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Organisation  
des Nations Unies  
pour l'éducation,  
la science et la culture

Organización  
de las Naciones Unidas  
para la Educación,  
la Ciencia y la Cultura

Организация  
Объединенных Наций по  
вопросам образования,  
науки и культуры

منظمة الأمم المتحدة  
للتربية والعلم والثقافة

联合国教育、  
科学及文化组织



Diversity of  
Cultural Expressions

Diversité  
des expressions  
culturelles

Diversidad  
de las expresiones  
culturales

Разнообразие форм  
культурного  
самовыражения

تنوع أشكال التعبير  
الثقافي

文化表现形式  
多样性

# 5 CP

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## CONFERENCE OF PARTIES TO THE CONVENTION ON THE PROTECTION AND PROMOTION OF THE DIVERSITY OF CULTURAL EXPRESSIONS

Fifth ordinary session  
Paris, UNESCO Headquarters, Room II  
10-12 June 2015

### INFORMATION DOCUMENT

#### Results of the Satisfaction Surveys on the preparation and organization of governing body sessions

This document presents an overview of the results of the satisfaction surveys conducted by Secretariat with regard to the fourth ordinary session of the Conference of Parties (June 2013); and the seventh and eighth ordinary sessions of the Intergovernmental Committee (December 2013 and 2014).

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 three sessions:

- (a) the fourth ordinary session of the Conference of Parties (June 2013);
- (b) the seventh ordinary session of the Intergovernmental Committee for the Protection and Promotion of the Diversity of Cultural Expressions (hereafter “the Committee”) (December 2013); and
- (c) the eighth ordinary session of the Committee (December 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 three surveys conducted<sup>1</sup> and to propose remedial action to address areas requiring improvement.

### Response Rate

4. As per the table below, the response rate for the three surveys has been between 15 and 17 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
Total number of respondents	46 of 305 or 15%	43 of 256 or 17%	50 of 293 or 17%
Number of Parties that responded	35 of 46 or 76%	19 of 43 or 44%	29 of 50 or 58%
Number of Observers (governmental) that responded	8 of 46 or 17%	15 of 43 or 35%	14 of 50 or 28%
Number of Observers (non-governmental) that responded	3 of 48 or 7%	7 of 43 or 16%	7 of 50 or 14%
Number of unidentified participants that responded	0	2 of 43 or 5%	0

<sup>1</sup> The complete results of the first two surveys were presented in documents CE/13/7.IGC/INF.3 and CE/14/8.IGC/INF.7.

## 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 three statutory meetings as well as a total average score per statutory meeting. It also provides a total average score across all three meetings.

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

9. Parties and observers participating in the survey rated **the Secretariat's performance above average**. For each of the 12 aspects that were surveyed, the prevailing scores assigned by the respondents were "excellent" and "good", with an average rating across all statutory meetings of 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, averaging a 3.5 rating. The **quality of meeting time management** is the next highest area of performance, averaging a 3.4 rating. The clarity and effectiveness of the Secretariat's communication prior to the meeting shows where it has made the greatest improvement between meetings; with a score of 3.2 in 2013 and increasing to a score of 3.6 in 2014.

11. Also with very favorable results, is the value of the working and information documents in providing the necessary information needed to **support informed decision-making by the Parties**. The quality of the translation of the documents and the timeliness of responses by the Secretariat to various queries pertaining to the session and working documents were rated 3.3 on average.

12. The ease of navigation and clarity of the **Convention's website** was lowest-rated among the 12 items with an average rating of 2.8. Of all the respondents from the three surveys, 60% rated it as "good", 25% as "adequate" and 6 % as "poor". Indeed, this has been 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.

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

14. An analysis of the qualitative comments made by respondents across all statutory meetings correspond to the quantitative notations. In short, there are mainly positive remarks on the work of the Secretariat to prepare the sessions of the governing bodies, recognizing its financial and human resource constraints. Some have also expressed areas for improvement. Below is a summary of the recommendations and the actions the Secretariat has taken to remedy them:

- (a) **The Secretariat is to make available working and information documents well in advance of the session** to allow adequate time for national consultations and preparation. The Secretariat is also requested to provide printed sets of working and information documents to all Parties and members of the Committee in addition to USB keys.

