

2005/AD.07
(Original: English)

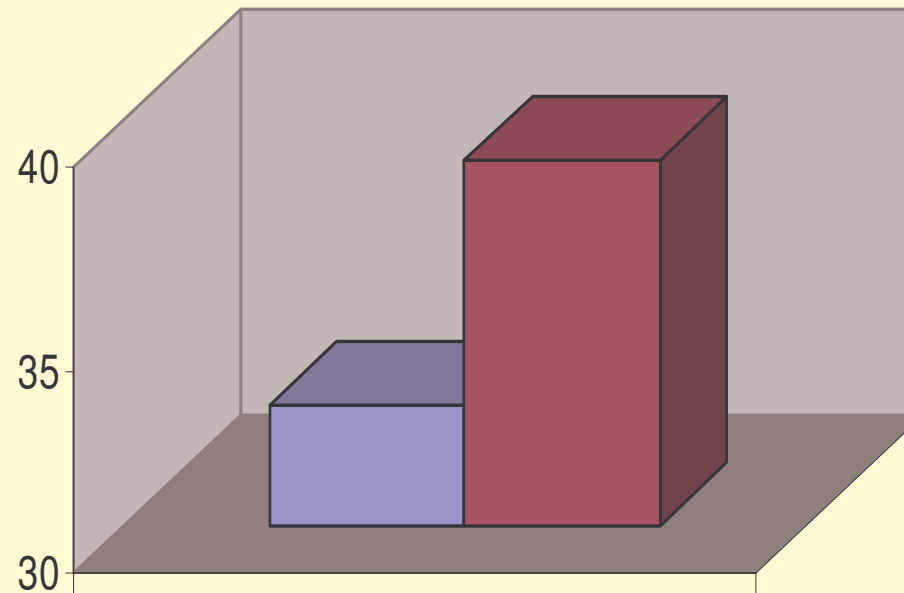


May 2005

FINDINGS *from the* **ICOM'2004** **QUESTIONNAIRE**

with comparison of findings from ICOM'2001 questionnaire

Number of questionnaires received

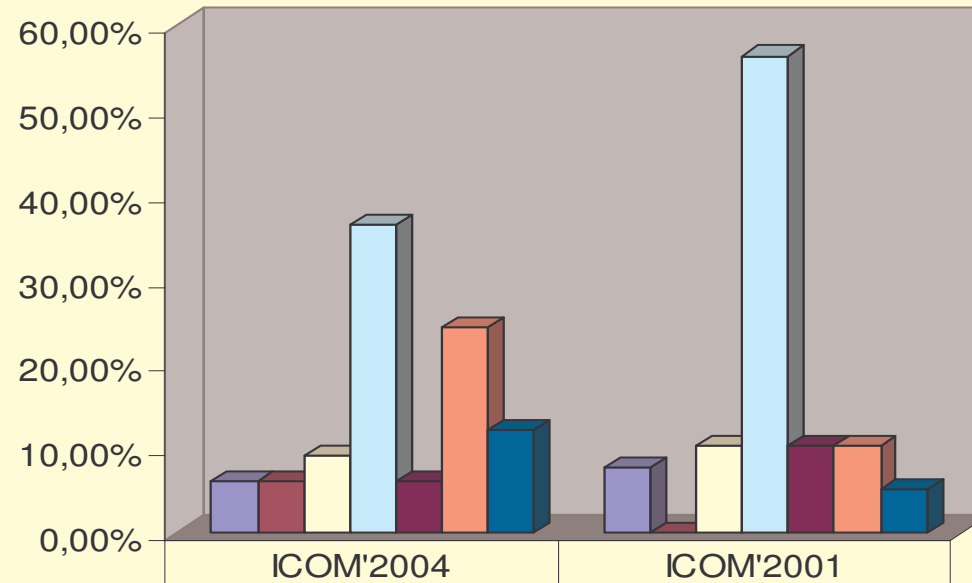


	Number of questionnaires received
ICOM'2004	33
ICOM'2001	39

* 2004 questionnaires were distributed in-situ in ICOM'2004 welcome packet ([approx. 2200 persons](#)) and were also made available from November 2004 to 1 March 2005 (official deadline) on ICOM's website and received at the ICOM Secretariat until 15 April 2005.

** 2001 questionnaires were sent by snail mail and through ADCOM-L only to Chairs and Secretaries of the Advisory Committee ([342 persons](#)) and received at the ICOM Secretariat until at 15 April 2002.

Distribution by membership region of questionnaires received at the ICOM Secretariat



	ICOM'2004	ICOM'2001
■ Africa	6,06%	7,69%
■ Arab States	6,06%	0,00%
□ Asia & the Pacific	9,09%	10,26%
■ Europe	36,36%	56,41%
■ Latin America & the Caribbean	6,06%	10,26%
■ North America	24,24%	10,26%
■ Country not indicated	12,12%	5,12%

