

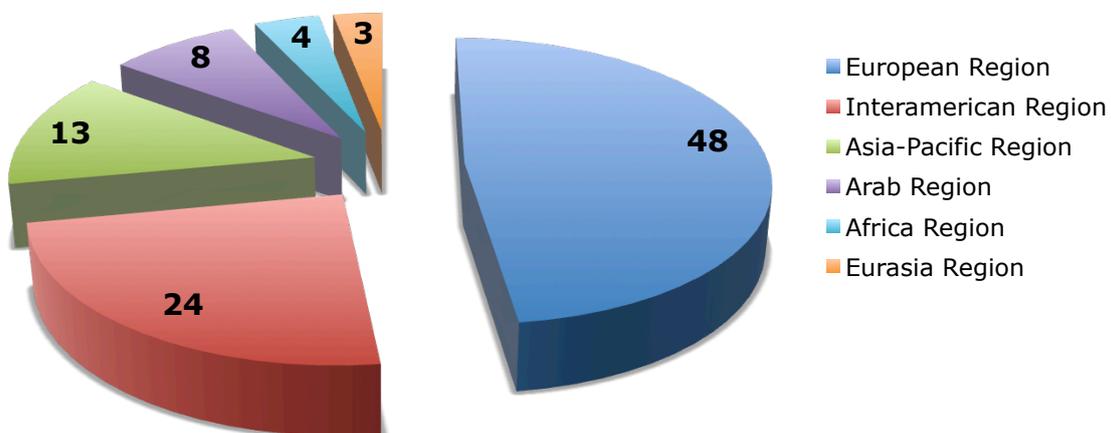


39th WORLD SCOUT CONFERENCE EVALUATION REPORT

The Conference Evaluation was developed through an electronic questionnaire. It was available in the five official languages of WOSM and was anonymous. 713 people received the electronic, although 298 logged into it, only 196 fully filled the evaluation. Providing a **27.5% response rate**.

The respondents belonged to 63 different countries or territories (see table in the annexes), 48% of them belonged to WOSM European Region (94 respondents); 24% to the Interamerican Region (47 respondents); 13% to the Asia-Pacific Region (26 respondents); 8% to the Arab Region (16 respondents); 3% to the Eurasia Region (5 Respondents) and 4% to the Africa Region (8 respondents). From these 28% were female and 72% were male.

% of respondents by WOSM Region



53% of the respondents were Official delegates, 39% were Observers, 3% were guests and 5% attended the Conference in "other" roles. At the NSO/NSA level, 55% of the evaluation respondents had a governance related role (Committee Member, Int. Commissioner, President, Chief Scout); 14% support the Youth Programme, 8% support Adults in Scouting; 6% work in Scouting's Profile (communications, partnership and resources mobilisation) and 3% work in finance related areas.

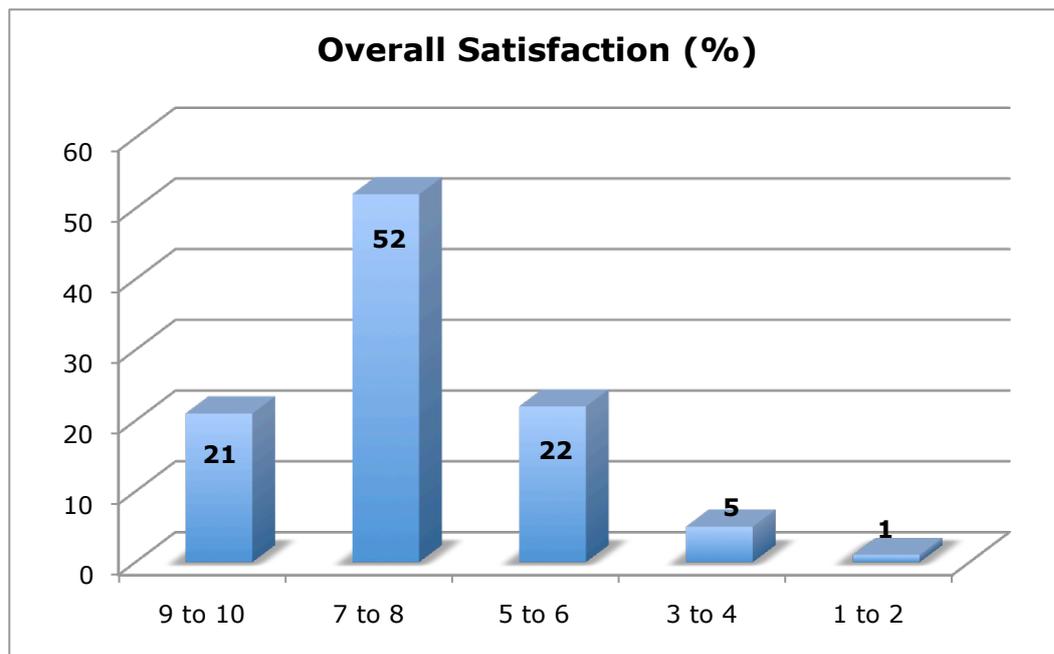
Role in the Conference	%
Official delegate	53%
Observer	39%
Guest	3%
Other	5%

