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المنظمة العالمية للحركة الكشفية

Participant Evaluation Report

13th World Scout Youth Forum and 41st World Scout Conference

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Respondents' Background

The evaluation consisted of two surveys (one in English and one in French), which was conducted among the 1,025 participants of the 13th World Scout Youth Forum and 41st World Scout Conference.

The surveys were completed by 339 respondents (309 English and 30 French) which gave a **response rate of 33.07%**. Of the 339 respondents, 103 participated in both the 13th World Scout Youth Forum and 41st World Scout Conference and 236 participated only in the 41st World Scout Conference.

Figure 1: Respondents' Age

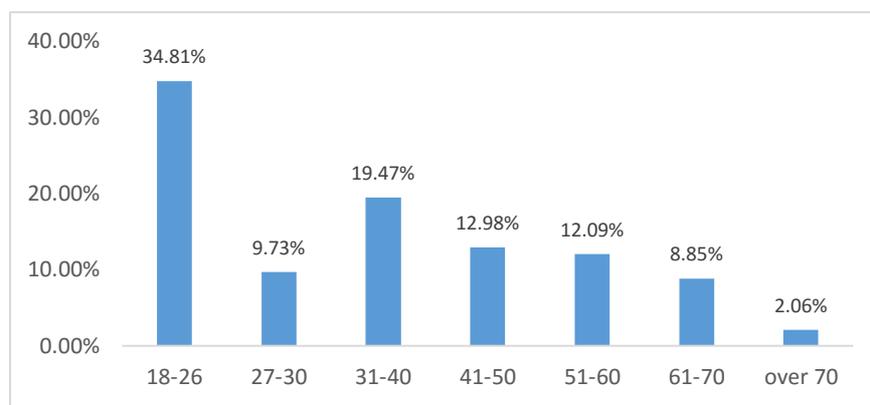


Figure 1 above shows the percentage distribution of the age of respondents. The age distribution varied considerably. Almost half (44.5%) were 30 years and younger, with 34.8% aged 18 to 26, and 9.7% aged 27 to 30. Approximately 11% were 60 years and older.

Figure 2: Regional Distribution

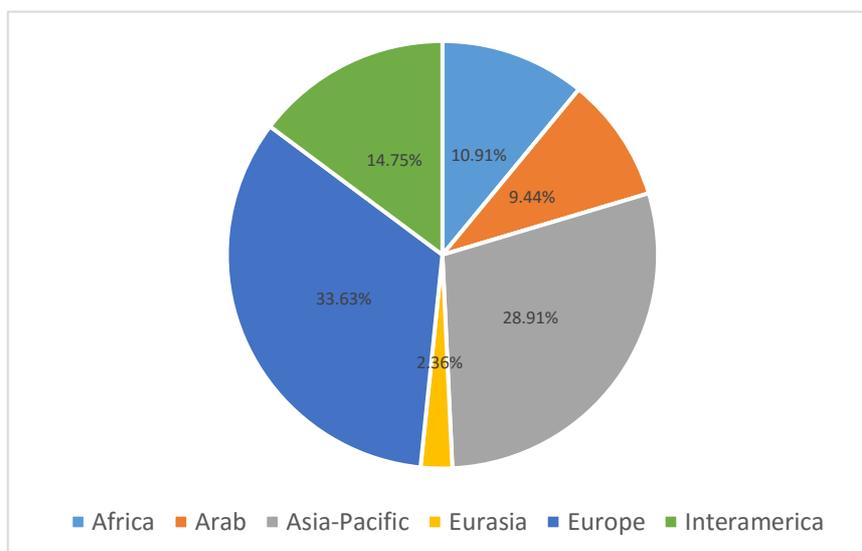
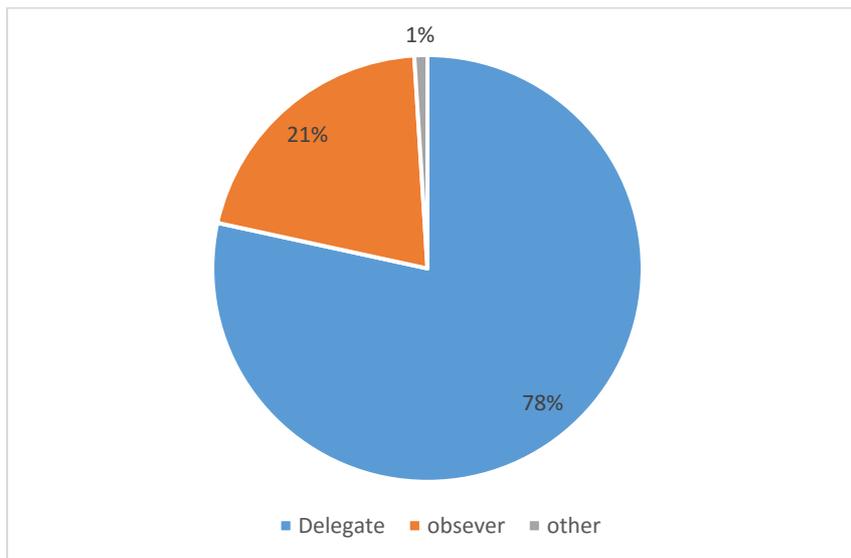


Figure 2 above indicates the participants' Region of origin. Most participants were from the European Scout Region (33.6%) followed by the Asia-Pacific Scout Region (28.9%). Participants from the Interamerican and African Scout Regions made up 14.8% and 10.9% of the respondents, respectively. Eurasia Scout Region had the least percentage of respondents (2.4%).

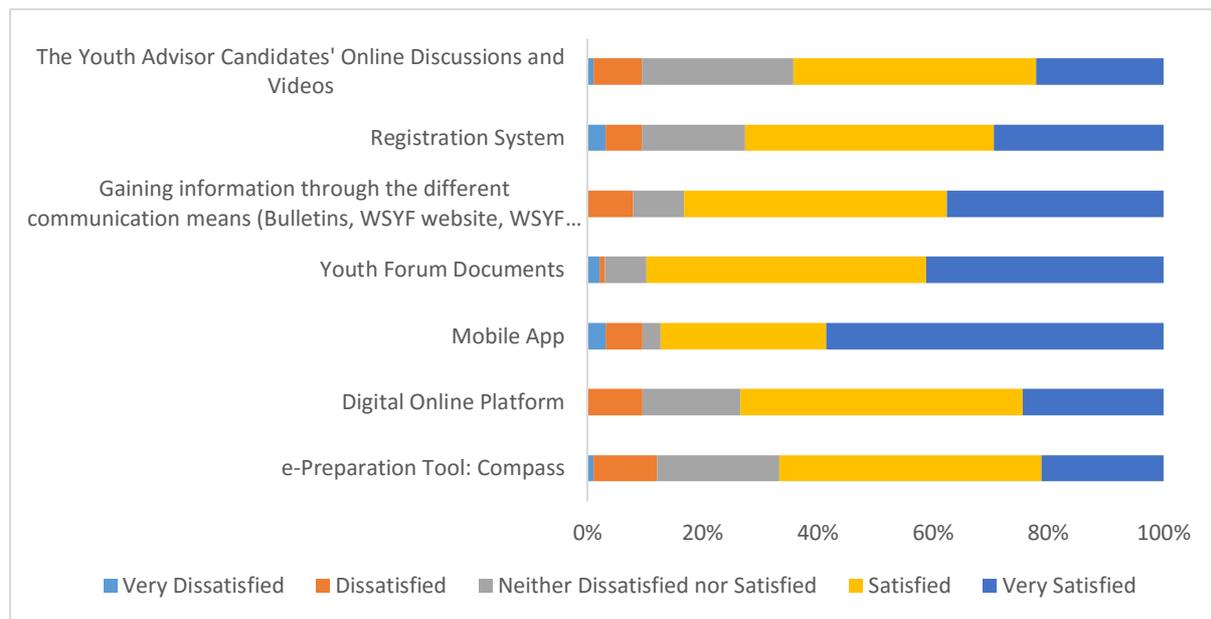
13th World Scout Youth Forum – Survey Questions

Figure 3: Role at the 13th World Scout Youth Forum



Of the 103 participants who attended both the Youth Forum and Conference, 80 (78%) were delegates, 21 (21%) were observers and 1 (1%) was from the Host Committee, as indicated by Figure 3.

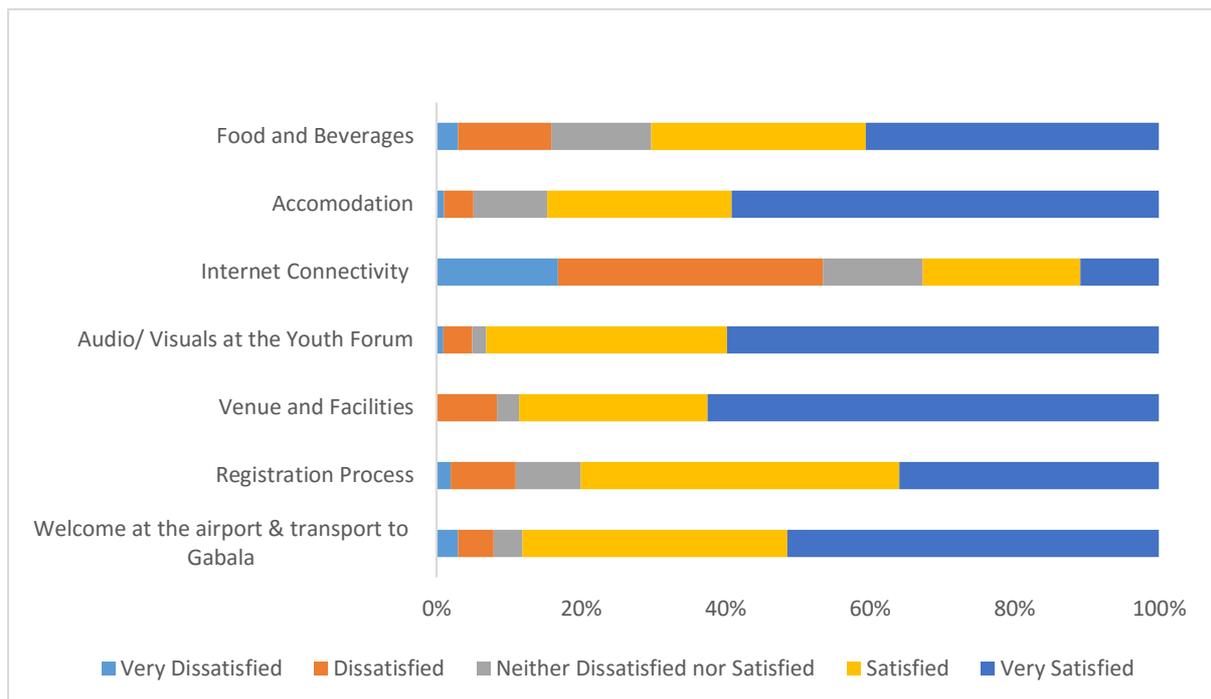
Figure 4: Online Applications and Tools



The respondents were asked to evaluate the tools and systems used at the Youth Forum. Figure 4 shows the percentage of responses on a scale of 1 (the least satisfied) to 5 (most satisfied).