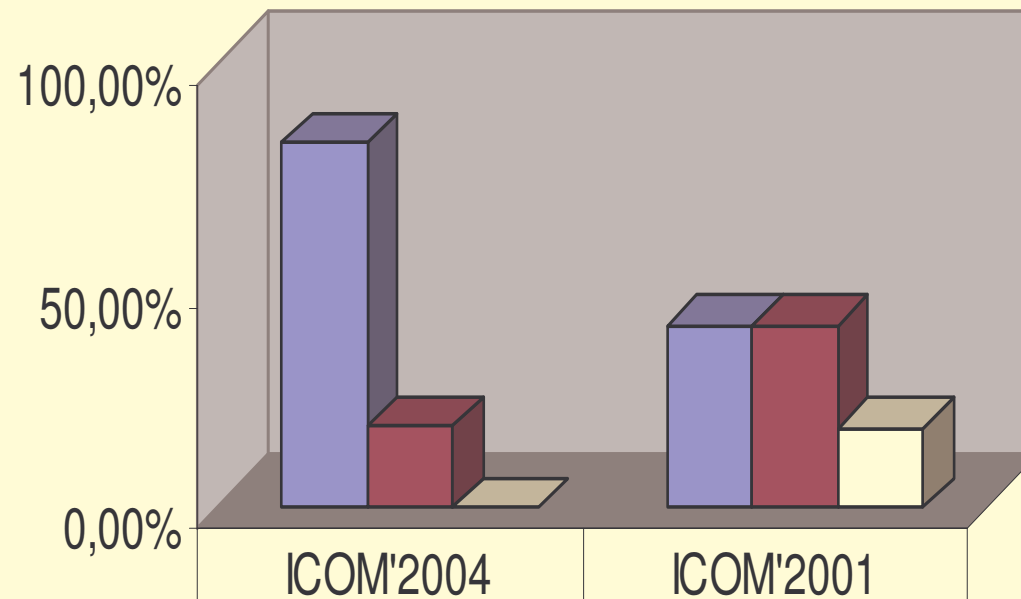


PART I.

Comments on the ICOM'2004 Website



1. Did you find the information you needed regarding the Conference on this website?



yes	81,82%	41,03%
no	18,18%	41,03%
no opinion	0,00%	17,94%

Comments to question No. 1.: please indicate why not and the type of information you needed:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪ Information not provided early enough ▪ Information not complete and then changed ▪ In the future, please do more updates on program(s) ▪ Often late information ▪ Access too slow ▪ I did not look at the website, much printed material was received ▪ For instance, the way and the number of hours it would take to go to the Shila Realm on the 7 October 2004. When we learnt in-situ that it would take 10 hours of car transportation and hours lost with meals, we modified our destination. I had asked these information by email and fax but I never received any answer before my departure 	<ul style="list-style-type: none"> ▪ Full program was missing ▪ Programme and registration form was not posted on the website until April 2001 ▪ No tourists information or map indicating where hotels were in relation to the Conference Centre ▪ No information on public transportation ahead of time ▪ No warning information about the crime (thefts) in the city. ▪ Could not find ICOFOM programme ▪ Could not find programme for International Committee meetings ▪ More details were needed ▪ On-line booking did not work ▪ Members who could register found out that the booking was lost and could not be retrieved by organisers ▪ Lack of updates on the website. Information on museums in Barcelona was missing ▪ For months the 'What's new' section had nothing in it

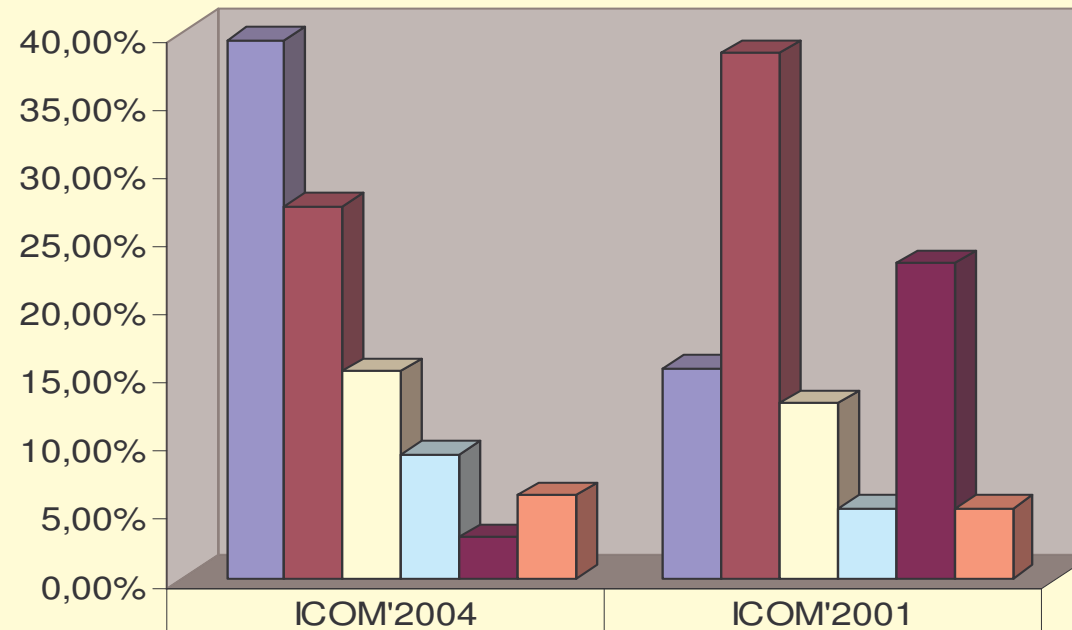


PART II.