*All working and information documents are made available to participants of the governing bodies' sessions on the website of the Convention. The Secretariat ensures that the 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. This is the case for a number of the working documents prepared for the fifth ordinary session of the Conference of Parties. 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 of the Convention participates in regional group meetings prior to the individual sessions to brief members on the key issues at stake and decisions to be considered.*

*Although there is a practice to have "paperless" meetings, a set of printed working and information documents are provided to members of the Committee and Parties attending the fifth ordinary session of the Conference of Parties. The documents are also made available to all participants on USB keys during the session.*

- (b) **The Secretariat should intensify efforts to encourage wider participation in its sessions to enrich the discussions of the governing bodies.**

*The organization of exchange forums are a means to attract and engage additional experts to the session and enrich the discussions of the governing bodies. The Secretariat also facilitates the organization of side meetings during sessions to enable, for example, national contact points for the Convention to meet. It is investigating the possibility of transmitting the full sessions of the governing bodies via live streaming, remote participation, and adoption of decisions and resolutions on the screen while simultaneously on line.*

- (c) **The website of the Convention could improve.**

*Over the period of the three surveys, improving the webpages of the Convention has been mentioned repeatedly. As stated in paragraph 12 above, the Secretariat was reinforced with a knowledge management specialist in January 2015. While the results of the survey issued following the eighth ordinary session of the Committee already indicate that the website is easier to use than in the past, the Secretariat will continue its efforts to improve its presentation and navigation capabilities.*

**ANNEX I**

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

<b>Item</b>	<b>4 CP June 2013</b>	<b>7 IGC December 2013</b>	<b>8 IGC December 2014</b>	<b>Rating average</b>	<b>Total number of responses</b>
<b>Total Average Score</b>	<b>3.1</b>	<b>3.5</b>	<b>3.3</b>	<b>3.3</b>	<b>135</b>
a. Quality of the Secretariat's working and information documents	3.4	3.6	3.5	3.5	139
b. Working and information documents provide the necessary information needed to support informed decision-making by the Parties	3.2	3.3	3.4	3.3	139
c. Delivery of working and information documents on time	3.0	3.1	3.2	3.1	138
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	2.9	134
e. Quality of the translation of the working and information documents	3.2	3.2	3.4	3.3	135
f. Clarity and effectiveness of Secretariat's communication prior to the meeting	3.2	3.2	3.6	3.3	137
g. Usefulness, clarity and ease of navigation of the Convention website	2.8	2.9	2.8	2.8	138
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	3.3	132
i. Quality of real-time document revision during the session	3.0	3.3	3.2	3.2	135
j. Quality of interpretation in the official languages of the Conference of Parties during the session	3.1	3.2	3.4	3.2	136
k. Quality of the web-cast transmission (live stream)	2.9	3.1	2.9	3.0	119
l. Quality of meeting time management	3.4	3.2	3.5	3.4	137

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

**ANNEX II****Overview of comments and suggestions regarding the eighth ordinary session of the Committee**

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 eighth ordinary session of the Committee. A full list of all written comments received from the survey of the eighth ordinary session of the Committee 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 ordinary session of the Committee are available in Documents CE/13/7.IGC/INF.3 and CE/14/8.IGC/INF.7 respectively.

<b>General comments for the eighth ordinary session of the Committee</b>
The participation of the delegates in and out of the meetings is very useful. The secretariat is at hand to assist.
Considering the budget and time, how can I expect more?
Improve in those areas which are adequate to make them Good and eventually Excellent.
Consider the overall work at the secretariat to make the administration more effective and efficient proposed by many member states.
The work of the Secretariat of this Convention is exceptionally good.
The secretariat has so far done well. What is good can however be improved.
Our encouragements to the Secretariat.
It all seems perfect.
The Chairperson was outstanding, he managed the time well, taking the time that was needed.
The Chairperson was really excellent as was the quality of the Secretariat's report.
<b>Working Methods</b>
New audio equipment
I think that the Secretariat benefits from dealing only with work relating to the 2005 Convention, as was mentioned and emphasized by Committee members during the eighth session. I have nothing to say about the Secretariat's work, which I found to be excellent.
The Secretariat should intensify its efforts to encourage wider participation in these sessions by Small Island Developing States. In this regard, greater emphasis should be placed on the small English-speaking countries of the Caribbean, whose needs are often not taken into consideration. If this were to be done, it would certainly enrich the quality of the debates and discussions at the meetings of the Inter-Governmental Committee.
The Secretariat can improve its practices by obtaining more skills in using new technology with presenting the documents also, it can be improved with projects display and presentations.
It would be a good idea each time to insist on the participation of Contracting Parties to the Convention at the various meetings.
It would also be a good idea, especially since contact points are well recorded and known by name by the Secretariat, for the invitations to them to be addressed by name so that the Parties can more easily play their role of delegation according to the constitutional and administrative system in their respective countries.
Suggestion to provide a USB key with a digital version of the working documents.