- Of the total, 66% of the respondents were satisfied or very satisfied with the e-preparation tool: Compass;
- None of the respondents considered the digital online platform to be very dissatisfactory, while over 70% were satisfied and very satisfied with the platform;
- Almost 90% of the respondents were satisfied or very satisfied with the mobile app;
- The Youth Forum documents had 89% of the respondents considering them to be satisfactory or very satisfactory;
- None of the respondents were very dissatisfied by accessing information through the different communication means such as bulletins, the Youth Forum website, Youth Forum Facebook page, etc. By contrast, 84% of the respondents were satisfied or very satisfied with the different means of communication;
- Over 70% of the respondents were satisfied and very satisfied with the registration system;
- 66% of the respondents were very satisfied and satisfied with the Youth Advisor online discussions and videos.

Figure 5: Logistics



The respondents were also asked to evaluate the logistics aspect of the Youth Forum. Figure 5 shows the percentage rate of the responses on a scale of 1 (least satisfied) to 5 (more satisfied).

- Majority (88%) of the respondent were satisfied and very satisfied with the welcome at the airport and transport to Gabala;
- Majority (80%) of the respondents were satisfied or very satisfied with the registration process;
- The overwhelming majority (90%) were satisfied or very satisfied with the venue and facilities;
- Similarly, over 90% of the respondents were satisfied or very satisfied with the audio/visuals at the Youth Forum;
- Most respondents (54%) were dissatisfied or very dissatisfied with the internet connectivity;
- Majority (85%) of the respondents were satisfied or very satisfied with the accommodation;
- Slightly over 70% of the respondents were satisfied and very satisfied with the food and beverages.

Figure 6: Main Topics

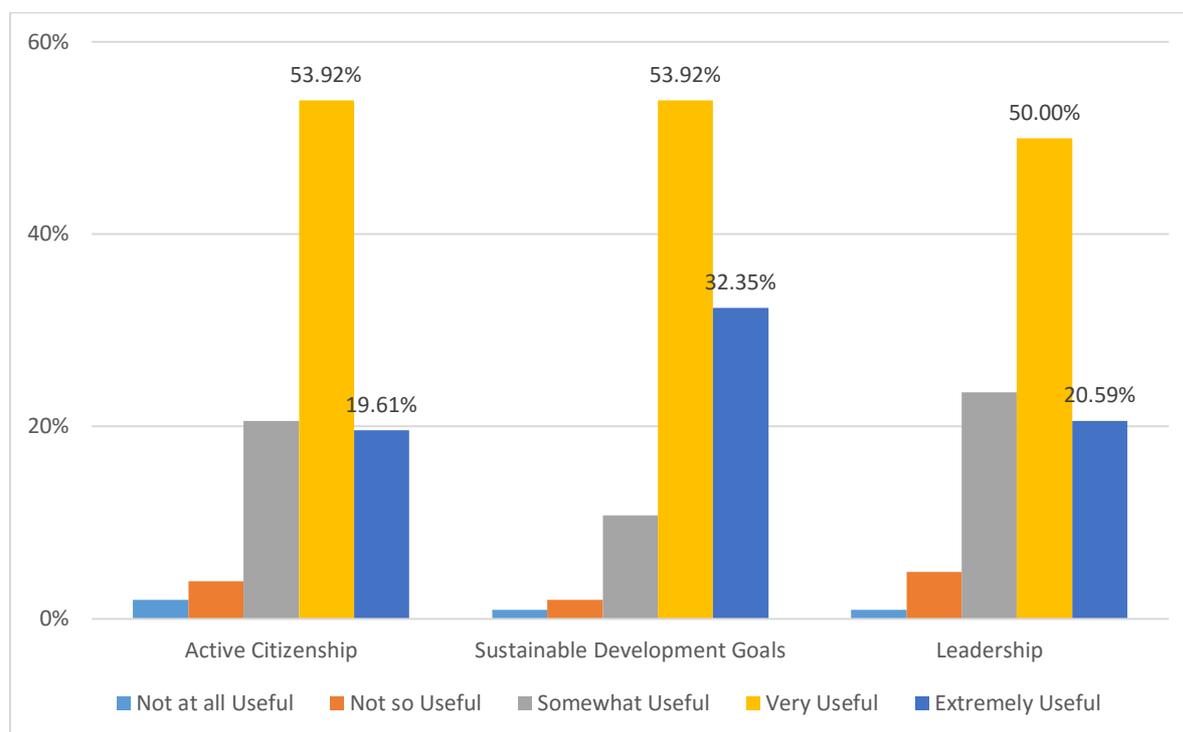


Figure 6 shows respondents' responses on the usefulness on the Youth Forum main topics, on a scale of 1 (least useful) to 5 (extremely useful).

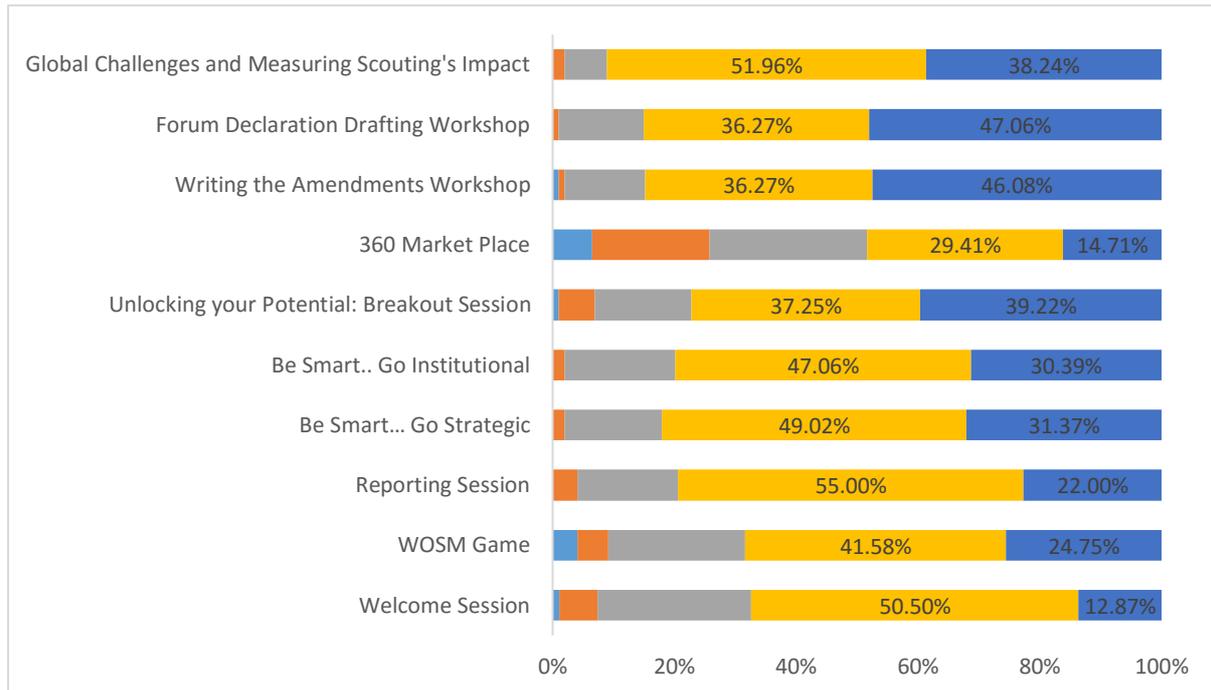
- Very few (2%) of the respondents thought the active citizenship topic was not useful at all. The majority (73.5%) indicated that the topic was very useful or extremely useful;
- Majority (86%) of the respondents indicated that the Sustainable Development Goals topic was very useful (53.9%) and extremely useful (32.4%);
- Half (50%) of the respondents, indicated that the leadership topic was very useful.

Additionally, the respondents were asked to evaluate the relevance of the Youth Forum objectives, as displayed in Figure 7 below on a scale of 1 (least relevant) to 5 (most relevant).

- Out of the total, 63% of the respondents indicated that the 'Welcome Session' objective was very relevant and extremely relevant;
- Over 60% of the respondents indicated that the 'WOSM Game' objective was very relevant and extremely relevant;
- Just under 80% of the respondents indicated that the 'Reporting Session' objective was very relevant and extremely relevant;
- Almost 80% of the respondents indicated that the 'Be Smart... Go Strategic' objective was very relevant and extremely relevant;
- Over 70% of the respondents indicated that the 'Unlocking Your Potential: Breakout Sessions' objective was relevant and extremely relevant;
- The '360 Market Place' objective received mixed responses with 44% of the respondents indicating that it was relevant or very relevant;

- Over 70% of the respondents indicated that the 'Writing the Amendments Workshop' objective was very relevant or extremely relevant;
- Over 80% of the respondents indicated that the 'Forum Declaration Drafting Workshop' objective was very relevant or extremely relevant;
- The overwhelming majority (90%) of respondents indicated that the 'Global Challenges and Measuring Scouting's Impact' objective was very relevant or extremely relevant.

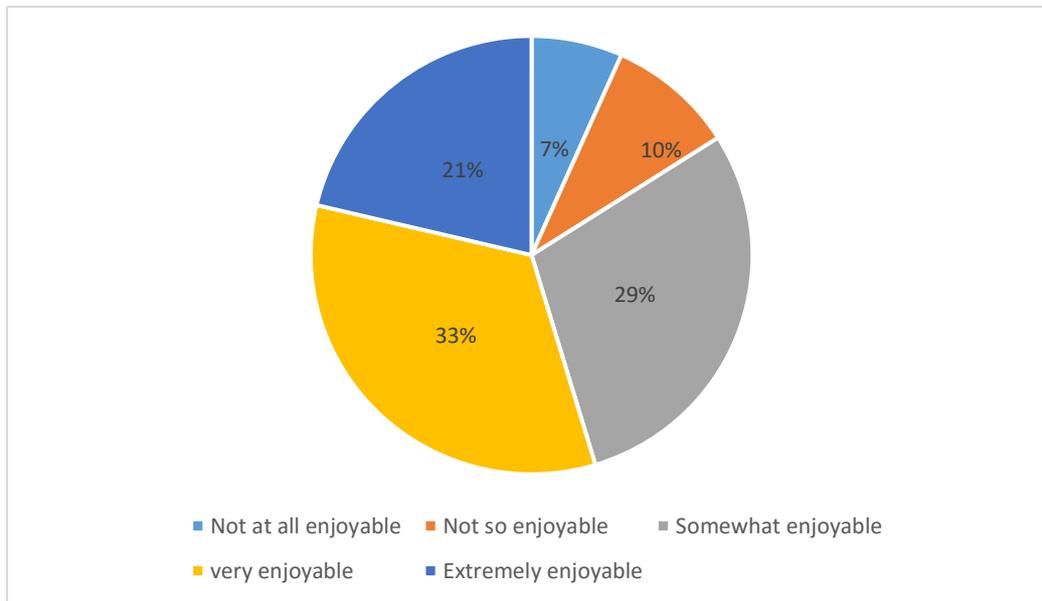
Figure 7: Youth Forum Objectives



Additional Youth Forum Activities

Figures 8 to 10 shows respondent's evaluation responses of the photo challenge, sustainability badge and bowling competitions activities at the Youth Forum.

Figure 8: Photo Challenge (mobile app)



Out of the 75 respondents, a large proportion/25 (33%) indicated that the photo challenge was very enjoyable, followed by 22 (29%) who indicated that the activity was somewhat enjoyable. A smaller number or 5 (7%) of the respondents indicated that the photo challenge was not at all enjoyable.