Registration



2. If you pre-registered, could you indicate if the procedure was:

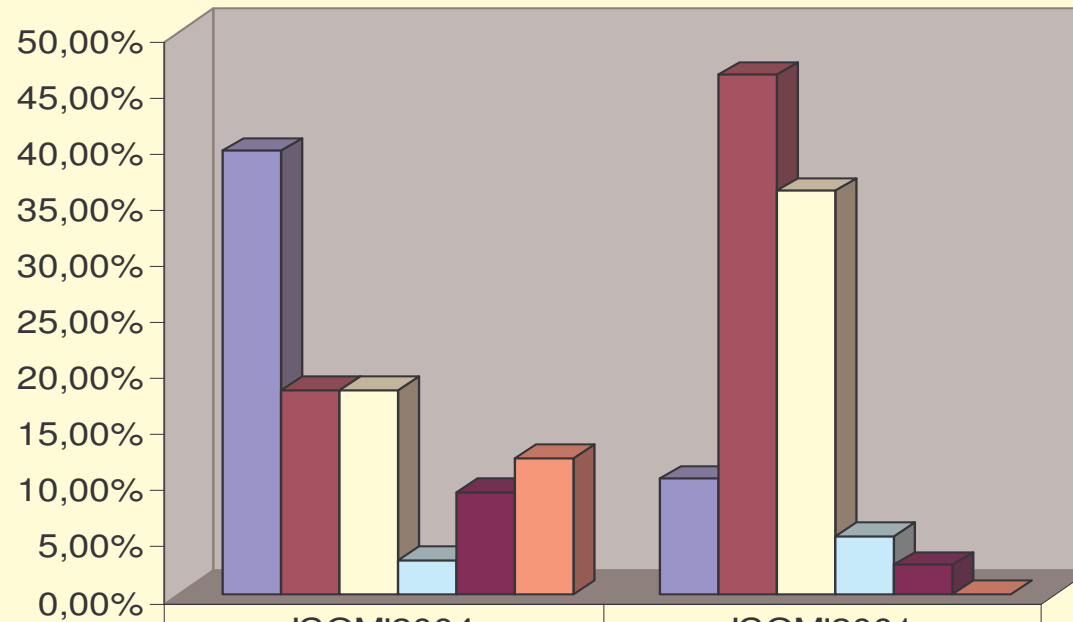


	ICOM'2004	ICOM'2001
■ efficient	39,39%	15,38%
■ satisfactory	27,27%	38,47%
□ difficult	15,15%	12,83%
■ entirely unsatisfactory	9,09%	5,12%
■ did not pre-register	3,03%	23,08%
■ no opinion	6,06%	5,12%

Comments to question No. 2:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪On-line payment security not clear and VISA card was refused▪Email correspondence suffering from poor English▪Being designated as keynote speaker, I could benefit from exceptional assistance▪I was delightfully surprised that pre-registration was so smooth▪Procedure needs to be more simplified▪The first confirmation contained errors. I contacted the hotel directly so this problem was solved too but not through the conference organising committee▪Many members do not have access to email or internet▪Tried to register to get the early-bird registration fee, but did not work correctly and I had to pay the regular registration fee▪No one ever responded to confirm▪I never received information events “by invitation only”▪My first attempt failed, but I eventually did it successfully▪When contacted, staff was helpful	<ul style="list-style-type: none">▪Problems of distance payments▪Requirement for payment of total funds upfront was impractical▪No response from ICOM'2001▪Registration fee was too expensive▪It was confusing between pre-registration and registration and did not understand why a pre-registration was not accepted as a definitive registration

