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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 ninth ordinary session of the Intergovernmental Committee for the Protection and Promotion of the Diversity of Cultural Expressions. These results are accompanied by lines of action to improve and ensure the efficiency of subsequent 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 has conducted satisfaction surveys on the following five sessions:

- the fourth and fifth ordinary sessions of the Conference of Parties (June 2013 and 2015); and
- the seventh, eighth and ninth ordinary sessions of the Intergovernmental Committee for the Protection and Promotion of the Diversity of Cultural Expressions (hereinafter referred to as the “Committee”) (December 2013, 2014 and 2015).

2. The standard survey assesses a range of areas, 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 ordinary session of the Conference of Parties, questions specific to the exchange sessions were added.

3. The purpose of this document is to provide Parties with an overview of all responses received, to track the general progress of participant satisfaction based on the results of the five surveys conducted, and to suggest improvements where necessary.

Response rate

4. As shown in the table below, for each session, the response rate for the five surveys has been between 10.7 and 18 per cent of all registered participants, with the majority of responses submitted by Parties to the Convention. The response rate for the latest survey is the lowest recorded since the exercise began.

Responses	2013		2014	2015	
	4.CP	7.IGC	8.IGC	5.CP	9.IGC
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%
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%
Number of (governmental) observers 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%
Number of (non-governmental) 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%

Methodology

5. The standard survey, available in French and in English, contains 12 questions relating to the preparation and organization of the session. Respondents were 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.

6. The responses were submitted by the participants through an online form and respondents were not requested to identify themselves by name or country/organization. The results were combined and the average scores were calculated for each question and session.

Overview of results

7. Annex I presents a table with average scores for 12 questions across all five statutory meetings, as well as a total average score for each statutory meeting and a total average score for all five meetings. Annex II presents all the qualitative comments received through the online survey for the ninth ordinary session of the Committee¹.

8. The 27 Parties and observers that participated in the survey for the ninth ordinary session of the Committee rated the Secretariat's performance above the average score for all five meetings. As regards the 12 aspects that were surveyed, the scores most frequently awarded by the respondents were "excellent" and "good", with an average rating of 3.4. The average rating across all statutory meetings is 3.3.

9. The results of the surveys show that the **working and information documents** received the highest ratings in relation to the Secretariat's performance. For the ninth ordinary session of the Committee, the average rating was 3.7 with regard to the **quality of the documents** and the **support provided for informed decision-making**. This is an improvement from the fifth Conference of Parties, which rated this category at 3.6. The **quality of the translation of documents, the clarity and effectiveness of the Secretariat's communication prior to the meeting, and the quality of interpretation in the official languages of the Committee during the session** were the next highest, with an average rating of 3.6 for the first two categories and 3.5 for the third, representing another improvement when compared to the fifth Conference of Parties.

10. There was also a clear improvement in the **usefulness, clarity and ease of navigation of the Convention's website**, with an average rating of 3.3. It is the highest average rating since the fourth Conference of Parties, and reflects the important work undertaken by the Secretariat in this area.

11. The average scores relating to the **quality of real-time document revision during the session** and the **quality of meeting time management** fell slightly, with a rating of 3.3 and 3.4 respectively, compared to 3.5 and 3.5 for the fifth Conference of Parties.

12. The average rating with regard to the **quality and timeliness of the response by the Secretariat to various queries pertaining to the session and the working documents** was the same as the rating for the fifth Conference of Parties, namely 3.4.

13. The **quality of the web-cast transmission (live stream)** remains the lowest rated among all 12 items with an average rating of 3, i.e. the same rating as the previous session.

14. The other two areas showing a lower level of satisfaction are the **time given to Parties to reply to the questionnaires sent by the Secretariat**, and the **on-time delivery of working and information documents**, with an average score of 3.1 and 3.3 respectively. In order to rectify this situation, the Secretariat has made the preliminary draft operations guidelines on digital issues available over three months before the statutory deadline. The Secretariat is committed to following this practice whenever possible.

¹ Qualitative comments received for the fourth and fifth ordinary sessions of the Conference of Parties and the seventh and eighth ordinary sessions of the Committee are available in Documents CE/13/7.IGC/INF.3, CE/15/9.IGC/INF.3, CE/14/8.IGC/INF.7 and CE/15/5.CP/INF.6 respectively.

15. An analysis of the respondent's qualitative comments across all statutory meetings corresponds to the quantitative ratings. While there are many positive comments on the Secretariat's work in preparing the governing bodies' sessions, which recognize among others its limitations in terms of financial and human resources, suggestions for improvement were offered. These recommendations and the actions taken by the Secretariat to address them are summarized below.