Figure 9: Sustainability Badge

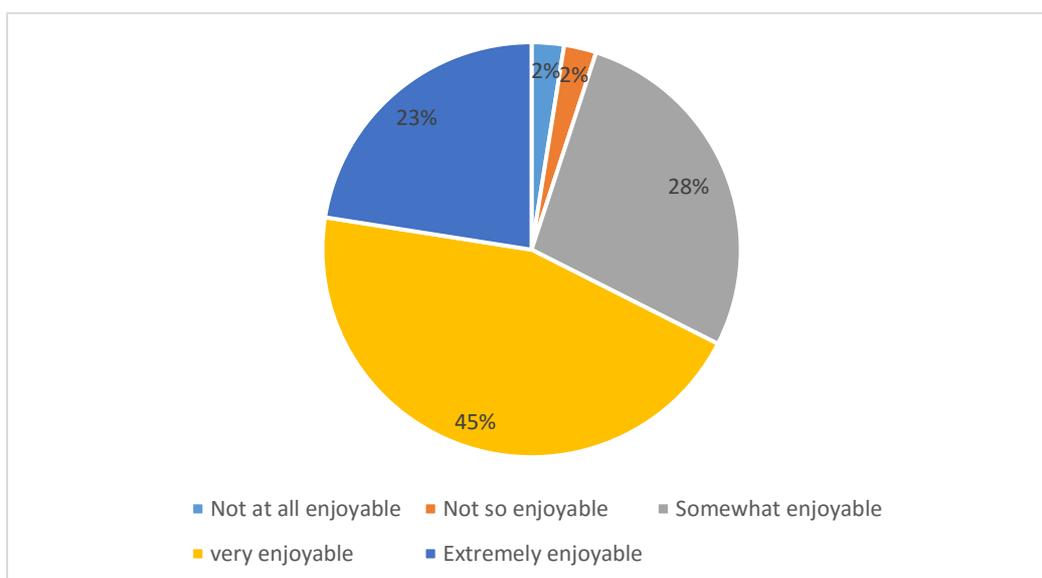
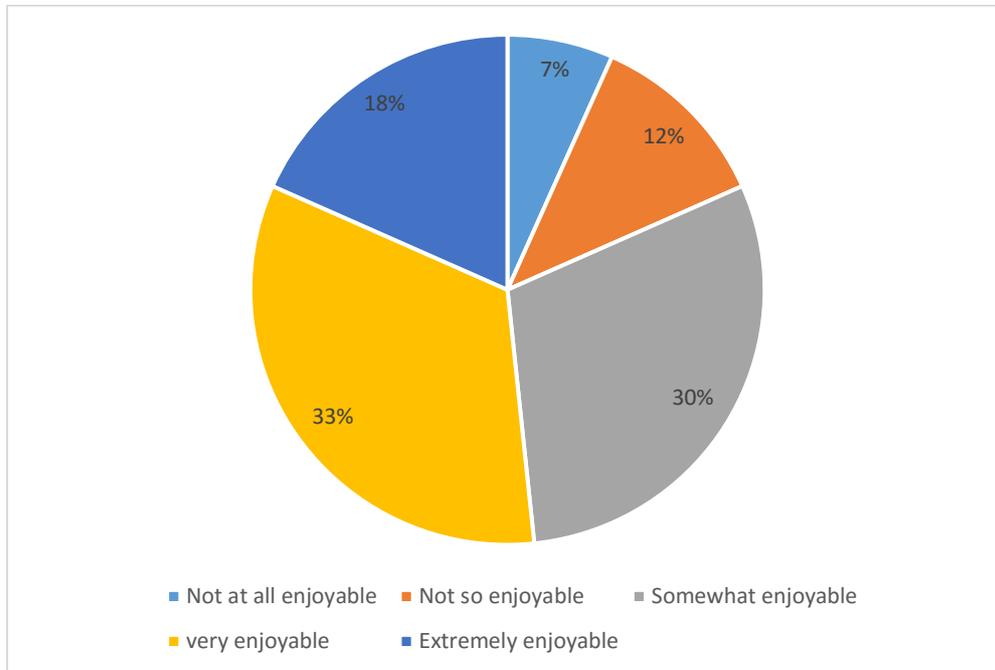


Figure 9 shows that almost half (45%) of the respondents indicated that the Sustainability Badge activity was very enjoyable followed by 28% and 23% who indicated that the activity was somewhat enjoyable and extremely enjoyable, respectively. Only 4% of the respondents indicated that the activity was not at all enjoyable and not so enjoyable.

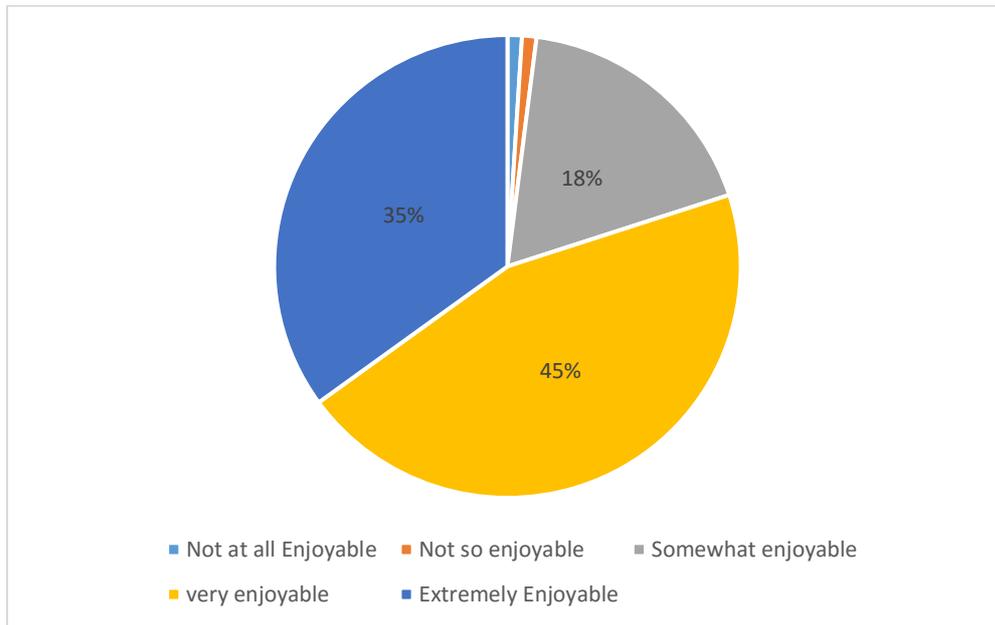
Figure 10: Bowling Competition



Just over half (51%) of the respondents indicated that the bowling competitions were very enjoyable (33%) and extremely enjoyable (18%). A portion (30%) indicated that it was somewhat enjoyable. The remaining respondents indicated that the activity was not so enjoyable (12%) and not at all enjoyable (7%).

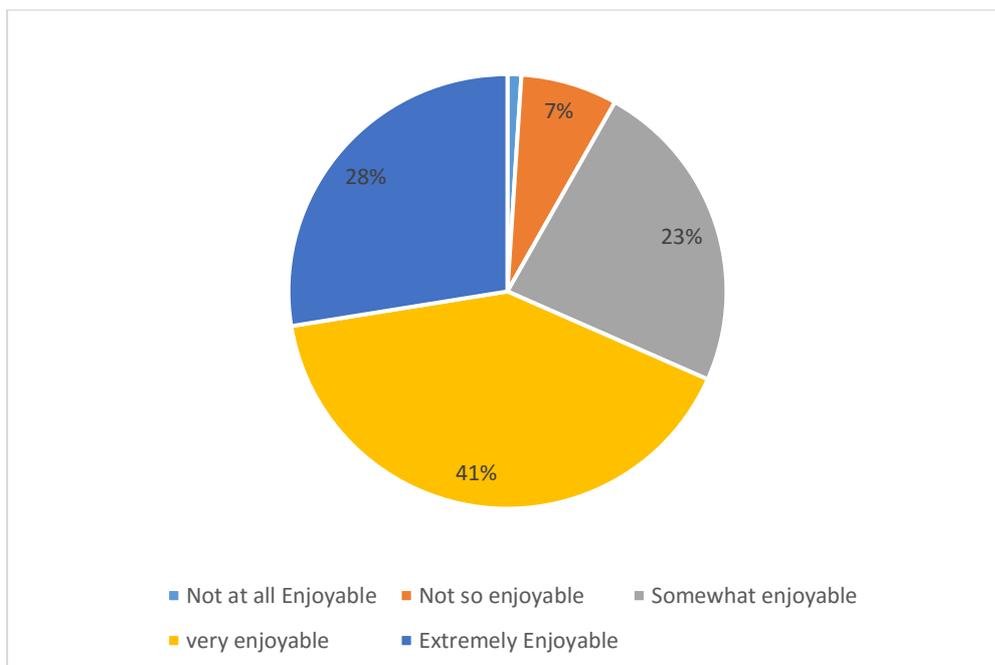
Special Sessions

Figure 11: Opening Ceremony



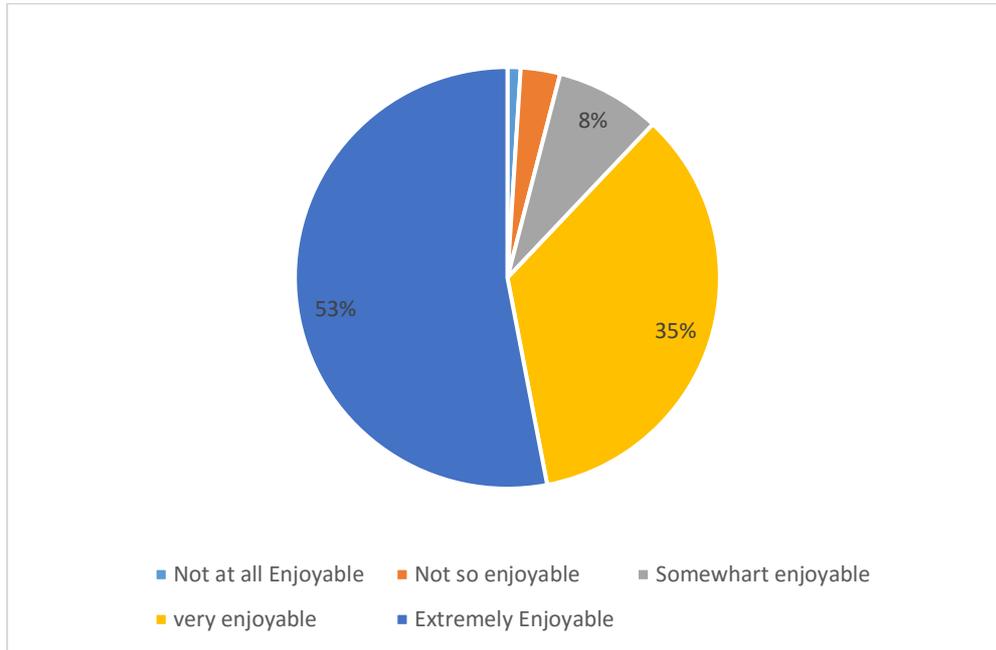
Almost half (45%) of the respondents indicated that the Opening Ceremony was very enjoyable, and 35% indicated that it was extremely enjoyable. Only 18% felt it was somewhat enjoyable. Only 2% of the respondents felt that the Opening Ceremony was not so enjoyable and not at all enjoyable.