3. Did you find the registration procedure on the Website:

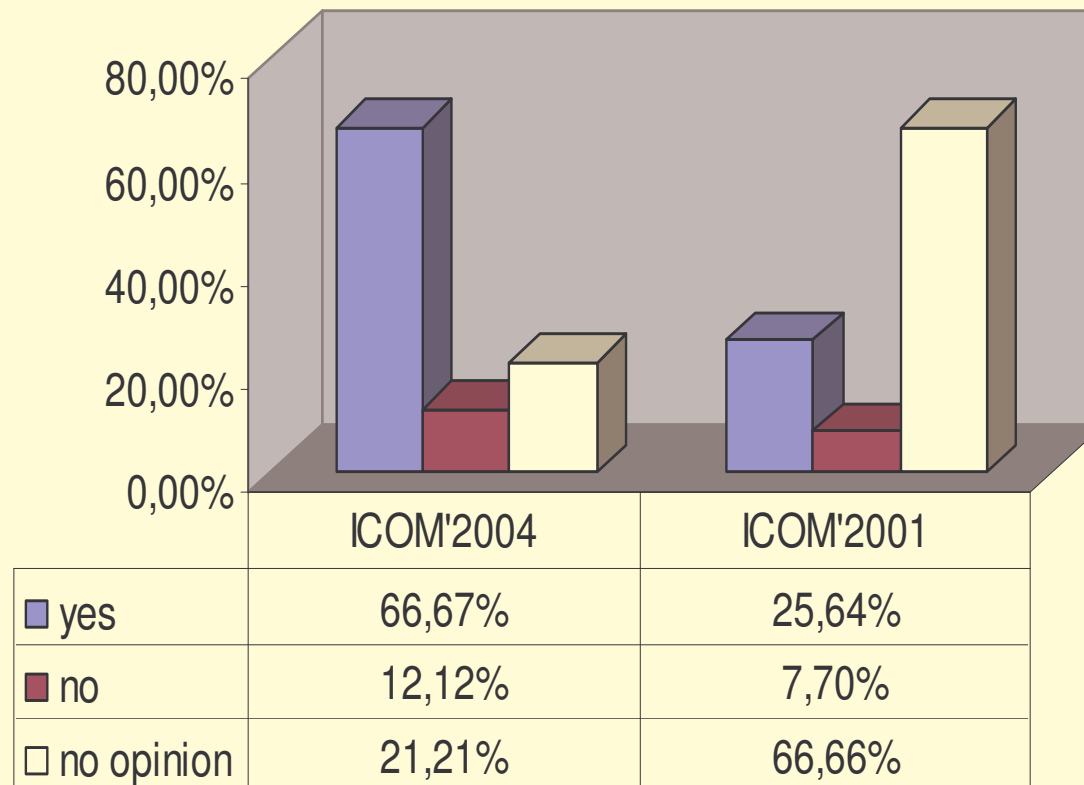


	ICOM'2004	ICOM'2001
■ efficient	39,39%	10,26%
■ satisfactory	18,18%	46,16%
□ difficult	18,18%	35,90%
■ entirely satisfactory	3,03%	5,12%
■ not applicable	9,09%	2,56%
■ no opinion	12,12%	0,00%

Comments to question No. 3:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪ Easy to download the form ▪ On-line inconvenient ▪ Difficulties expressed from several members whose business/work computer policies do not allow them to undertake on-line payments ▪ I was unable to register on the website after trying several times ▪ Confirmation received at the last minute for the Conference. No confirmation at all from the hotel before the arrival ▪ Registered by fax ▪ I filled in the registration form I received at home and I sent it to the organisation committee in Korea by normal mail 	<ul style="list-style-type: none"> ▪ Could not register because they did not accept travellers cheque. No bank in the area of the Conference Centre ▪ There seemed to be no link between pre-registration and registration. What was the purpose of the pre-registration. Registration was unclear and no confirmation was sent unless you phoned the Organising Committee and specifically asked for it ▪ Payment methods were difficult. The Organising Committee only accepted bank transfer after negotiations ▪ No organisation at all on the spot. Persons in charge of welcoming participants were not able to answer any questions ▪ Impossible to find accommodations where a pet was accepted. ▪ Uncertainty as to whether the registrations was confirmed or not

4. Were you booked in the hotel with your preferred price-category?



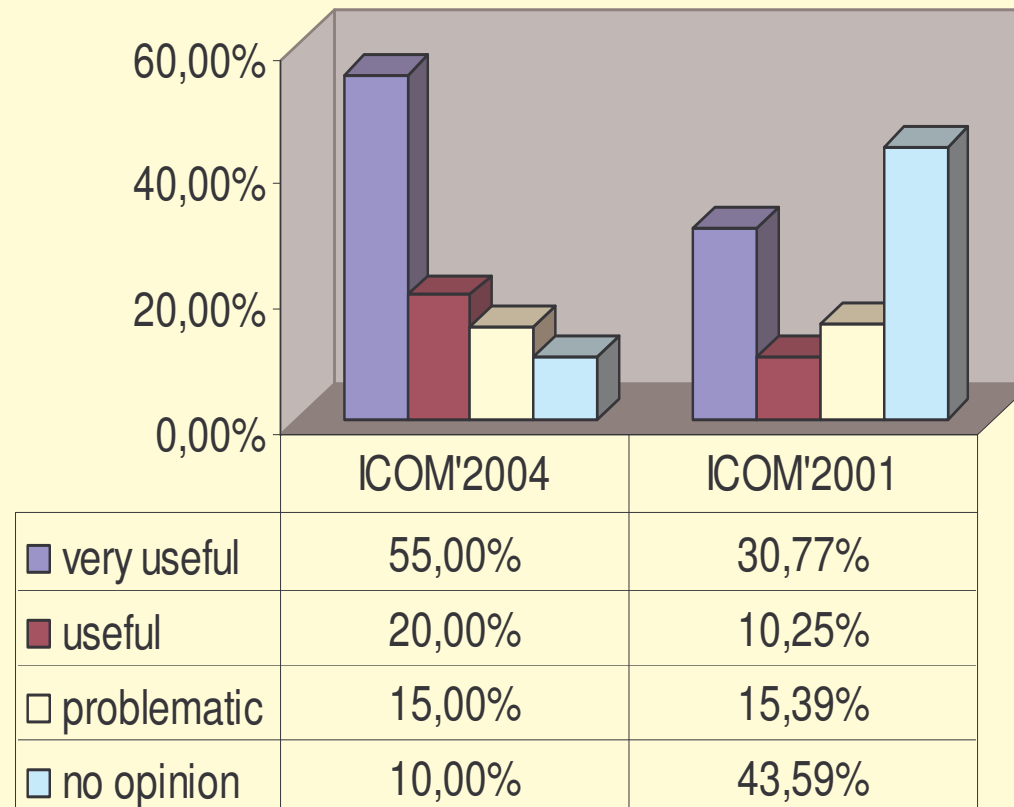


PART III.