We wish to emphasize the quality of the documents produced by the Secretariat for the eighth session of the Intergovernmental Committee, in particular:

- the analytical summary of quadrennial reports;
- the cross-cutting analyses drafted by experts on digital technology, public service broadcasting and civil society involvement;
- the report on the implementation and impact of Articles 16 and 21.

Whenever possible, recourse to expert opinion enriches the work of the Convention's bodies and helps reduce the Secretariat's workload.

We consider that it would be useful and relevant to hold an informal meeting between Parties to the Convention and the Secretariat, as is usual practice, upstream of meetings of Convention bodies. These meetings enable the Parties to obtain valuable information and clarification about the agenda items, working documents and draft decisions/resolutions. In our opinion, they have a positive effect on the smooth running and effectiveness of the statutory meetings of the Convention's bodies.

Papers and documents to be posted earlier.

In Africa as a whole, and the Democratic Republic of the Congo in particular, enable contact points to have the facility and effectiveness to respond to concerns raised by the Convention's Secretariat.

The working documents could be made easier to read.

Send documents well in advance (one month).

Reduce the amount of documents to be studied.

Thanking you for the excellent work of the Secretariat, if possible, I would suggest to accompany the hard copies of the working materials, with multimedia files, such as audio and video, so as to share it with other experts of the Ministry and relevant stakeholders.

Given the amount of documents produced and the back-to-back timing of the meetings of the governing bodies of the 2003 and 2005 Conventions within weeks it would be an advantage to receive the working documents, if possible, longer before the meeting.

The Secretariat could improve its methods taking into account suggestions by participants.

The secretariat should consider working in more languages and provide more funding tools and information to the principal actors on the Convention, we get the feeling that the Convention on the Diversity of Cultural Expressions only focuses on academic artists and is forgetting its role to bring access to other expressions not seemed to be considered.

We find that that on a few occasions, the Chairperson moved too quickly towards a decision. When there are substantial changes to decisions (or completely new important paragraphs), we think that it would be desirable to have slightly more time to consider them before taking the final decision.

Send the session's working documents well in advance (two months). Post resolutions online immediately after their approval at the session.

It is very useful for observers from States Parties to have a nameplate for their country. This makes it easier to find one's way around the meeting room. Thus, in our opinion, the Secretariat is doing extraordinary work with little room for further improvement!

### **Website and Communication**

Congratulations to the informative and easy to navigate new website

In my opinion, it would be very useful to focus on the webpages, and improve it to the level as other Conventions

Some improvements could still be made to the Convention's new website. Some information that was on the old site is no longer there. Other information is there, but is harder to find. The Secretariat could then make some changes to facilitate navigation and ensure access to all

relevant information. It would also be useful to add, to this questionnaire, the following assessments: “Very good” and “Not applicable”.

The new website is great - but there is still a small information gap between the old site: "<http://www.unesco.org/new/en/culture/themes/cultural-diversity/2005-convention>". Moreover if you search for information, the links on google lead to the old site very often and not to the new one. Thank you!

It is not very clear for the people who do not speak the UNESCO languages and do not have a near relation with the Convention so see what type of projects are being funded and why.

The convention should promote the projects that get the International funding in order to inspire more creative people to generate similar ideas in their countries, or have the framework to present a project that would be mostly considered to get funding.

By communicating still more about these activities in liaison with the National Commissions for UNESCO and ministries responsible for the arts or culture.