Figure 12: Azerbaijan Fire Night



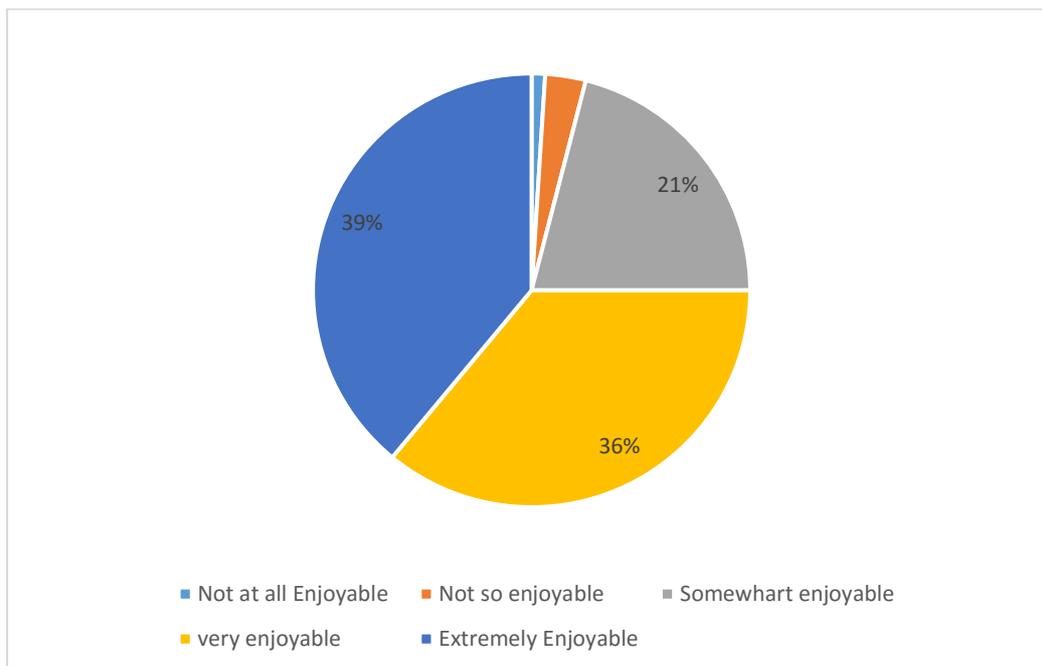
Over 40% of the respondents felt that the Azerbaijan Fire Night was very enjoyable compared to the 1% who felt it was not enjoyable at all, as shown by Figure 12.

Figure 13: Cultural Night



More than half (53%) of the respondents felt that the Cultural Night was extremely enjoyable followed by 35% of the respondents who felt the session was enjoyable. Only 1% of the respondents felt it was not at all enjoyable.

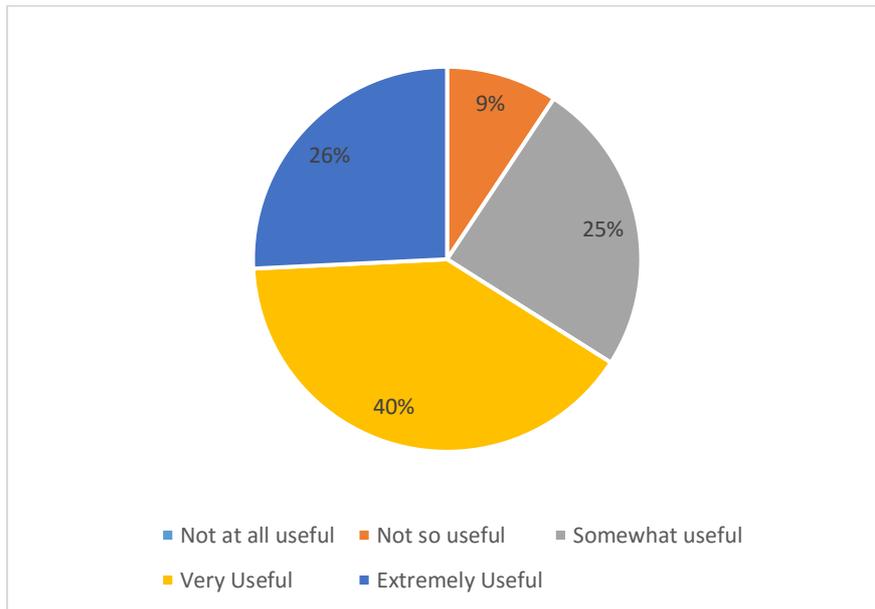
Figure 14: Closing Ceremony



Over 70% of the respondents felt the Closing Ceremony was extremely enjoyable (39%) and very enjoyable (36%). A little less than half (40%) of the respondents felt the session was not at all enjoyable (1%) and not so enjoyable (3%).

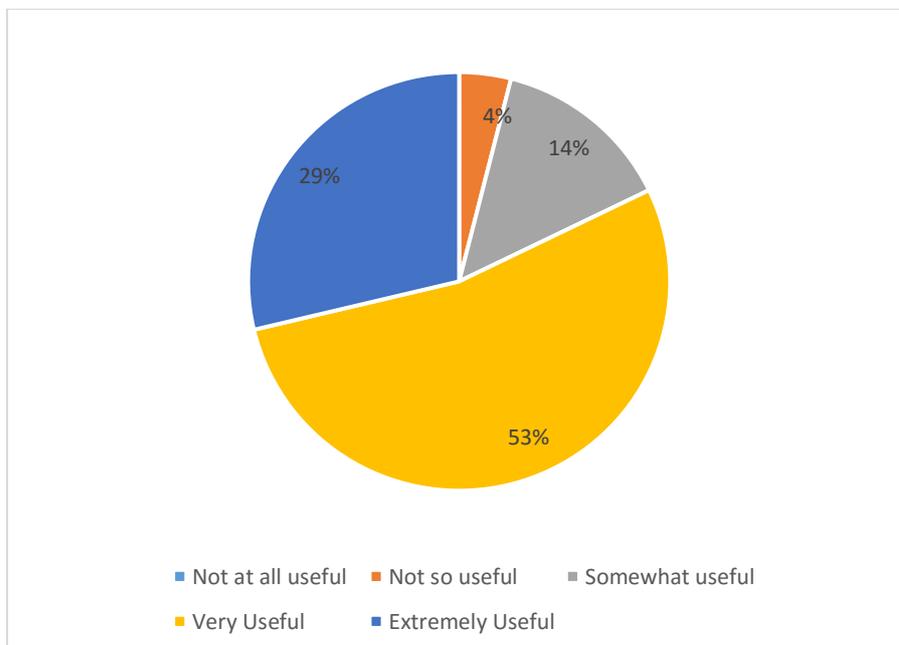
Youth Advisor Candidates and Election Sessions

Figure 15: Meet the Candidates Lunch



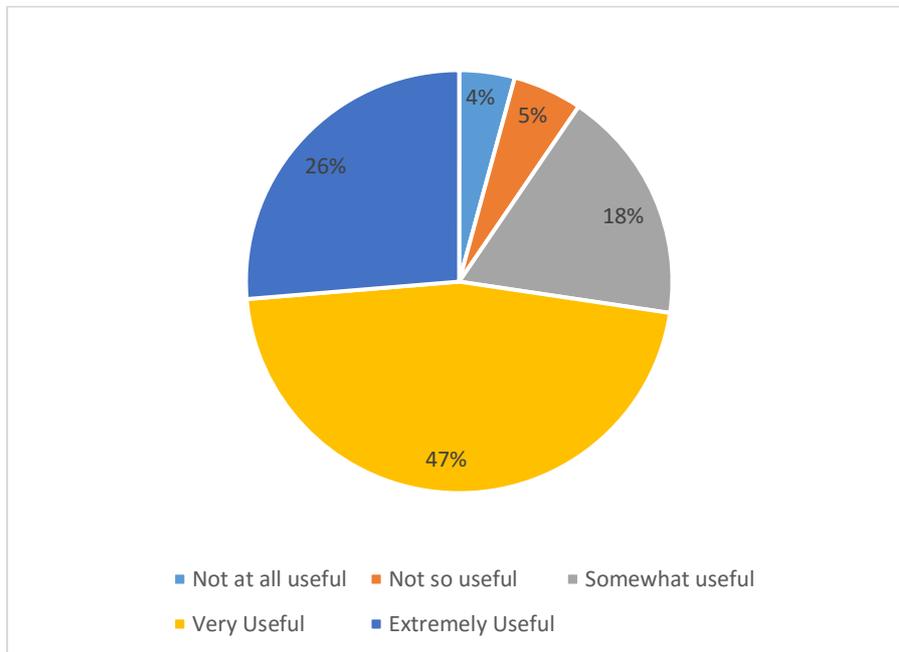
Of the 97 respondents, 39 (40%) felt that the 'Meet the Youth Advisor Candidates Lunch' was very useful, 25 and 24 respondents felt it extremely useful and somewhat useful respectively. None of the respondents indicated that the session was not at all useful.

Figure 16: Presentation of Youth Advisor Candidates



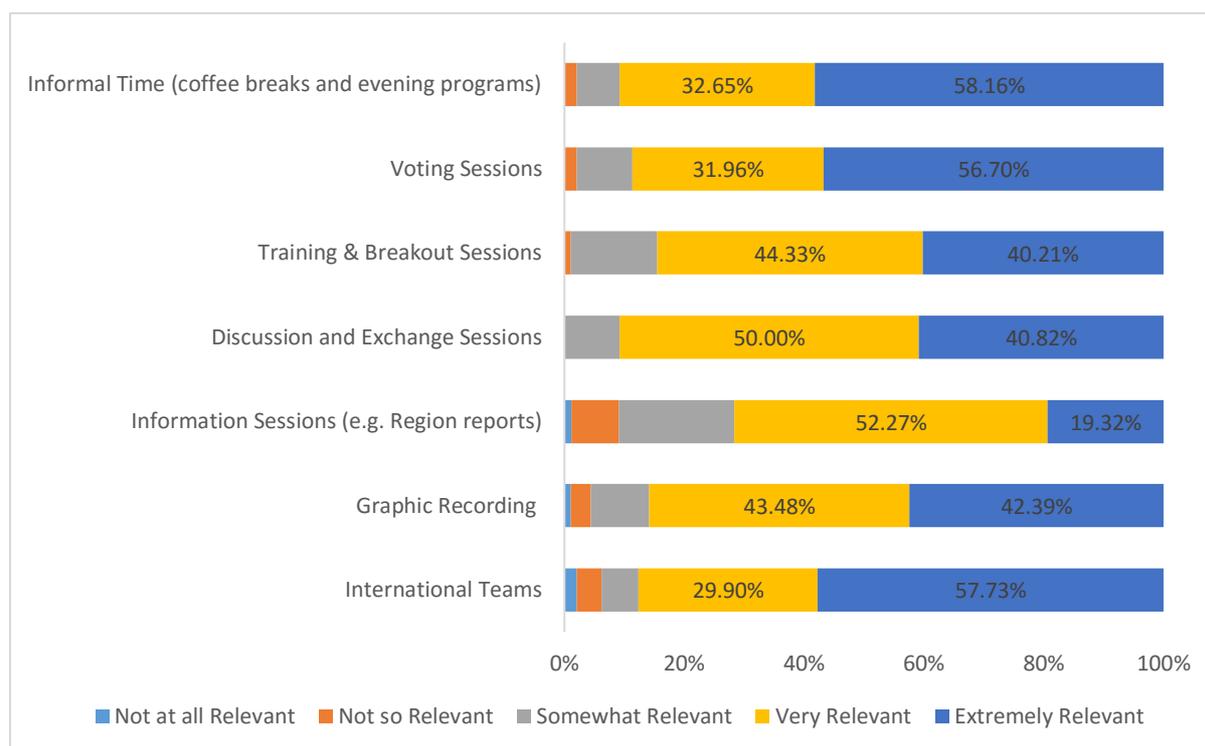
More than half (53%) of the respondents felt that the 'Presentation of Youth Advisor Candidates' was very useful. Followed by 29% who felt it was extremely useful. None of the respondents felt it was not at all useful.