Preparation of International Committee meetings



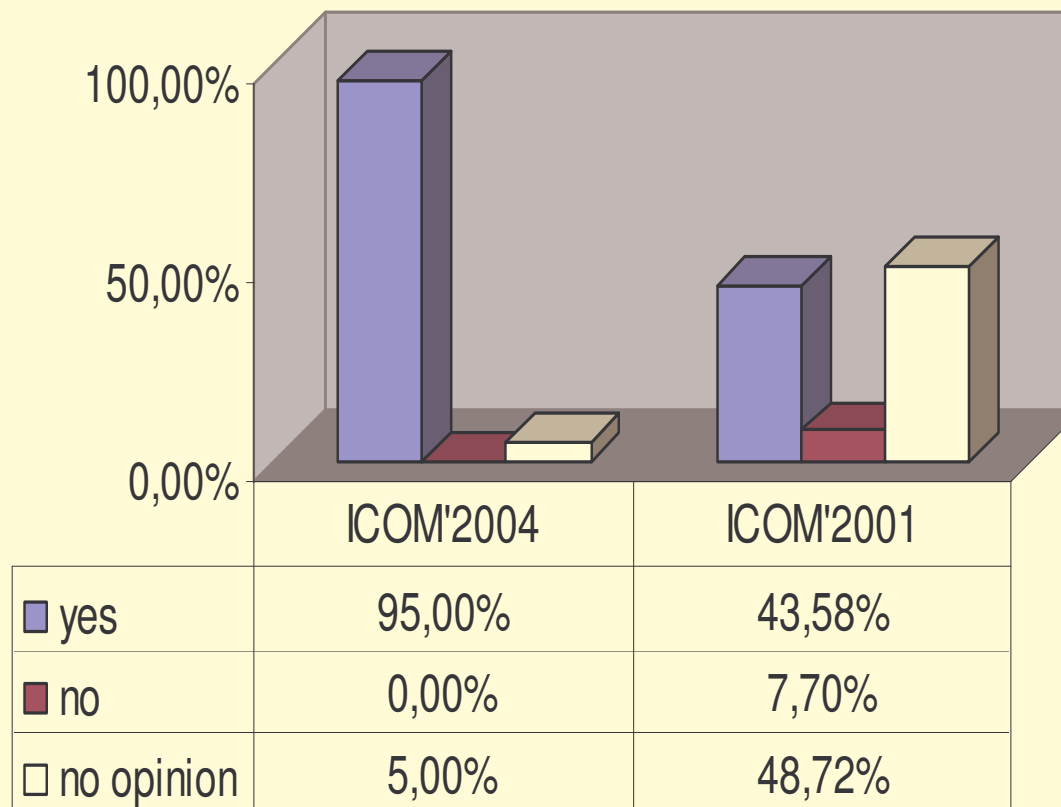
5. Was the contact with the Korean representative of your Committee:



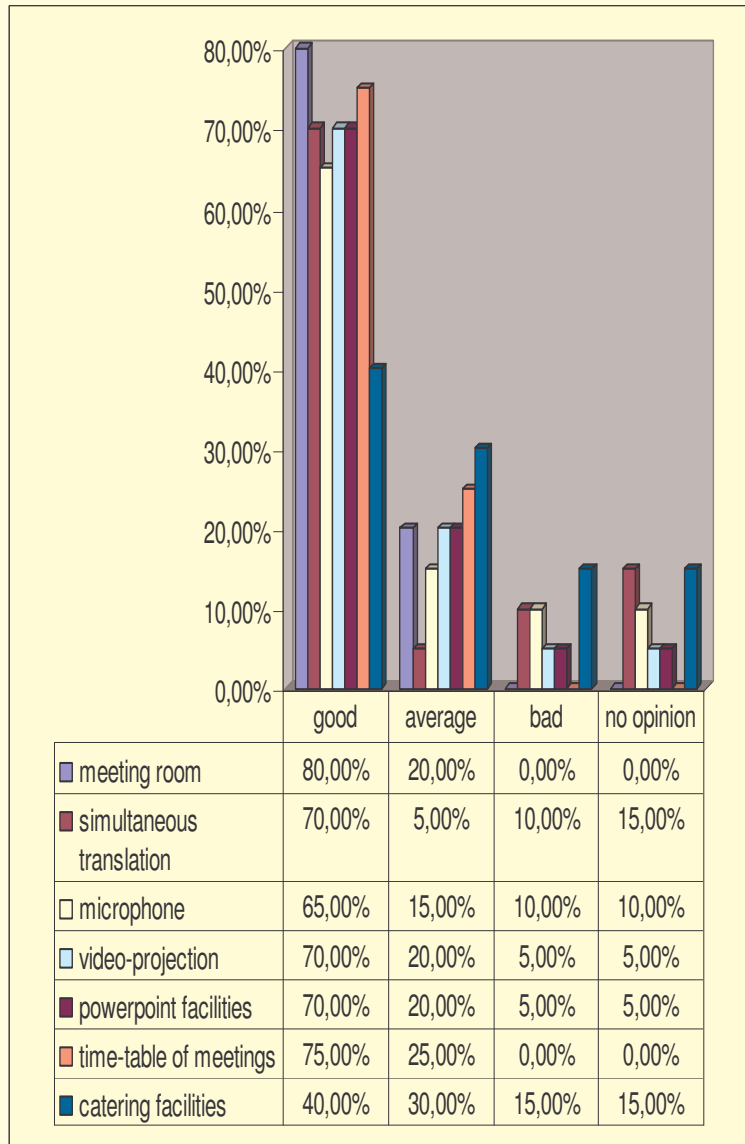
Comments to question No. 5:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪Shuttles that were announced in the programme did not exist ▪Although I sent many emails, there was no useful answer ▪It was difficult to establish direct contacts, no direct answer to emails in preparation of the congress. The formal invitation needed for my administration was only drafted with 2 lines ▪Absence to the plenary session of ICOMON ▪Contacts beforehand (ICMAH Board meeting with the Korean representatives) enabled to elaborate a programme ▪Knowing the representative well in advance is very important ▪Being friendly and cooperative were useful ▪The representative did not respond to a lot of emails. Everything was understandable in Korea, but during the preparations, our committee was quite unsure about what was done or not done ▪Eventually the special programme for this international committee worked out well. However, in putting the programme together, there were many changes in the representative allocated and once allocated the representative appeared to receive very little information from the central organising committee to appreciate the problems arising ▪She was efficient, helpful and very organised ▪Difficulty in securing more Korean content in our program ▪ICOMAM did not have any Korean representative ▪Everyone was very helpful ▪Thank you so much to Mrs. Insook Lee and Mr. Jongsok Kim for making things easy for ICOM members to understand the process of registration, etc 	<ul style="list-style-type: none"> ▪Most information came from the Secretary of NATHIST. ▪I made my presentation in Spanish because I am from a spanish-speaking country but I do not understand why they do not ask to the spanish representative that they could speak in their own language as translation was provided. ▪The Spanish representative, whilst personable, was not linked professionally to the concerns of MPR. There were also difficulties in communication. The majority of the MPR Board prefer English in business dialogue and the Spanish representative had very limited English language skills. ▪Replacement representative nominated about 7 months before the Conference. ▪Excellent representation and work of AVICOM Spanish representative. ▪Poorly arranged, little contact with other Spanish colleagues. ▪Very useful but only during the Conference. ▪The email address of the Spanish representative had lots of problems but the quality of her work was very good. ▪There was no Spanish representative of ICDAD in Barcelona and the curator of the Decorative Art Museum chosen by the Organisation in Barcelona did not help at all. ICDAD had to organise its meeting by its own which was very difficult.

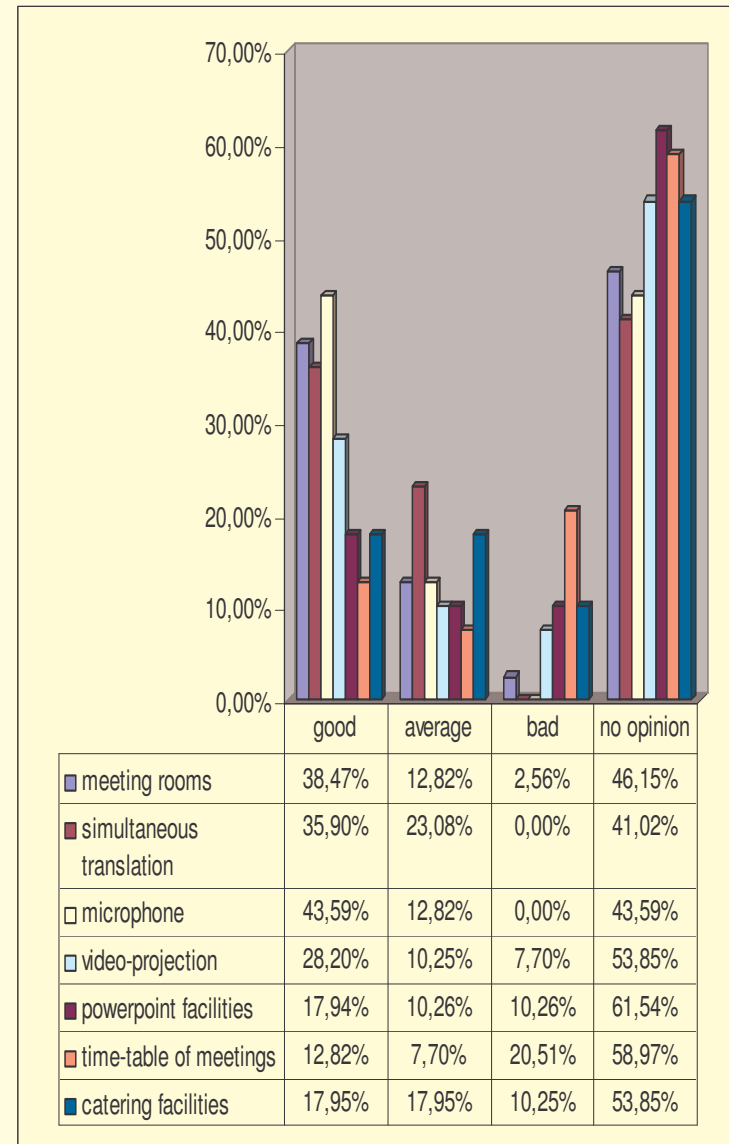
6. Did ICOM'2004 provide you with the facilities you asked for?



