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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 7th ordinary session of the Intergovernmental Committee**

Context

Parties have been invited to provide feedback to the Secretariat on the preparation and organization of the seventh ordinary session of the Intergovernmental Committee held in December 2013.

The Secretariat of the 2005 Convention distributed an electronic survey to all participants and observers of the seventh ordinary session immediately following the closing session. The closing date for responses was 31 January 2014. Three reminders were sent to participants and observers in December and January.

Response Rate

17% of the participants responded to the survey (i.e., 43 out of the 256 recipients of the questionnaire).

44% of the respondents were representatives of Parties, as shown in the table below.

| | | |
|-----------------------------|-----------|-------------|
| Party | 19 | 44% |
| Observer (governmental) | 15 | 35% |
| Observer (non-governmental) | 7 | 16% |
| Unidentified | 2 | 5% |
| Total | 43 | 100% |

Methodology

The survey contained 12 questions relating to the preparation and organization of the 7IGC. 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.

Below is an overview of the statistical results of responses provided. 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, and constitute the highest-rated aspect of the Secretariat's performance.

- 98% of the respondents ranked the quality of the Secretariat's documents as "excellent" (two-thirds of responses) or "good". 2% of the respondents ranked it as "adequate."
- 86% 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 and timeliness of response by the Secretariat** to various queries pertaining to the session and the working documents, with 93% 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 33% of the respondents considering it as "adequate" or "poor". This result underlines the necessity and urgency for the Secretariat to implement a knowledge management system that can address the Parties concerns and enable the Secretariat to improve its performance in this area of work. Indeed, this has been identified as a priority in resolutions of the Conference of Parties and decisions of the Intergovernmental Committee and requiring extra-budgetary resources.

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 | 28 | 14 | 1 | 0 | 43 | 3,63 |
| b. Working and information documents provide the necessary information needed to support informed decision-making by the Parties | 20 | 17 | 6 | 0 | 43 | 3,33 |
| c. Delivery of working and information documents on time | 15 | 19 | 7 | 1 | 42 | 3,14 |
| d. Parties to the Convention are given sufficient time to respond to specific issues requested through questionnaires sent by the Secretariat | 9 | 24 | 8 | 0 | 41 | 3,02 |
| e. Quality of the translation of the working and information documents | 18 | 18 | 3 | 1 | 40 | 3,32 |
| f. Clarity and effectiveness of Secretariat's communication prior to the meeting | 16 | 19 | 7 | 0 | 42 | 3,21 |
| g. Usefulness, clarity and ease of navigation of the Convention website | 10 | 19 | 13 | 1 | 43 | 2,88 |
| h. Quality and timeliness of response by the Secretariat to various queries pertaining to the session and the working documents | 18 | 22 | 1 | 0 | 41 | 3,41 |
| i. Quality of real-time document revision during the session | 19 | 18 | 4 | 1 | 42 | 3,31 |
| j. Quality of interpretation in the official languages of the Conference of Parties during the session | 15 | 23 | 3 | 1 | 42 | 3,23 |
| k. Quality of the web-cast transmission (live stream) | 12 | 16 | 7 | 0 | 35 | 3,14 |
| l. Quality of meeting time management | 18 | 16 | 5 | 2 | 41 | 3,21 |

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 seventh ordinary session of the Intergovernmental Committee. All comments retrieved from the survey are presented below.