For 49% of the respondents this was their first time attending a World Scout Conference (95 respondents) and 46% of them had attended between 2 to 5 WSC (91 respondents). 4% had been to 6 to 10 WSC (8 respondents) and 1% to more than 10 WSC (2 respondents).

Main Role in NSO/NSA	%
Chief Scout/Chief Commissioner/Chief Executive/President	21%
International Commissioner	17%
Board/Committee Member	17%
Supporting the Youth Programme	14%
Supporting Adults in Scouting	8%
Scouting Profile	6%
Finances and/or administration	3%
Other	13%

Overall Satisfaction with the 39th World Scout Conference

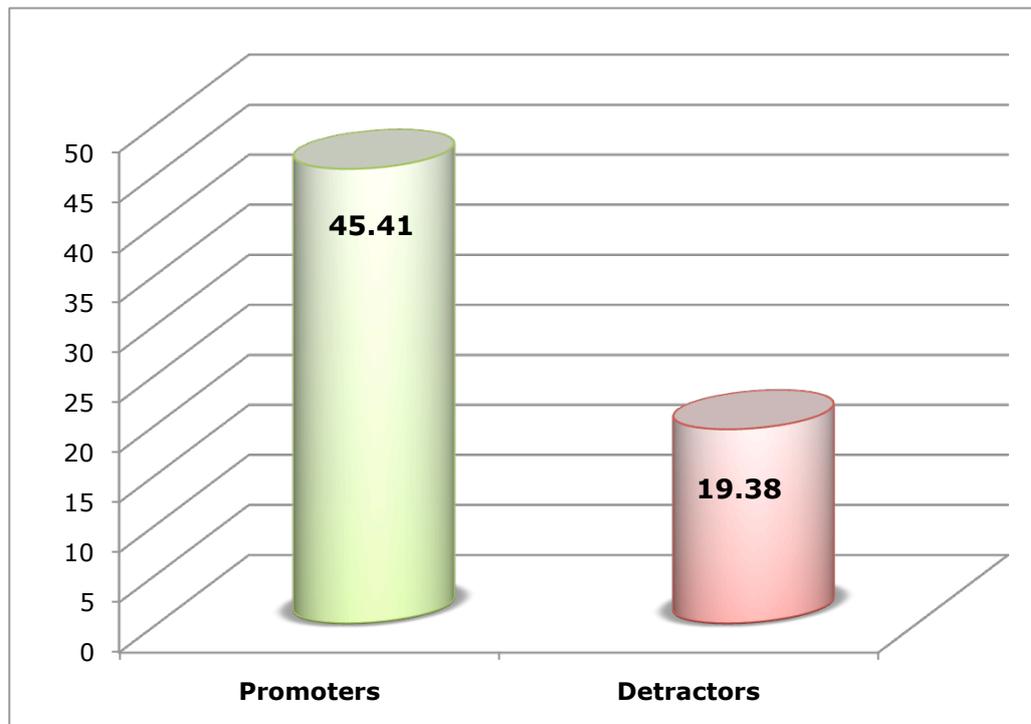
To the question: "On a scale of 1 to 10, how would you rate your overall satisfaction with 39th World Scout Conference? 73% of the respondents scored their level of satisfaction with the 39th World Scout Conference between 7 and 10 and 22% between 5 to 6.