Figure 17: Evening with Youth Advisor Candidates



Almost half (47%) of the respondents felt the 'Evening with Youth Advisor Candidates' was very useful. A small portion (26%) felt it was extremely useful and less than 5% felt it was not useful at all.

Figure 18: Working Methods

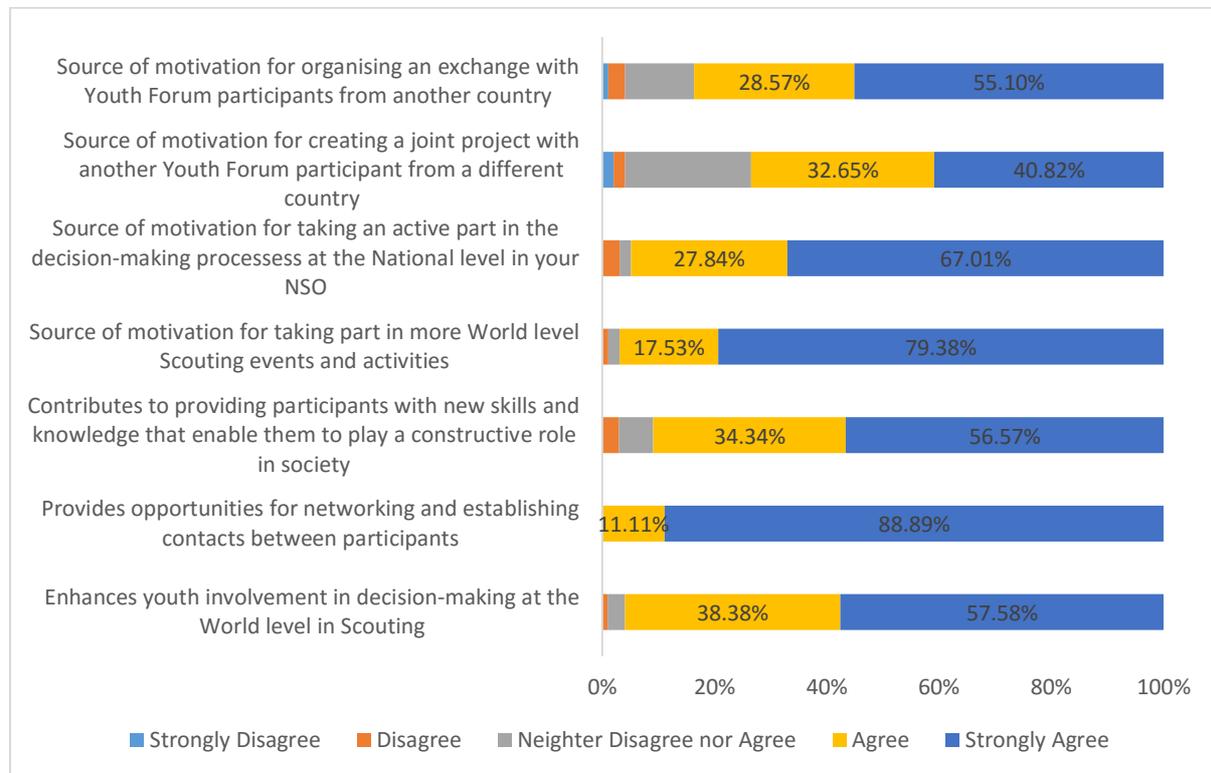


The respondents were asked to evaluate the relevancy of working methods against the content of the various sessions, on a scale of 1 (least relevant) to 5 (most relevant).

- Almost 90% of the respondents indicated that the working methods used in the international team session were very relevant or extremely relevant;
- Over 80% of the respondents indicated that the working methods used in the graphic recording session were very relevant or extremely relevant;
- A good number (71%) of the respondents felt the working methods used in the information sessions, such as Regional reports were very relevant or extremely relevant;
- None of the respondents felt the working methods were not at all relevant or not so relevant to the content of the discussion and exchange session, and 91% of the respondents indicated that the working methods were very relevant or extremely relevant to the content of the session;
- Slightly under 90% of the respondents indicated that the working methods were very relevant and extremely relevant to the voting sessions;
- More than 90% of the respondents indicated that the working methods were very relevant and extremely relevant to the content in informal sessions, such as coffee breaks and evening programmes.

Youth Forum Objectives

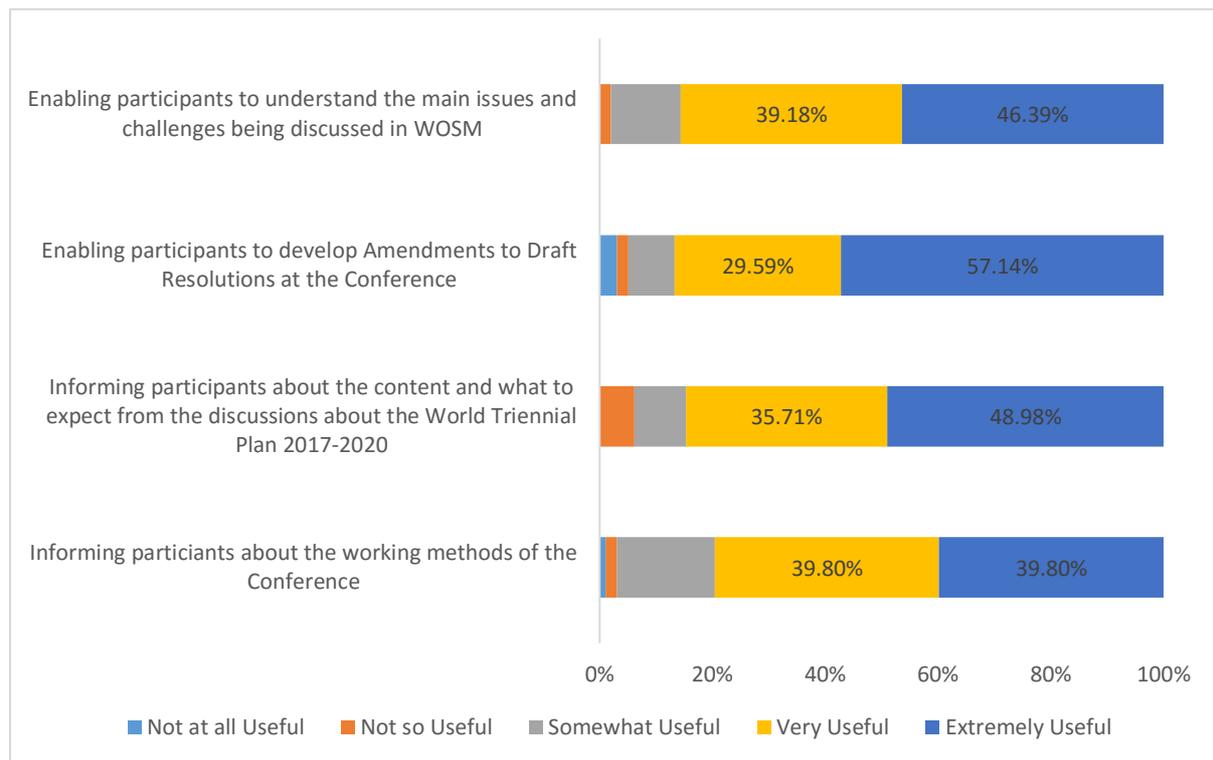
Figure 19: Youth Forum Objectives



The respondents were asked to evaluate the Youth Forum objectives on a scale of 1 (Strongly disagree) to 5 (strongly agree), see Figure 19.

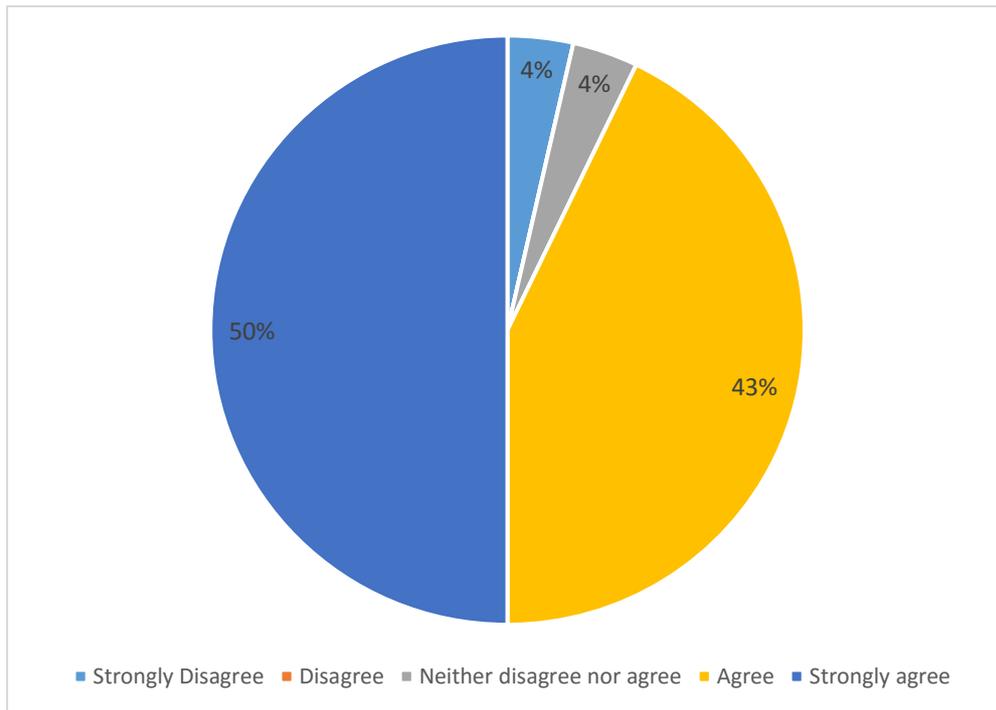
- Over 95% of the respondents rated highly the objective of the Youth Forum as enhancing youth involvement in decision-making at World level in Scouting;
- All respondents felt the Youth Forum provided opportunities for networking and establishing contacts between participants;
- Over 90% of the respondents rated highly the Youth Forum as contributing to providing participants with new skills and knowledge that enable them to play a constructive role in society;
- An overwhelming majority, 97 respondents, strongly agreed and agreed that the Youth Forum was a source of motivation for taking part in more World level Scouting events and activities;
- The overwhelming majority (95%) believed the Youth Forum met its objective on being a source of motivation for creating a joint project with another Youth Forum participant from a different country;
- Majority (83%) of the respondents indicated that the Youth Forum met its objective of being a source of motivation for organising an exchange with participants from another country.

Figure 20: Pre-Conference Preparation for Youth Forum Participants



- Figure 20 shows how the Youth Forum prepared the participants for the Conference.
- Majority or 80% of the respondents, indicated that the Youth Forum was useful in informing them about the working methods of the Conference;
 - More than 80% of the respondents showed that the Youth Forum was useful in informing them about the content and what to expect from the discussions about the World Triennial Plan 2017-2020;
 - Over 80% of the respondents rated highly the Youth Forum in enabling the participants to develop Amendments to Draft Resolutions at the Conference;
 - Majority, 86% of the respondents, agreed that the Youth Forum as very useful and extremely useful for enabling participants to understand the main issues and challenges being discussed in WOSM.

Figure 21: Skills Improvement



Of the 28 respondents that attended the dialogue training, half of the respondents strongly agreed that the training improved their skills and knowledge, allowing them to be more involved in discussions and deal with different views, followed by 43% who agreed and only 4% who strongly disagreed.

