



Circular Communication to Commissioners and Contracting Governments
IWC.CCG.1138

Results from feedback questionnaire following IWC65

Circular Communication IWC.CCG.1133 of 16 October 2014 requested feedback on delegates' experiences of attending IWC65 in Portorož, Slovenia in September 2014.

I am pleased to report that the Secretariat received 53 completed questionnaire responses. Of these, 28 came from national delegates, 22 from NGO observers and 3 were anonymous. In addition the Secretariat received a letter providing supplementary feedback from a consortium of 24 NGO observers.

We were especially pleased to receive high scores for Secretariat service and on-site registration (4.7 and 4.5 respectively out of a maximum of five).

Importantly, the feedback has enabled us to identify the following three areas for improvement. These were:

1 Internet Provision (score of 3.4 out of five)

Internet outages were experienced in both weeks of the meeting due to high data demand, and corrective measures were taken during the meeting including the installation of new equipment.

For future meetings the Secretariat will purchase specialist equipment to increase the total number of Wi-Fi connections available, and will limit individual download speeds to ensure all delegates are able to access adequate coverage.

2 Presentation of Financial data (3.6 out of five)

This was the second lowest score received and was in response to the question '*Please rate the presentation of financial data, particularly the proposed budget*'

The effective communication of financial data is a key element in the governance of any organisation. As a Secretariat we are grateful for this feedback and will prioritise improvement to the presentation of data.

In this regard, I would be grateful to receive relevant examples of presentation of financial data from other organisations which may be used as either an example or a model to improve the IWC's current practices.

3 Online Pre-registration and payment (4.0)

Several delegates encountered technical problems with online registration or had issues with the payment system. Although these problems were resolved at the meeting they clearly created issues prior to delegate's travel. In future online registration pages will have a comprehensive instruction guide for delegates.

Finally, the questionnaire requested feedback on the meeting duration. In response to the question '*Would an extra day be useful?*', 59% of the respondents agreed it would whereas 28% said it would not (the rest gave no answer).

68% of respondents believed adequate time was provided for the Sub Committees and 64% believed the same for the Plenary.

These data, along with associated feedback on when a possible extra day could be introduced will be passed to the Bureau for their consideration ahead of the planning for IWC66 in 2016.

On behalf of the Secretariat I would like to thank all those who took time to complete the survey and provide this valuable information. We remain committed to providing the Commission and Observers with a high standard of service. The data obtained through this exercise will allow us to continually improve our work and to benchmark future IWC meetings. Thank you again for taking time to complete the questionnaire.

A handwritten signature in black ink, appearing to be 'Simon Brockington', written over a horizontal line.

Simon Brockington
Executive Secretary

c.c. Accredited observers to the IWC