Net Promoter Score for the 39th World Scout Conference

With the question: "On a scale of 1 to 10, how likely is it that you would recommend the World Scout Conferences to another colleague or friend in Scouting? The Net Promoter Score (NPS) of the Conference was 26%, with 45.41% of "Promoters" of the Conference and 19.38% of "Detractors".

Net Promoter Score: 26%



Overall satisfaction with other aspects of the Conference¹

Regarding general aspects of the 39th World Scout Conference the respondents had a high level of satisfaction with the program or agenda, with 74% of scores between 7 to 10. The Conference Documents had similar scoring as well as the information received before the Conference. The online registration facility was well graded as well (75% rates between 7 to 10). In the case of the registration by post one third of the respondents did not grade it, we may assume that these respondents used the online registration facility then. The check-in at the Conference site was also highly satisfactory, it received 77% of scores between 7 to 10 with the highest percentage in the range from 9 to 10.

About the role and interactions of the World Scout Committee during the Conference was highly satisfactory to the respondents, with 75% of scores between 7 to 10. In relation to the WSB staff role and interactions during the Conference, who received 77% of scores between 7 to 10, it is important to note that the higher percentage was in the 9 to 10 range. Very important to note that the hosts, the Brazilian Scouts Association, got more than half of all its scores in the highest range, 9 to 10, with 87% of the satisfaction level between 7 to 10.

¹ Note that those *percentages that do not add 100%* is because some respondents did not answer those questions.

Overall satisfaction with other aspects of the Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
Information received before the Conference	0.5%	4%	18%	41%	32%
				73%	
Conference Documents	1%	2%	11%	46%	33%
				79%	
Overall programme or agenda	0.5%	2%	20%	48%	26%
				74%	
Conference Registration: Online Facility	--	1%	14%	41%	35%
				76%	
Conference Registration by post ²	--	0.5%	11%	31%	19%
				50%	
Check in at the Conference	1%	2%	5%	35%	42%
				77%	

Overall satisfaction with other aspects of the Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
World Scout Committee role and interactions during the Conference	1%	3%	18%	43%	32%
				75%	
World Scout Bureau staff role and interactions during the Conference	1%	0.5%	16%	36%	41%
				77%	
Hosts – Brazilian Scouts Association - role and interactions during the Conference	1%	7%	4 %	30%	57%
				87%	

Overall satisfaction with other aspects of the Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
Venue and facilities	1%	5%	11%	38%	44%
				82%	
Simultaneous translation	1%	4%	16%	34%	41%
				75%	
Transportation during the Conference	7%	13%	23%	32%	21%
				53%	
Communications: computers, Internet, AV, telephones.	7%	12%	22%	30%	27%
				57%	
Food	4%	11%	25%	32%	28%
				60%	
Accommodations	0.5%	3%	15%	43%	38%
				81%	

² In the case of the registration by post *one third of the respondents did not grade it*, it may be assumed it was because respondents used the online registration.

ANNEXES

OVERALL SATISFACTION WITH THE SESSIONS OF THE FIVE DAYS OF THE CONFERENCE

DAY ONE

Overall satisfaction with the sessions of the <u>first day</u> of the 39th World Scout Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
MORNING: Introductions; explanations on interpretation and voting procedures; Appointment of Tellers and Resolutions Committee; Rules of procedure; Welcome NSOs and Centenary Diplomas	1%	5%	17%	50%	26%
	76%				
AFTERNOON: Address by WSC Chairman; Report by Sec. Gen.; Report by Treasurer; WSF; WAGGGS/WOSM; Introduction of Candidates to WSC.	2%	6%	19%	47%	23%
	70%				
EVENING: Opening Ceremony; Reception and Dinner	30%	19%	20%	18%	12%
	30%				

