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Diversity of
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**INTERGOVERNMENTAL COMMITTEE
FOR THE PROTECTION AND PROMOTION OF THE DIVERSITY
OF CULTURAL EXPRESSIONS**

**Seventh Ordinary Session
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INFORMATION DOCUMENT

**Report on the results of the Survey on the
Preparation and Organization of the Exchange Sessions
and the fourth ordinary session of the Conference of
Parties to the Convention on the Protection and Promotion
of the Diversity of Cultural Expressions**

Context

Parties have been invited to provide feedback to the Secretariat on the preparation and organization of the fourth ordinary session of the Conference of Parties in line with 191 EX/Decision 15 (I) Part C.5 calling for the Secretariat to introduce a process for requesting comments and feedback from participants of statutory meetings in order to improve future events.

The Secretariat of the 2005 Convention thus distributed an electronic survey to all participants and observers of the fourth ordinary session of the Conference of Parties to the 2005 Convention on 14 June 2013, immediately following the closing session. The closing date for responses was 15 July 2013. Two reminders were sent to participants and observers on 27 June 2013 and 11 July 2013.

Response Rate

15% of the participants responded to the survey (i.e., 46 out of the 304 recipients of the questionnaire).

76% of the respondents were representatives of Parties, as shown in the table below.

Party	35	76,1%
Observer (governmental)	8	17,4%
Observer (non-governmental)	3	6,5%
Total	46	100%

Methodology

The survey contained 12 questions relating to the preparation and organization of the fourth session of the Conference of Parties and 3 items relating to the two Exchange Sessions that preceded it.

The 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 to provide comments and suggestions.

The responses were entered by the participants into an online form on *Survey Monkey*. The respondents were **not** requested to identify themselves by name or country, encouraging objective and honest feedback.

The results of the French and English language surveys were combined and the average scores were calculated for each question.

The disaggregated results are available on Survey Monkey, at the following urls:

For the English-language questionnaire: https://fr.surveymonkey.com/sr.aspx?sm=euUoDPHH5na1547SkDyvib_2bEoPBDBT50qOukJ6DRNtl_3d

For the French-language questionnaire: https://fr.surveymonkey.com/sr.aspx?sm=m8Zs7DvBOlq_2bkr2StC6k0LVHeUQYP0xbqha8Lfu3niU_3d

Below is an overview of the statistical results of responses provided to both the English and French language questionnaires. A full list of all written comments received is also provided and organized according to theme.

Overview of results

Overall, the Parties and observers 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".

The results of the survey show that the **Secretariat's working and information documents** are considered of high quality nearly unanimously, and constitute the highest-rated aspect of the Secretariat's performance.

- 96% of the respondents ranked the quality of the Secretariat's documents as "excellent" or "good". 2% of the respondents ranked it as "adequate" and 2% as "poor".
- 91% of the respondents indicated that these documents provided the necessary information needed to support informed decision-making by the Parties.

The second highest-rated item is the quality of **meeting time management**, with 89% of the respondents rating it as "excellent" or "good".

The ease of navigation and clarity of the **Convention's website** was lowest-rated among the 12 items, with 9% of the respondents considering it as "poor" (75% assigned to it a "good" or an "excellent" score, and 26%, "adequate").

Another aspect that needs to be improved is the **delivery of the working documents on time**: 26% of the respondents ranked the Secretariat's performance on this item as "adequate" and 2%, as "poor" (72% rated it as "excellent" or "good"). It is to be noted that the Secretariat delivered the working documents within the statutory deadlines (in other words, on-time). This perception for improvement suggests that, given the amount of documents produced and the back-to-back timing of the meetings of the governing bodies of several Conventions within a one month period, Parties may require more time to process the information and prepare for the meetings.

The other 9 aspects of the Secretariat's work fall in between. The table below shows the rating averages for all 12 items.

Item	Excellent (4 pts)	Good (3 pts)	Adequate (2 pts)	Poor (1 pt)	Total number of responses	Rating average
a. Quality of the Secretariat's working and information documents	23	21	1	1	46	3,43
b. Working and information documents provide the necessary information needed to support informed decision-making by the Parties	18	24	2	2	46	3,26
c. Delivery of working and information documents on time	15	18	12	1	46	3,02
d. Parties to the Convention are given sufficient time to respond to specific issues requested through questionnaires sent by the Secretariat	8	24	10	1	43	2,91
e. Quality of the translation of the working and information documents	15	25	4	1	45	3,20
f. Clarity and effectiveness of Secretariat's communication prior to the meeting	16	20	9	0	45	3,16
g. Usefulness, clarity and ease of navigation of the Convention website	7	27	7	4	45	2,82
h. Quality and timeliness of response by the Secretariat to various queries pertaining to the session and the working documents	15	20	6	0	41	3,22
i. Quality of real-time document revision during the session	12	21	8	2	43	3,00
j. Quality of interpretation in the official languages of the Conference of Parties during the session	13	25	5	1	44	3,14
k. Quality of the web-cast transmission (live stream)	3	24	7	0	34	2,88
l. Quality of meeting time management	23	18	4	1	46	3,37

Overview of comments and suggestions

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 fourth ordinary session of the Conference of Parties to the 2005 Convention. All comments are presented below.

Several suggestions were made by the respondents including:

- re-introduce paper copies of the documents to facilitate the participants' work (while other respondents encouraged the Secretariat to maintain paperless meetings as a cost-saving and environmental measure);
- increase the human resources of the Secretariat;
- avoid delays in circulating certain documents (e.g., the list of candidates for election to the Intergovernmental Committee);
- strive for more accuracy during the live editing of documents;
- improve the quality of interpretation into Arabic;
- better liaise with the national Points of contact.

