties equal to the average score for the last six meetings. All written comments received through the survey for this sixth session are reproduced below and organized according to theme.

An analysis and full list of qualitative comments received on each of the past six meetings are available in Documents CE/13/7.IGC/INF.3, CE/14/8.IGC/INF.7, CE/15/9.IGC/INF.3, CE/15/5.CP/INF.6, DCE/16/10.IGC/INF.6 and DCE/17/6.CP/INF.5.

General Comments
Organisation of a pre-meeting to the CoP or/and workshop using ideally less formal working method then panel discussion to provoke exchange on key goals of convention and/or IFCD
Congratulations for your hard work!
The Secretariat for the 2005 Convention does an excellent job. It is merely a question for the Member States how they could improve their working, incl. preparation and screening of documents at home/before the session.
The effort of the secretariat is clear, wishing them all the best.
Sincerest congratulations!
We find the quality of the working methods of the Secretariat excellent!
Operational guidelines on the implementation of the Convention in the digital environment
The content and the format of the Conference really responds to the expectations of the participants. In particular, the approval of the Operational Guidelines on the implementation of the 2005 Convention on the Protection and Promotion of the Diversity of Cultural Expressions in the Digital Environment. These measures aim to promote the work of artists as well as the promotion of human rights.
Communication of information by the Secretariat prior to the meeting
Information concerning additional events, namely on the 12th June, were made available too short time prior to the meeting. When travelling we have to organize work, flight schedules and hotel booking long time in advance, so we need to receive this information sooner.
The Secretariat organized a very interesting and relevant programme with panel discussions, film screening, side-events etc. It is a good way to attract expert participants to the meeting, and to show case and qualify the content of the formal parts of the statutory meeting. However, to fully benefit from them, information on such events should be communicated much earlier in advance, to facilitate the preparation and participation from authorities and other relevant stakeholders in the countries.
In my opinion, the Secretariat should be more diligent about making the final documents available and to advise of their availability.
The Secretariat should make all necessary documents available even earlier.
Time management and agenda
At the beginning of each meeting, the Secretariat should outline the main conclusions of the previous meeting

Extend duration, improve communication and clarity
Organise a session or worksop before the Conference on the state of cultural diversity in the world, successes and challenges
Secretariat should establish a two-way communication system with the Parties or at least there may be a review session to receive Parties opinions. Finally, interpretation should include a few more prominent languages like Bangla/Bengali.
As to the 2.I. question, time management could be even more efficient if/when there is a Chairperson skilled and routined enough to lead a meeting, also drawing meaning of conclusions. This is not always the case and a Chair should not add to the burden of the Secretariat.
To avoid getting lost in the details, there is a real need for a reminder of the conclusions drawn from previous meetings as well as agenda items for the next meeting.
I think strengthening relations by way of reaching out by way of one on one engagement even if its for 10 minutes maximum so that specific thoughts and possible areas of cooperation are shared/expressed at that level.
It would be useful for the most important documents to be presented in paper format to facilitate the work more easily during the sessions.
Civil society involvement
(for CSOs) Facilitate an ongoing communication on opportunities / deadlines to submit relevant documents, comments and information to the Secretariat and Parties; create a space for CSOs visibility, contributions, exchanges and a possible KMS on CSOs involvement for the implementation of the convention nationally, regionally and internationally on the website of the Convention
This was a good start which could without doubt bridge the gap between CSO's and UNESCO and thereby have unity of purpose through mutual and practical understanding and implementation as well as responding to the ever changing dynamics of the Globe and her people.
We appreciated the working day reserved for NGOs which made it possible to establish constructive exchanges. This meeting succeeded in mobilizing and encouraging the CCIC to delve deeper into the themes of the 2005 Convention, particularly the one on the protection of intellectual, artistic and architectural expressions. Cultural diversities build the wealth of humanity. On the other hand, the intangible dimension of philosophical and religious thought should also be taken into account.
Website of the Convention
At the moment, sharing of working documents with the alternatives offered by the online tools on the website is not easy.
As regards the website, it would be important that the documents of the governing bodies of previous sessions be available before the Conference of the Parties. These documents are useful for the preparation of our representatives for participation in this meeting.
We experienced difficulties with the online registration of our delegation. We have registered some of our representatives on more than one occasion. At the next meeting of the Intergovernmental Committee, it would be necessary to ensure the proper functioning of the platform for online registration.
Survey
More time should be given to respond to the questionnaires sent by the Secretariat.
An analytical report of the evaluation questionnaire should be sent to the Parties together with a summary of the proposals for improvements based on previous surveys. Parties would find it easier to respond if they kept a copy.