DAY TWO

Overall satisfaction with the sessions of the <u>second day</u> of the 39th World Scout Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
MORNING SESSION: Governance in World Scouting; Educational Methods; Scouting's Profile; the Strategy for Scouting; WOSM registration Fees; 11th WSYF Summary Report and Past and Current World Events.	--	5%	20%	51%	23%
	74%				
AFTERNOON: NSO and Regional Sessions	1%	4%	21%	46%	22%
	68%				
AFTERNOON: Presentations by candidates to World Scout Committee	--	0.5%	12%	52%	32%
	84%				
AFTERNOON: NSOs' Fair on Innovations	4%	5%	17%	50%	19%
	69%				
EVENING: International Fair	0.5%	4%	7%	40%	46%
	86%				

DAY THREE

Overall satisfaction with the sessions of the <u>third day</u> of the 39th World Scout Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
MORNING: The World Scout Committee elections.	--	0.5%	9%	45%	46%
				91%	
AFTERNOON: Discussion groups on Governance (Santa Monica)	2%	9%	22%	41%	19%
				60%	
AFTERNOON: Discussion groups on The Strategy (Santa Monica)	3%	9%	18%	37%	12%
				49%	
EVENING: Brazilian Evening (Santa Monica)	12%	16%	23%	30%	18%
				48%	

DAY FOUR

Overall satisfaction with the sessions of the <u>fourth day</u> of the 39th World Scout Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
MORNING: Decisions on Constitutional Amendments	3%	5%	16%	54%	20%
				74%	
AFTERNOON: Bronze World Award Ceremony; Future World Events invitations; Informal meetings of participants with similar appointments	2%	6%	15%	49%	27%
				76%	

DAY FIVE

Overall satisfaction with the sessions of the <u>fifth day</u> of the 39 th World Scout Conference	% of responses in each score range				
	SCORES 1 to 2	SCORES 3 to 4	SCORES 5 to 6	SCORES 7 to 8	SCORES 9 to 10
MORNING: Introduction of the New Chairman and Vice-Chairmen and other members of the World Scout Committee; Business Resolutions Committee Report.	0.5%	5%	19%	48%	26%
				74%	
AFTERNOON: Regional Meetings	1%	6%	14%	47%	26%
				73%	
AFTERNOON: Address by the new Chairman of the WSC and closing ceremony	3%	5%	12%	44%	28%
				72%	
EVENING: Farewell reception and closing dinner	10%	11%	21%	31%	20%
				51%	

Number of Respondents by Country

Countries-Territories	No. Respondents	Countries-Territories	No. Respondents
Angola	1	Lebanon	3
Argentina	2	Liechtenstein	1
Armenia	2	Luxembourg	1
Australia	6	Macao	2
Austria	5	Macedonia, The former Yugoslav Republic of	1
Bahamas	1	Malaysia	1
Bangladesh	1	Mauritius	1
Belarus	1	Mexico	1
Belgium	8	Moldova, Republic of	1
Bosnia and Herzegovina	1	Netherlands	2
Botswana	1	Netherlands Antilles	1
Brazil	16	New Zealand	1
Cameroon	1	Norway	2
Canada	8	Palestinian Authority	5
Denmark	9	Panama	1
El Salvador	1	Paraguay	5
Estonia	3	Portugal	2
Finland	6	Russian Federation	1
France	7	Saudi Arabia	3
Germany	3	Serbia, Republic of	1
Ghana	1	Singapore	2
Greece	2	Slovenia	1
Guyana	2	Spain	2
Hong Kong	2	Sudan	1
Hungary	2	Sweden	10
Iceland	3	Switzerland	5
Ireland	2	Trinidad and Tobago	1
Israel	3	Uganda	2
Italy	13	United Arab Emirates	1
Japan	7	United States	8
Jordan	2	Zimbabwe	1
Korea, Republic of	4		