7. Could you comment on the quality of the following facilities?

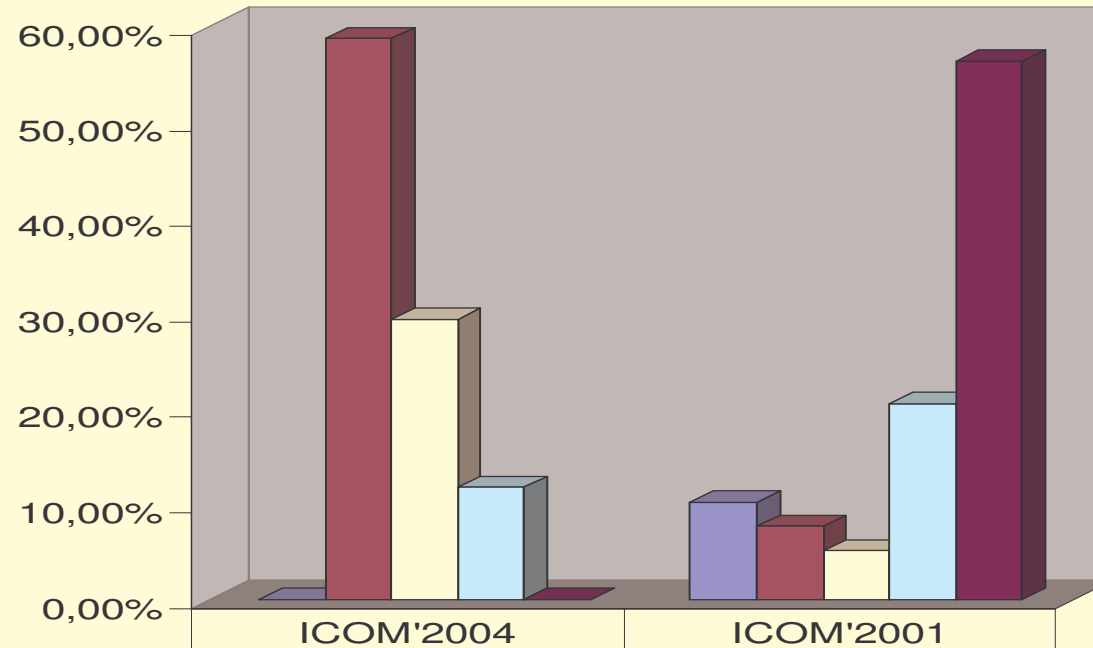


ICOM'2004



ICOM'2001

8. What was your opinion with regard to the desk for International Committees?



	ICOM'2004	ICOM'2001
well situated and enough space	0,00%	10,26%
well situated, but not enough space	58,82%	7,70%
badly situated, but enough space	29,41%	5,12%
badly situated and not enough space	11,76%	20,51%
no opinion	0,00%	56,41%

Comments to question No. 8: Other

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪ I did not see any desk for International Committees▪ Available easy contact▪ No sign posting from registration centre▪ Did not know of this service in advance so we did not use it	<ul style="list-style-type: none">▪ How could we know that there was one?▪ The International Committees need an information desk clearly marked and centrally placed from the very start. The International Committees demand that future information facilities be next to the registration. We do not need a one-meter desk for each committee, a 3-meter desk is completely fine for all of us together