Feedback on the Exchange Sessions

The preparation and organization of the 2 **exchange sessions** held ahead of the Conference of Parties was assessed on average as "good", with the highest satisfaction rate from the quality of the **multimedia tools** (3,3).

Item	Excellent (4 pts)	Good (3 pts)	Adequate (2 pts)	Poor (1 pt)	Total number of responses	Rating average
Effectiveness of the arguments presented at the exchange session "Your 1% Counts for Creativity!" to build a case to raise funds for the IFCD	12	13	7	1	33	3
Quality of the multimedia tools communicating key messages of IFCD during the exchange session	15	15	5	0	35	3,3
Quality of the exchange session on periodic reporting responding to issues on the implementation of the Convention	10	16	9	1	36	3

The following **comments and suggestions** were made in relation to the organization of exchange sessions:

- reconsider the timing of the exchange sessions (it was suggested to hold them in the middle of the meetings and not before, to ensure better participation);
- send out more frequent reminders via email to Parties and civil society organizations inviting them to take part in the exchange sessions, to make sure that no-one has missed the information.

Written comments and suggestions

General comments
The Secretariat is already working VERY WELL!!!
My additional comments concern our desire to make a success of our current project and to be among the best “students” (and why not?), in order to better serve our countries and our communities, as you do, and to work towards improving the situation in our field of activity in general.
In our humble opinion, the methods are already excellent for a meeting of this size.
Further we want to express our appreciation for the efforts the Secretariat provides so substantially - of which this survey is just one example.
We must acknowledge the responsiveness, energy and good management of Ms Danielle Cliche before, during and after the session. These human qualities were invaluable to us and much appreciated by the States Parties. – Permanent Delegation of the United Arab Emirates to UNESCO
We express our gratitude to the Secretariat for its excellent work during the meeting that, along with the work of the States Parties, made it possible to shorten the duration of the meeting and reduce the associated costs.
The Secretariat is currently doing remarkable work that is highly appreciated, especially considering the financial constraints.
The Cameroonian National Commission for UNESCO, which was part of the Delegation of Cameroon for this meeting, can only express its satisfaction with how the conference went. We congratulate you for this achievement. As no human endeavour is perfect, we think that other participants might find fault, but as far as we are concerned, you deserve an honourable mention!!!
Thank you for this initiative, and congratulations on the progress that has already been made. The intangible cultural heritage (ICH) pages are fairly good, and could also inspire you. :)
I am extremely pleased with the creative opinions of the parties during the three days of work.
Well managed, effective, precise and concise.
On behalf of the Delegation of the Lao People’s Democratic Republic, we are happy with this meeting.
Human resources
The Secretariat is in need for human resources in order to keep the level of work on a high level.
We are observers and do not have enough criteria to pass judgement. Nevertheless, we believe that, with slightly more human resources, the Secretariat would be more effective.
Working methods
My only issue was the live editing of documents that was sometimes slow and inaccurate.
It is of utmost importance to receive the working documents in time to allow for an adequate national consultation process and preparation; But more important is the announcement of the time/date of the exchange session - in particular with regard to the exchange session on periodic reporting. It would have been very important to enable the person responsible for drafting the report to participate. In this regard we appreciate very much the possibility that the session was not only streamed live, but still now can be accessed online.

<p>It would be useful if essential work documents were not solely distributed via electronic means. Of course, electronic communications are vital for achieving our aims; however, the human element is necessary for us to be successful and effective, especially when combined with electronic methods. Both methods should be used.</p>
<p>In my opinion, the Secretariat will certainly improve its methods through this self-critical approach, as it is a good approach to take. Indeed, the very fact that you are aware of our opinions and requests demonstrates your desire to be more useful and effective, and encourages us to trust you more, and to bring ourselves up to scratch, with the aim of being worthy of this trust.</p>
<p>With the opportunity to share documents online during the session with more significant means for remote participation the detailed agenda should be provided earlier and be more realistic.</p>
<p>Strengthen the links with the national points of contact of the 2005 Convention</p>
<p>Post online documents as soon as amended or those in the process of being amended, with access limited to participants registered for the session in addition to the webcast: I did not see the webcast version, but it would be interesting and useful to be able to watch the exchanges and be able to see the live editing on-screen; the other pictures are not indispensable.</p>
<ul style="list-style-type: none"> – It might be good to schedule the exchange sessions during (and not before) the Conference of Parties, so that more Parties attend these sessions, which have been most relevant this year. – Furthermore, it would be useful to send more reminders by email to the Parties inviting them to take part in the exchange sessions. Many Parties and civil society organizations did not know about the exchange sessions this year.
<p>I would like to suggest a solution for those who do not hand in their report on time: you should get in touch with them at an appropriate time by letter, phone or email</p>
<p>Disappointment due to the lack of final list of candidatures for Intergovernmental Committee. Was not circulated although informally all candidacies were known. Evaluation of questions b and c was made in regard to this.</p>
<p>It would be useful and interesting to be able to count on a paper copy of the working documents. It is very helpful and would make work during sessions more efficient.</p>
<p>Strengthen the role of the 2005 Convention in UNESCO's work of linking culture and development.</p>
<ul style="list-style-type: none"> – A paperless Conference of Parties is worth trying again, likewise for the Committee's meetings: not only does it reduce the organization costs of statutory meetings, but it is also in the spirit of sustainable development.
<p>Arabic was sacrificed at this meeting. The quality of the simultaneous interpreting leaves something to be desired.</p>
<p>The paper versions of the documents were still very useful, especially for last-minute amendments.</p>
<p>Comments on website and communication</p>
<p>It was not easy to find a link for the fourth session on the official website...</p>
<p>Communicate more in advance</p>