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

Fifth ordinary session  
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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

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 eadour 0.246 Tw Tw 0.38

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	Rating average	Total number of responses
Total Average Score	3.1	3.5	3.3	3.3	135
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	138

h. Quality and timeliness of response

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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

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.

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