(a) Improve civil society participation in statutory meetings

16. Several measures have been taken to encourage the increased participation of civil society in statutory meetings. These include the opportunity for civil society actors to participate in statutory meetings as observers, express opinions before decisions are taken and submit information documents for distribution to the Convention's governing bodies. At its ninth ordinary session, the Committee discussed the assessment of civil society's participation. Following its debates, it decided to include on the agenda of each of its sessions an item on the role of civil society in the implementation of the Convention, and invited representatives to present an activity report (written and/or oral) in this context. Such measures intend to better integrate civil society in the actions undertaken to implement the Convention. In addition, exchange sessions associated with the statutory meetings are another important means of bringing together experts and Parties to debate and discuss the key issues of the Convention.

(b) Better communication regarding the activities undertaken by the Secretariat and the need to improve the Convention website

17. The Secretariat has gone to great lengths to strengthen the visibility of its activities in the media, on the Convention website and on social networks. For example, 40 articles (news and events) have been published on the Convention website since January 2016. More than 200 articles mentioning the Convention have been published in the media, mostly online, between January and August 2016. The press articles published have reached a readership of nearly 60 million worldwide. Concerning social networks, 6,553,058 users used the *hashtag* #supportcreativity between November 2015 and August 2016. These combined efforts have also led to a 22% increase in users of the Convention website. In addition, the Secretariat has carried out an analysis of the results and of the impact of projects implementing the Convention, in particular as part of the global capacity-building strategy, and has published them in various brochures.

(c) Delivery of documents and of the list of participants sufficiently in advance

18. Several Parties have indicated that they would like to receive the working and information documents well before the meetings in order to better prepare for the debates, whether in consultation with the other Parties or with national authorities. The Secretariat ensures that the working and information documents are made available in accordance with the statutory deadlines set in the Rules of Procedure of the governing bodies (four weeks before the sessions), and whenever possible, makes them available even earlier. For example, the preliminary draft operational guidelines on the implementation of the Convention in the digital environment was published online in August 2016. All decisions and resolutions are made available on the Convention website within 48 hours of the closing of the sessions. The publication of the list of participants before the meetings of the governing bodies is only possible if most of the participants register sufficiently ahead of time. The Secretariat is currently contemplating the development of an online tool allowing for regular updates to the list using an online registration form. In addition to committing to delivering all documents as early as possible, the Secretariat makes particular efforts to reduce the length of the working and information documents of statutory meetings.

19. In order to help the Parties prepare, the Secretary participates in regional group meetings prior to the sessions of the governing bodies to brief members on outstanding key issues and decisions to be considered.

20. During statutory meetings, although "paperless" meetings are generally more common, a set of printed working and information documents were provided to the Committee Members attending the ninth session and the Parties at the fifth Conference of Parties. The documents are also made available to all participants on USB sticks during the sessions. A limited supply of the "Basic Texts" publication is also made available. The production of printed materials has both financial and environmental costs.

(d) Facilitate the organization of statutory meetings

21. Many comments have been made since the fourth Conference of Parties on the organization of statutory meetings. The use of new technologies has often been mentioned. The Secretariat intends to increasingly use new technological media during its meetings, such as videoconferences and live web-cast transmissions of the meetings.

22. The order of the seating arrangement for participants in the meeting room has been raised on several occasions. In order to remedy this situation, the Secretariat has used the Organization's practice of first placing the Parties or Committee Members by alphabetical order at the front of the room, then observers with the Parties to the Convention, followed by Member States that are not party to the Convention and intergovernmental and non-governmental organizations.

23. Comments relating to the replacement of audio equipment and the sound quality of certain interpretation booths have been reported to the Conference Service.

(e) Create synergies between sectors

24. The Secretariat increasingly cooperates with several sectors of the Organization, in particular with the Social and Human Sciences (SHS), Education (ED) and Communication and Information (CI) sectors. Events focusing on digital issues were organized, together with the SHS sector, for the tenth anniversary of the Convention. With the Education sector, regular dialogue has been established with the team in charge of the Global Education Monitoring Report as part of the preparation for the Convention's Global Report. Cooperation with the CI sector takes place on three levels: firstly through the development of indicators and means of verification for the Global Report to monitor the implementation of the Convention, secondly through debates on digital issues and their impact on the Convention, and finally, through the joint implementation of capacity-building projects in 12 developing countries in order to enhance fundamental freedoms through quadrennial periodic reporting.