41st World Scout Conference - Survey Questions

Figure 22: Attendance of the Conference

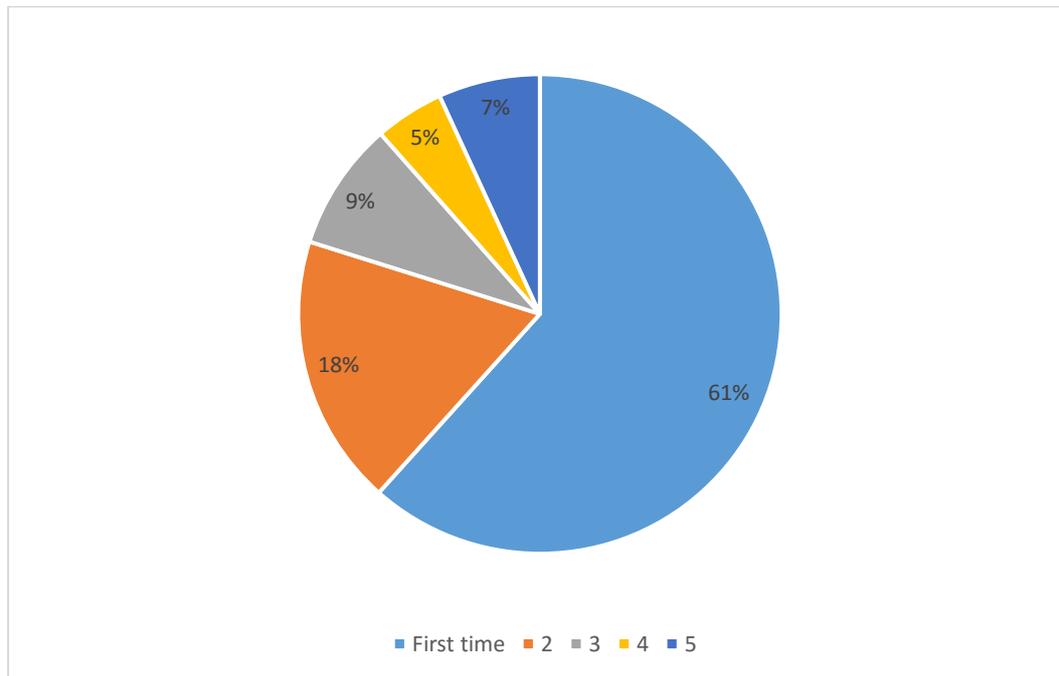
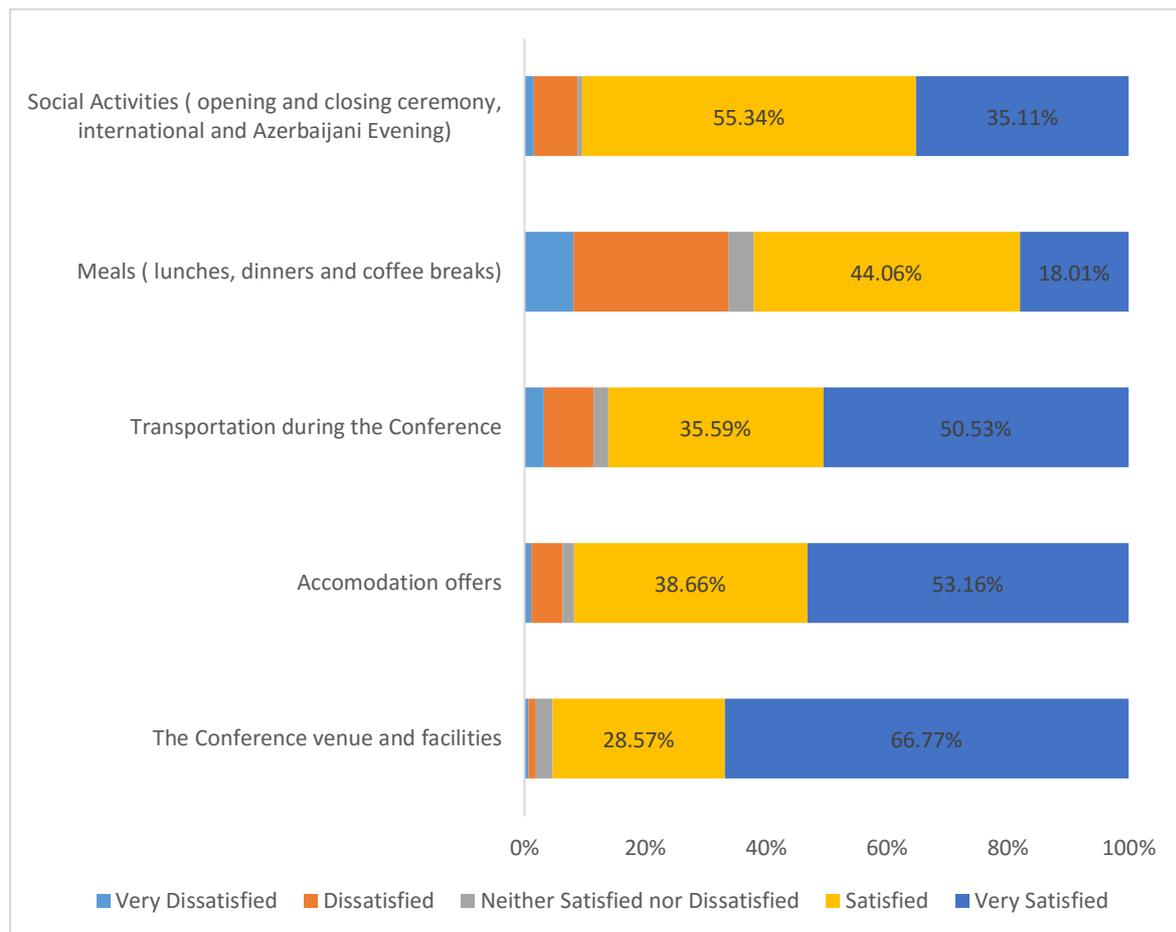


Figure 22 above shows the number of the respondents who attended the Conference. It was the first time for 61% of respondents to attend a Conference, a second time for 18% of the respondents, and fourth time for only 5% of the respondents.

Figure 23: Logistics

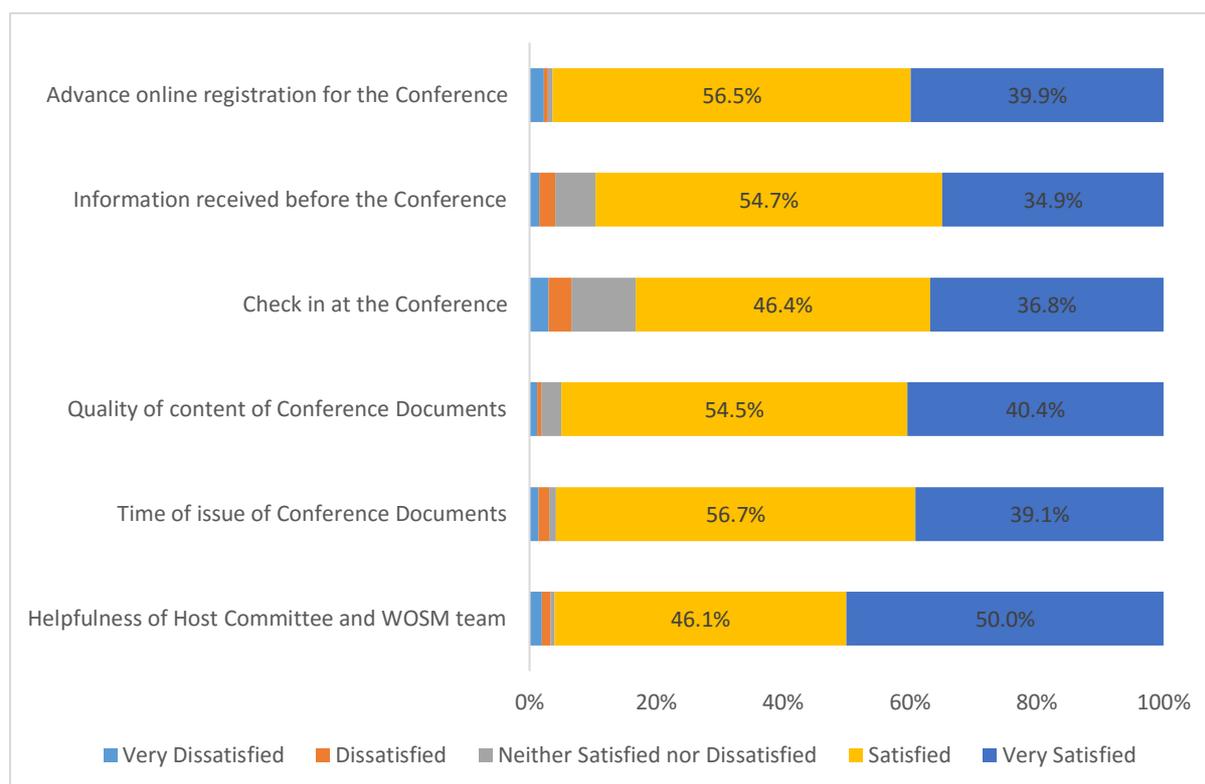


The respondents were asked to evaluate the Conference logistics, on a scale of 1 (less satisfactory) to 5 (more satisfactory).

- An overwhelming majority (94%) of the respondents rated highly the Conference venue and facilities;
- Over 90% of the respondents rated the accommodation offers as being satisfying and very satisfying;
- Majority (85%) of the respondents rated highly the transportation during the Conference;
- More than 62% of the respondents were satisfied with the meals, 26% were dissatisfied with the meals;
- An overwhelming majority (92%) were satisfied with the social activities such as the Opening and Closing Ceremonies, International and Azerbaijani evenings.

Among the respondents, 102 commented on this question. Whilst overall there was a good level of satisfaction with the facilities, specific comments were made about the repetitiveness of the lunch menu, poor options for vegetarians and the queues during coffee breaks. Some participants encountered challenges with transport and others commented that the venue was not well suited to those with mobility challenges.

Figure 24: Conference Logistics



Additionally, the participants were asked to rate more logistical matters (Figure 24), such as helpfulness of the Host Committee and WOSM Team on a scale of 1 (less satisfactory) to 5 (more satisfactory).

- An overwhelming majority (96%) of the respondents rated highly the helpfulness of the Host Committee and the WOSM Team;
- More than 95% of the respondents were satisfied or very satisfied with the timing of the issuing of Conference Documents;
- The quality of the content of the Conference was rated 4 and 5 by 95% of the respondents;
- More than 80% of the respondents indicated that they were very satisfied or extremely satisfied with the check in at the Conference;
- An overwhelming majority (90%) of the respondents rated highly the information received before the Conference;
- Only 3% of the respondents rated the advance online registration for the Conference less than 3.

Among the respondents, 53 gave comments, which included many positive comments about Conference Documents being available earlier and suggestions to make them more accessible and less lengthy. The helpfulness of the Host Committee was commented on positively, with requests that volunteers in participant support roles should always be able to speak English.