| General comments |
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| The Secretariat does a wonderful work. |
| Félicitations à toute l'équipe du Secrétariat pour la préparation et l'organisation de la 7e session ordinaire du Comité intergouvernemental pour la protection et la promotion de la diversité des expressions culturelles et vous encourage de toujours aller vers l'excellence. |
| Within the present limits, the Secretariat for sure does its utmost already now. We are confident to know that the Secretariat with Ms Cliche has the flexibility and will to improve, if need be. |
| Très bien organisé. |
| Congratulations for allowing civil society observers to participate more fully to the discussions (ie. on the digital era and public service broadcasting) |
| The effectiveness and professionalism of the Secretariat is fully satisfying. |
| Qualité et rapidité de la prise en charge des membres du comité des pays en développement: excellent |
| Je voudrais remercier l'équipe d'organisation pour cet excellent travail d'organisation. Représentant ma structure, j'ai appris beaucoup de choses qui pourraient nos rencontres statutaires et améliorer nos méthodes de prise de décision, de prise de note et de compte-rendu. Conférence très bien organisée. Merci. |
| Etant donné la charge de travail et le peu de personnel avec lequel le Secrétariat compte, il ne peut améliorer son travail que si du personnel lui est affecté. |
| Working methods |
| Effectuer un placement des participants similaire à celui mis en place dans d'autres comités tels que celui de 2003 et de 1972. Établir une distinction entre les différents participants: les membres du Comité placés en avant et derrière eux, se trouvent les observateurs avec leurs plaques afin de savoir quel pays prend la parole. |
| The Secretariat can improve by adequately providing information and documents on resolutions that are at wider UN level but keep being referred to during the Convention meetings. |
| Il serait utile que les documents soient partagés davantage à l'avance afin que les Parties puissent bien se préparer, participer activement aux rencontres et prendre des décisions éclairées en ayant en main les informations nécessaires lors de ces rencontres. Il serait aussi profitable de guider les Parties et la société civile lorsque l'on demande des contributions de leur part. Par exemple, dans le cadre des contributions sur les technologies numériques et le rôle du service public de télévision et de radiodiffusion, il aurait été intéressant que des questions précises soient posées. Cela aurait notamment permis d'effectuer une comparaison des réponses des Parties et de la société civile, ainsi que d'orienter les discussions sur ces sujets. Dans l'élaboration de l'ordre du jour, il serait pertinent de s'assurer que les points qui traitent de sujets similaires se suivent de façon logique afin de faciliter les discussion et décisions du Comité". |

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| <p>If possible, it would be an advantage to have access to the written documents longer before the meeting.</p> |
| <p>Ce serait bien aussi que les observateurs soient automatiquement distingués dans la salle. Qu'il y ait des rangées à chaque catégorie de participants. Je voudrais aussi suggérer que la liste provisoire des participants soit connue au moins un mois à l'avance et disponible sur le site de la Convention.</p> |
| <p>The agenda has been regularly modified without proper notice in advance. It would be good to stick to the agenda or to inform properly the participants in order to be as reactive as possible with regards to the participation of the experts of each delegation.</p> |
| <p>Bien calculer les jours nécessaires pour traiter tous les points de l'ordre du jour. En général les réunions finissent avant le jour de clôture prévu.</p> |
| <p>As to time management, we are pleased with the decision to shorten the duration of future sessions. The more time is allocated, the more the representatives speak - and not to the point. The most technical questions could even be dealt with without discussion and could be "done away" in cooperation with the Bureau, which is not overloaded. One could also ask, if there in future really is a need to have a separate rapporteur. The Secretariat does the job, anyway.</p> |
| <p>Il aurait été intéressant de donner l'occasion aux Parties et aux experts qui ont fait des contributions écrites de s'exprimer avant que les membres du Comité délibèrent sur les enjeux relatifs au point 13 de l'ordre du jour. De plus, comme les travaux se sont terminés une journée plus tôt, certains experts n'ont pu participer aux discussions entourant le point 13 de l'ordre du jour comme il était prévu. Il serait important d'assurer que les experts invités puissent participer aux discussions à l'avenir.</p> |
| <p>One document (on the audit) was not clear enough. The document on the budget should be more clear. More information are needed regarding the projects and their evaluation process.</p> |
| <p>Moins sur les méthodes que sur le fond des questions: le Secrétariat aurait peut-être intérêt à communiquer avec le secteur CI de manière à renforcer les synergies : avec l'avènement d'internet, la diversité culturelle est aussi (et de plus en plus) en ligne, questions sur lesquels le secteur CI travaille depuis plus longtemps et la Convention 2005 devrait bénéficier des avancées de ce secteur. Pourquoi ne pas l'inviter à vos réunions de programme (et vice-versa?).</p> |
| <p>Mettre en copie les délégations permanentes quand le Secretariat informe sur les raisons spécifiques du refus d'un projet présenté par le pays.</p> |
| <p>La réunion doit commencer à l'heure juste 9.30 hrs, non pas 10 hrs (on attendait plus d'une demie-heure le mercredi) et se terminer à 18.30 hrs.</p> |
| <p>Comments on website and communication</p> |
| <p>The Convention website should be improved and easier.</p> |
| <p>Il faut distribuer le rapport final tant aux parties qu'aux observateurs.</p> |