(f) Increase the Secretariat's human resources to continue the production of quality work

25. The Secretariat has benefited from the arrival of several seconded individuals including Associate Experts from Italy, the Republic of Korea and the Basque Country (Spain), as well as an intern from Quebec (Canada). Emphasis has also been put on close collaboration with various experts, including those from the Convention's Expert Facility, to draft working and information documents or methodological tools. In addition to their specific expertise, this cooperation has enriched the work of the Secretariat, decreased its workload and allowed it to make documents available more quickly.

ANNEX I

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

Items	4.CP June 2013	7.IGC December 2013	8.IGC December 2014	5.CP June 2015	9.IGC December 2015	Average Rating	Total number of responses
Total Average Score	3.1	3.5	3.3	3.4	3.4	3.3	
a. Quality of the Secretariat's working and information documents	3.4	3.6	3.5	3.8	3.7	3.6	217
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	3.4	216
c. Delivery of working and information documents on time	3	3.1	3.2	3.4	3.3	3.2	214
d. Parties to the Convention are given sufficient time to respond to specific issues requested through questionnaires sent by the Secretariat	2.9	3	2.9	3.1	3.1	3	207
e. Quality of the translation of the working and information documents	3.2	3.2	3.4	3.5	3.6	3.4	213
f. Clarity and effectiveness of Secretariat's communication prior to the meeting	3.2	3.2	3.6	3.3	3.6	3.4	215
g. Usefulness, clarity and ease of navigation of the Convention website	2.8	2.9	2.8	2.8	3.3	3	214
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	3.3	206
i. Quality of real-time document revision during the session	3	3.3	3.2	3.5	3.3	3.3	211
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	3.3	212
k. Quality of the web-cast transmission (live stream)	2.9	3.1	2.9	3	3	3	195
l. Quality of meeting time management	3.4	3.2	3.5	3.5	3.4	3.4	215

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

ANNEX II

Overview of comments and suggestions regarding the ninth ordinary session of the Committee

The qualitative comments support the data generated through the survey. The level of satisfaction expressed with the Secretariat and its preparations to the ninth ordinary session of the Committee exceeds the average level of satisfaction for the last five meetings. A full list of the written comments received in the survey for the ninth session is provided below and is organized according to theme².

General comments for the ninth ordinary session of the Committee (December 2015)
The Secretariat was very efficient in managing and supporting session proceedings. We will provide to the Secretariat separately suggestions regarding preparation for the IGC's tenth ordinary session in December 2016.
The Chair was excellent - he steered discussion effectively, helped maintain the momentum in our discussions and kept us on track and to time. His manner supported our collaboration. He was very well supported by the highly articulate and knowledgeable Secretary.
We were highly pleased with the space given to NGO representatives during the session. NGOs felt truly empowered by the possibility to present our views on the topic of NGO participation BEFORE members of the Committee engaged in discussing the agenda item. The Q&A between members of the Committee and NGOs demonstrated that our prior presentations had had the Committee's full attention. Therefore, we would like to thank the Chair of the session and the Secretariat for making this genuine exchange possible.
Thank you very much for your excellent work.
Working methods
It would be useful that the new form for periodic reporting would be available online.
More information needed regarding informal meetings with Members States. More communication on the development and advance of the implementations of the decisions along the year and not at once at the committee meeting, in order to have enough time to process and understand and most of all, be able to follow the Secretariat's work.
Time limit for each of the participants in the discussion [is to be further improved].
The speaking time given to NGOs is too short and it is difficult for each NGO to ask the questions it has. Interactivity with UNESCO's partner NGOs and civil society in general, as well as with the private sector, must be strengthened, particularly with regard to digital issues.
Better outreach to observers, in terms of substantive participation in meeting.
The comments given in a way word splitting was not good. If it was framed from the stage it would be more interesting and participatory.
It is regrettable that no NGOs are included in the French version. Sometimes the translations (English/French) are not entirely consistent.
It would be very comfortable if the logistics has the working documents of the meeting in printed version as well, so to be able to get them if I forgot my papers or left the note book for some reasons.
Logistics
Please provide water for drinking during meetings!
You should send the list of participants (Parties, observers and NGOs) at least three days before the meeting.

² Qualitative comments received for the fourth and fifth ordinary sessions of the Conference of Parties and the seventh and eighth ordinary sessions of the Committee are available in Documents CE/13/7.IGC/INF.3, CE/15/9.IGC/INF.3, CE/14/8.IGC/INF.7 and CE/15/5.CP/INF.6, respectively.