Figure 25: Conference Communication

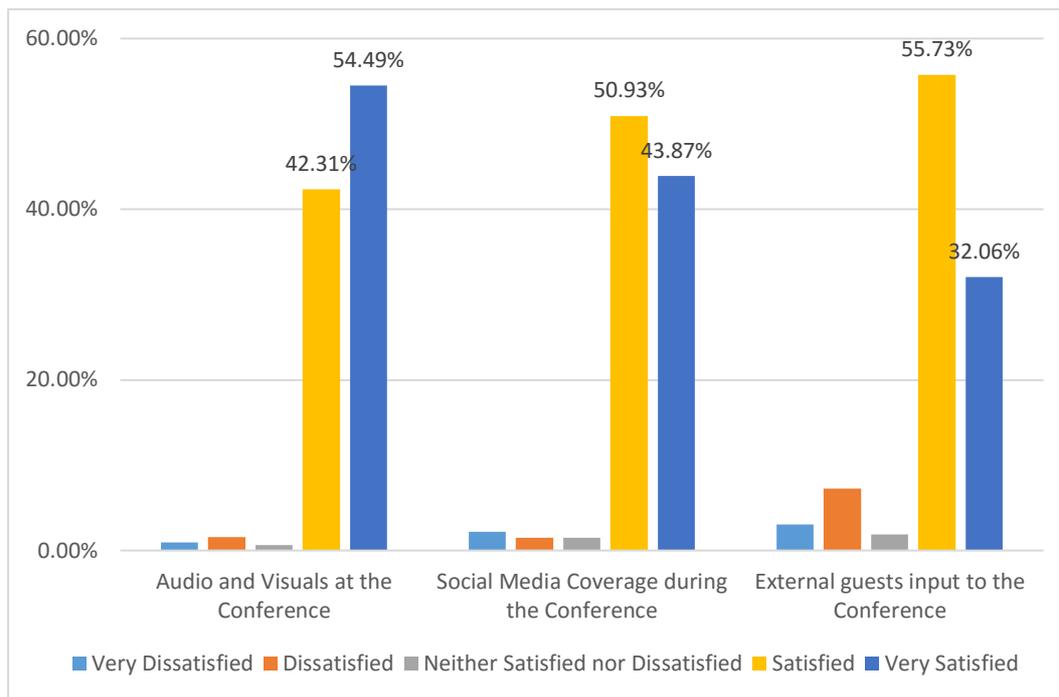
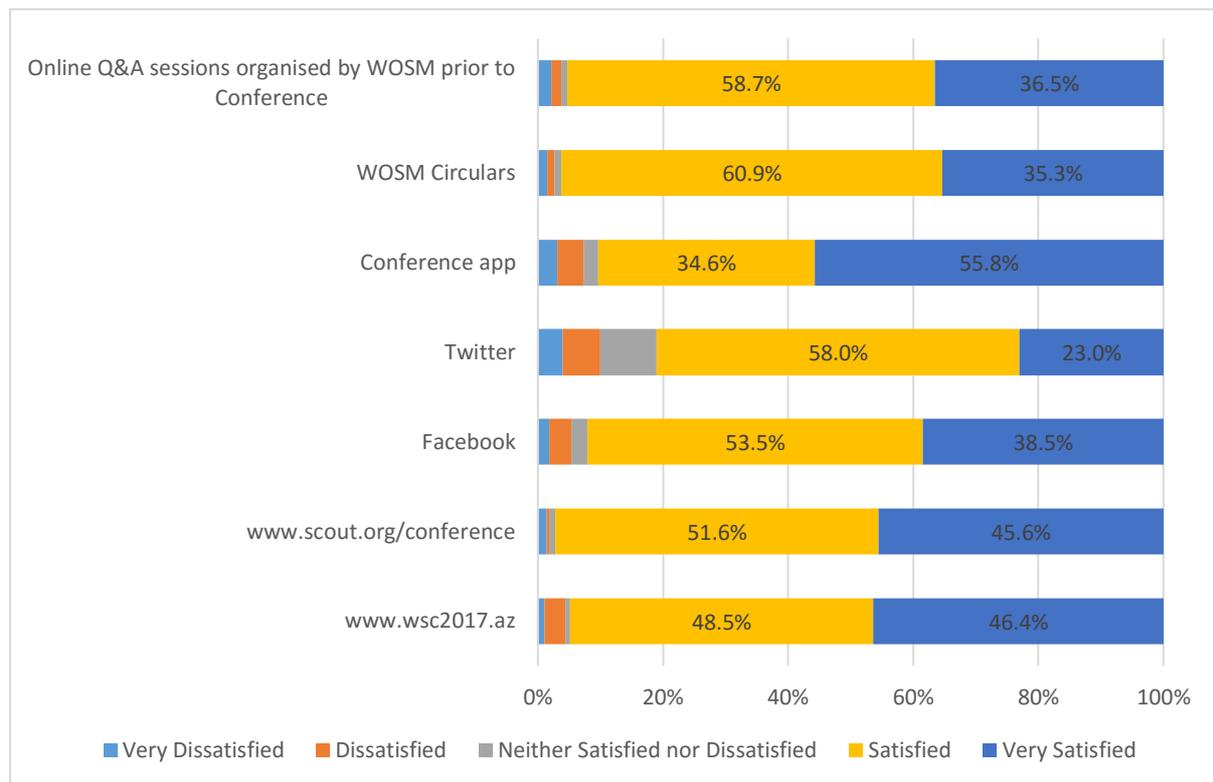


Figure 25 above shows that more than half (55%) of the respondents were very satisfied with the audio and visuals at the Conference, which is a high percentage compared to the 44% and the 32% who felt the same way for the social media coverage during the Conference and the external guests input to the Conference.

Figure 26: Information Received Through Various Communication Channels



The respondents were asked to rate information received prior to and during the Conference through various communication channels, on a scale of 1 (less satisfactory) to 5 (more satisfactory).

- An overwhelming majority (97%) of the respondents rated highly the information received through www.scout.org/Conference;
- Followed by 96%, who rated 4 and 5 for the information received through WOSM circulars;
- A high percentage (95%) rated highly www.wsc2017.az, and the same percentage for the online Q&A sessions organised by WOSM prior to Conference;
- More than 90% rated information received through Facebook as 4 and 5;
- The Conference app was rated 4 and 5 by 91% of the respondents;
- Twitter was rated 4 and 5 by 81% of the respondents.

One of the major suggestions from the respondents was to have more regular updating of the Conference App and making it accessible to all phone models (for example Android and Windows).

Figure 27: Purpose of the Conference as WOSM's Key Decision-making Body

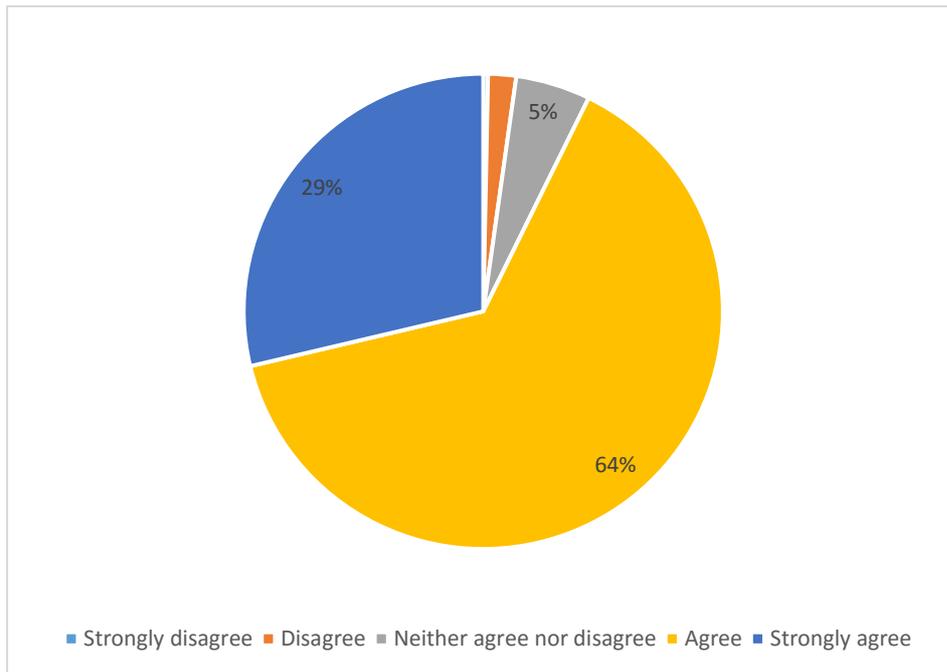
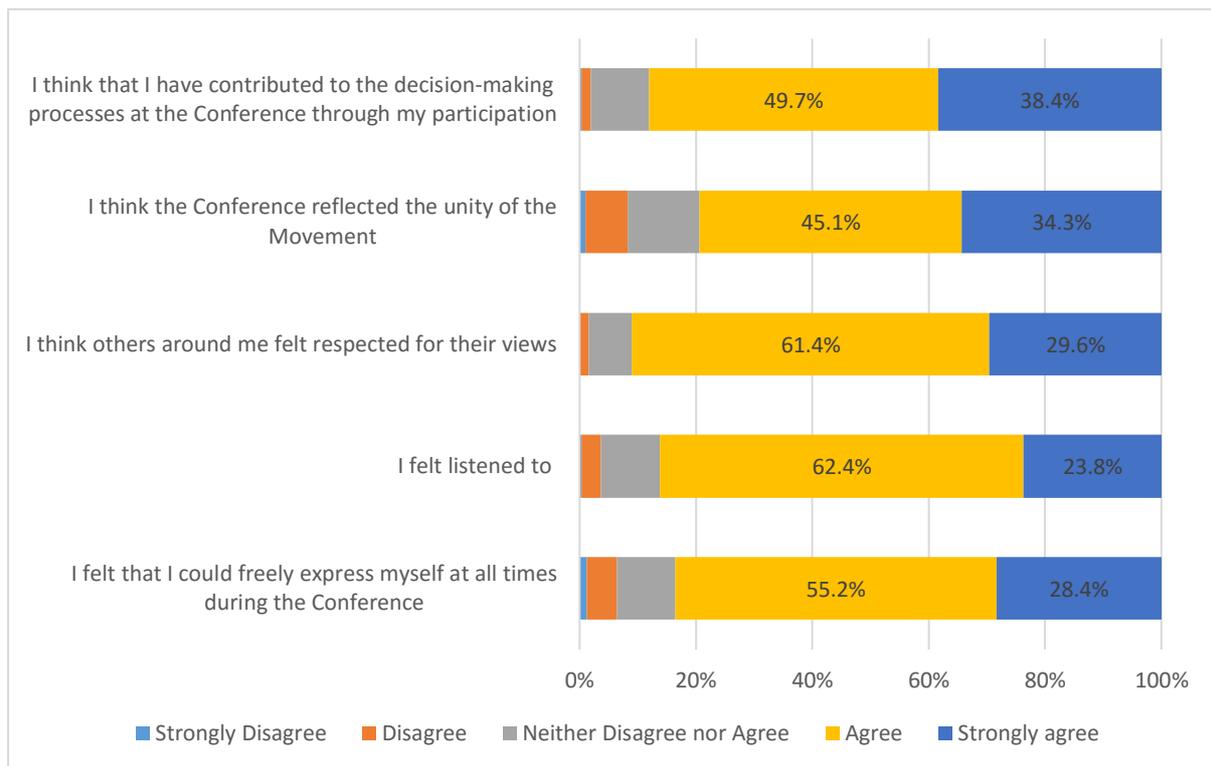


Figure 27 indicates that 29% of the respondents strongly agree that the Conference achieved its purpose as a WOSM key governance decision-making body, maximising international cooperation. A higher percentage (64%) of the respondents said that they agree that the Conference achieved its purpose, and none of the respondents felt the Conference did not achieve its purpose.

Figure 28: Personal Impact



A majority (83%) of the respondents felt that they could freely express themselves at all times during the Conference. Over 80% of the respondents felt listened to and 91% think others around them felt respected for their views. Almost 80% thought the Conference reflected the unity of the movement and 88% think they have contributed to the decision-making processes at the Conference through their participation.

Figure 29: Innovations at the Conference

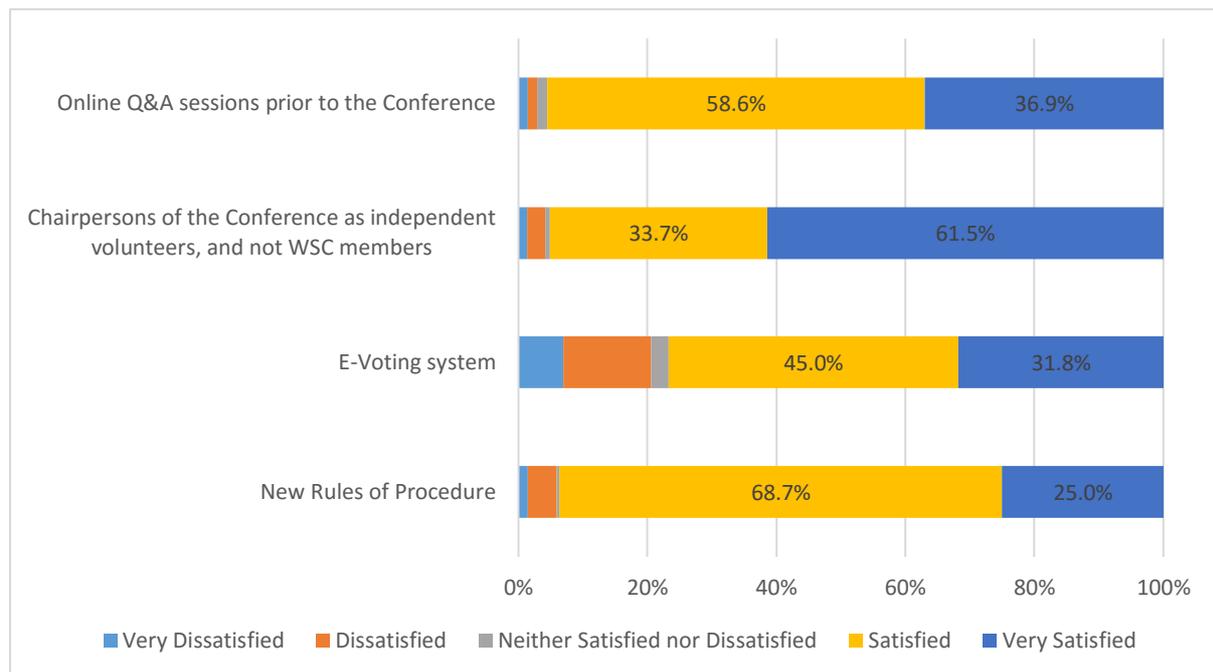


Figure 29 above indicates that 94% respondents rated highly the new Rules of Procedure and 77% of the respondents rated the e-Voting system at 4 and 5. An overwhelming majority (96%) of the respondents were satisfied or very satisfied with having volunteers as the Chairpersons of the Conference (not being World Scout Committee members), and the same percentage felt the same way about the online Q&A sessions organised prior to the Conference.

Out of the respondents, 48 respondents added additional comments which mainly endorsed the value of independent Chairpersons for sessions and the value of e-Voting. Some expressed frustration with early technical challenges with the e-Voting system but all comments felt this was a useful innovation.

Figure 30: Time Allocated to Activities Held During the Conference

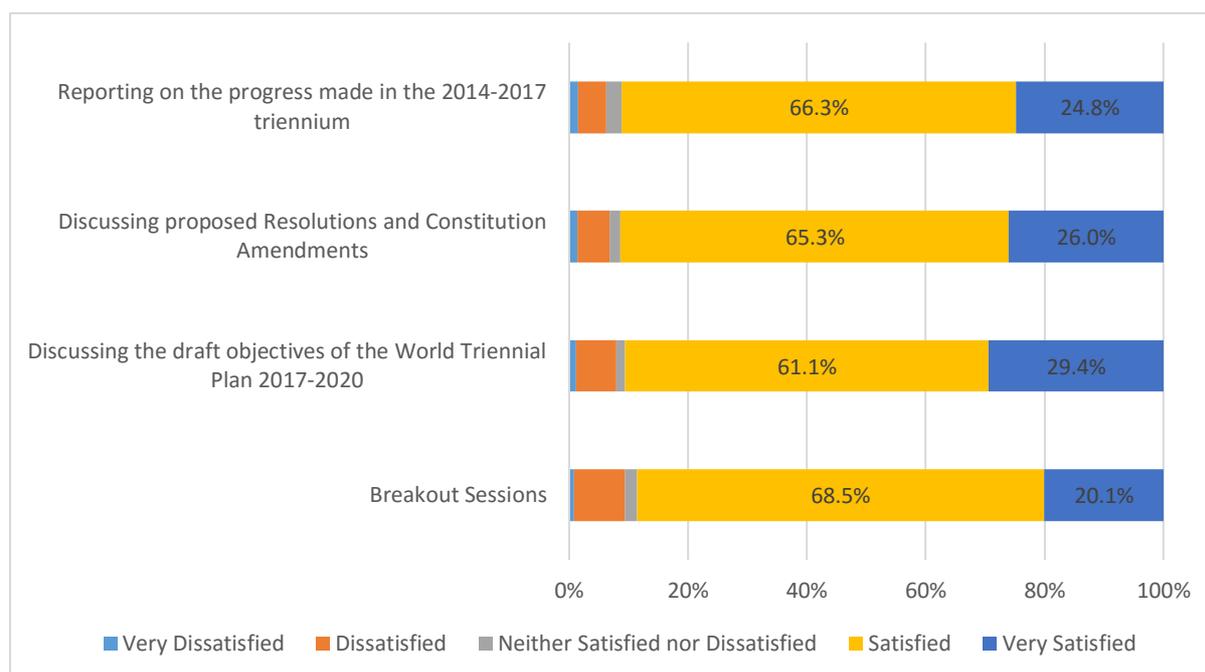


Figure 30 shows respondents' rating of time allocated to several activities, on a scale of 1 (least satisfactory) to 5 (most satisfactory).

- Almost 90% of the respondents were satisfied with time allocated to the breakout sessions, and the same percentage of the respondents felt the same way about the time allocated to discussing the draft objectives of the World Triennial Plan 2017-2020;
- More than 90% of the respondents rated time allocated to discussing Draft Resolutions and Constitutional Amendments as being satisfying and very satisfying;
- Reporting on the progress made in the 2014-2017 triennium was rated satisfying and very satisfying by 91% of the respondents.

General Feedback on Conference

Among the respondents, 55 made additional general comments. Over half of these comments were congratulatory messages to the Host Committee and WOSM Team for a great Conference. Others made specific comments on individual sessions, but there was no overall trend to these additional comments.

41st World Scout Conference - Focus Group Evaluation

Summary

The following report outlines the conclusions of discussions conducted on the last day of the Conference (Friday, 18 August) in five groups (one for each WOSM working language: Arabic, French, English, Russian and Spanish). The purpose of the focus groups was to capture qualitative, detailed input from participants about their overall impression of the Conference, programme, facilitation of sessions, code of conduct and their recommendations on improvements needed for the next Conference.

Overall, participants expressed satisfaction with the Conference, although there were several areas where improvement was expected for the next Conference. Participants felt that the new Rules of Procedure were beneficial, as well as the newly-introduced e-Voting system. The feedback on the programme was good, although participants would have wished for more inspiring content. Finally, participants did not feel well-informed of the Code of Conduct, and noted that improvement in this is expected in the future.

Overall Conference Impressions

Participants, in general, felt very welcome at the Conference, and noted positive impressions about the event. Several noted that the venue, although impressive in size and capacity, lacked clear signage and instructions on how to reach certain areas. In addition, some noted that while there were challenges in communicating with the hosts (in terms of linguistic capacity), nevertheless, they felt that they were doing their best to deliver a good event.

Some participants noted that the plenary sessions were somewhat limited due to the new Rules of Procedure, and the Russian-speaking focus group noted that they faced difficulties due to the simultaneous interpretation not being provided by a professional interpreter who understands the Scouting context. In addition, some participants noted that the timing was short for most discussions.

The spirit of Scouting was well felt throughout the event, and participants expressed their appreciation towards the organiser and WOSM Team for their efforts in ensuring this. In addition, several participants noted that the translation of documents in advance allowed for greater participation, and that the new Rules of Procedure allowed for more time in advance to prepare for discussions on Resolutions and Amendments. They also noted that youth participation was very visible throughout the Conference, and attributed this to the good experience and preparation young delegates received from attending the Youth Forum.

Conference Programme

Participants noted that they appreciated the effort invested in the Conference Documents, but some stressed that for first-time participants some background, context information was missing. Some participated in the online Q&A sessions and noted that they were useful. Some noted that more reminders in advance of the Conference to NSOs about the deadlines for Draft Resolutions and Constitutional Amendments according to the new Rules of Procedure would have been appreciated. Overall, the new Rules of Procedure were very

well-received, although some participants noted that they would have appreciated the opportunity to amend them at the Conference. In addition, participants were mostly very satisfied with the e-Voting system, and expressed hope that it would be used at future events with improvements, and ensuring of a quick and efficient troubleshooting system.

When it comes to the content presented, some participants noted that the programme felt too heavy, and that it was difficult for delegations to find time to debrief and discuss important issues related to voting. Participants noted that some breakout sessions in particular were very interesting (highlights including MoP breakouts, Sustainable Development Goals session, Dialogue for Peace, Financial Best Practices), and noted that they would have appreciated more diverse working methods for sessions in general. Some reflected on the content as not being inspiring enough in the breakout sessions for all participants.

Finally, one major grievance mentioned in terms of management of the Conference programme was the announcement of the election of World Scout Committee members, where NSOs felt that more explanations and information from WOSM was expected when all delegations were awaiting the news of the results.

Facilitators and Presenters

Overall, participants felt that the facilitators and presenters were knowledgeable of the topics assigned to them, but at times there were difficulties with transmitting the knowledge to the audience, due to a lack of general background understanding of the issue by the audience. However, overall, participants expressed satisfaction with both facilitators and presenters in plenary and breakout sessions, and noted that despite some technical difficulties (setup of presentations, etc.) the sessions were well-managed and delivered good quality input.

Conference Code of Conduct

Several participants noted that they were not aware of the Code of Conduct, and felt that it was not communicated clearly to all participants. Some noted that they observed breaches to the Code of Conduct at several instances, including the bidding process for future World Events, as well as at the inter-event for participants attending both the Youth Forum and Conference. Participants noted that it would be beneficial to have a swift response and follow up from both WOSM and the event organisers on breaches of the Code of Conduct in the future.

Improvements Recommended

The following were listed as suggestions for improvements for the next Conference:

- More time to be allocated for discussion and exchange of ideas among delegations
- Having more structure in the programme and a better flow of sessions, as well as better time management
- Better 'Plan B' for e-Voting system (i.e. need for a more structured and better organised manual counting system)
- Ensure an eco-friendly Conference with recycling and less use of paper
- Enable small locker storage space for delegations at venue

- Improve the bidding process for events, as this time around it seemed excessive and intimidating
- Better preparation and quality control of the inter-event