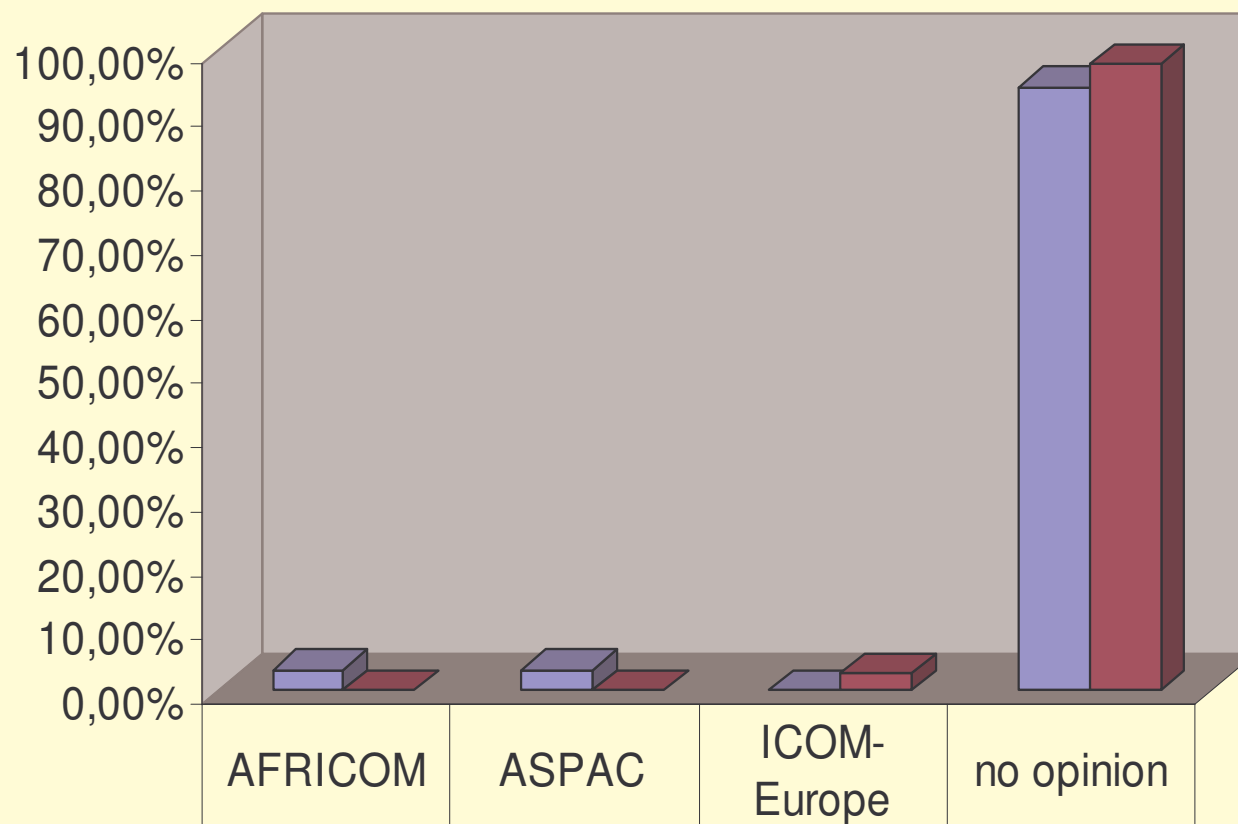


PART IV.

Regional Organisation meetings

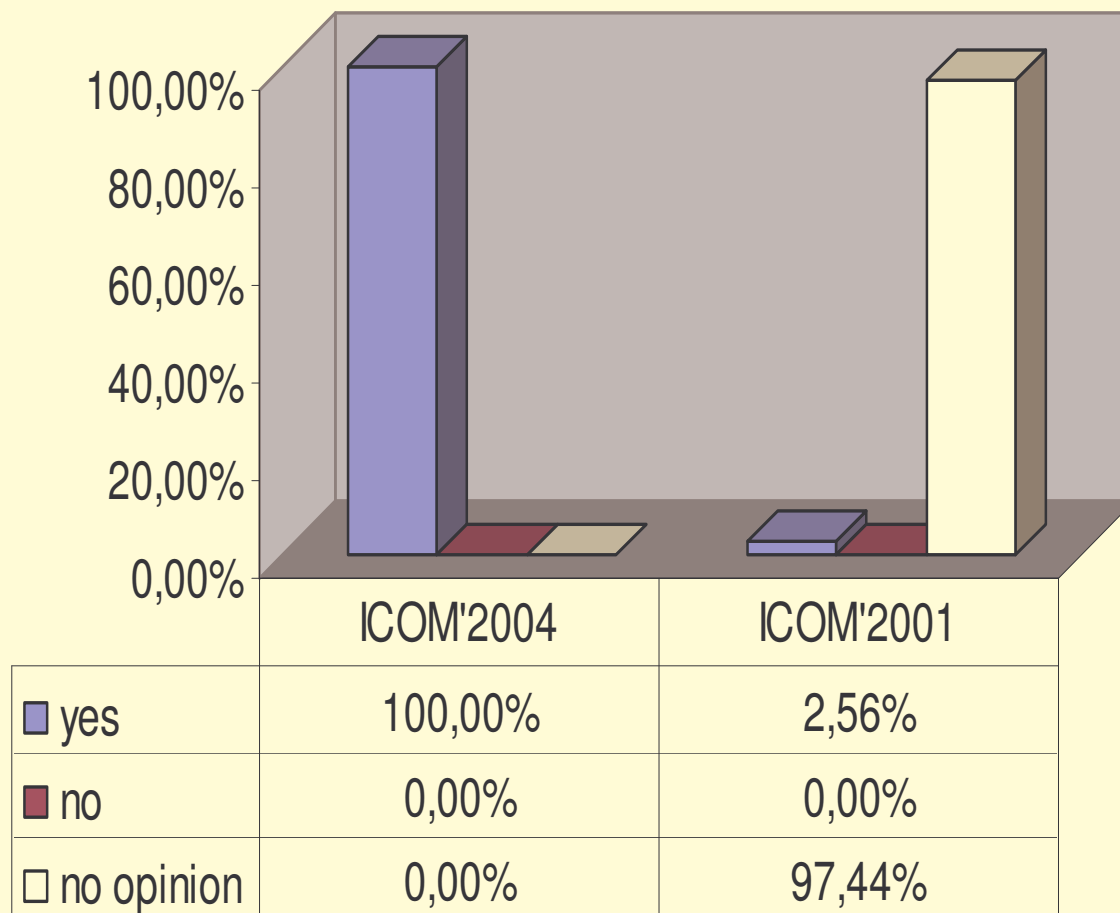


9. Indicate your Regional Organisation:



■ ICOM'2004	3,03%	3,03%	0,00%	93,94%
■ ICOM'2001	0,00%	0,00%	2,56%	97,44%

10. Did you organise a meeting in Seoul?



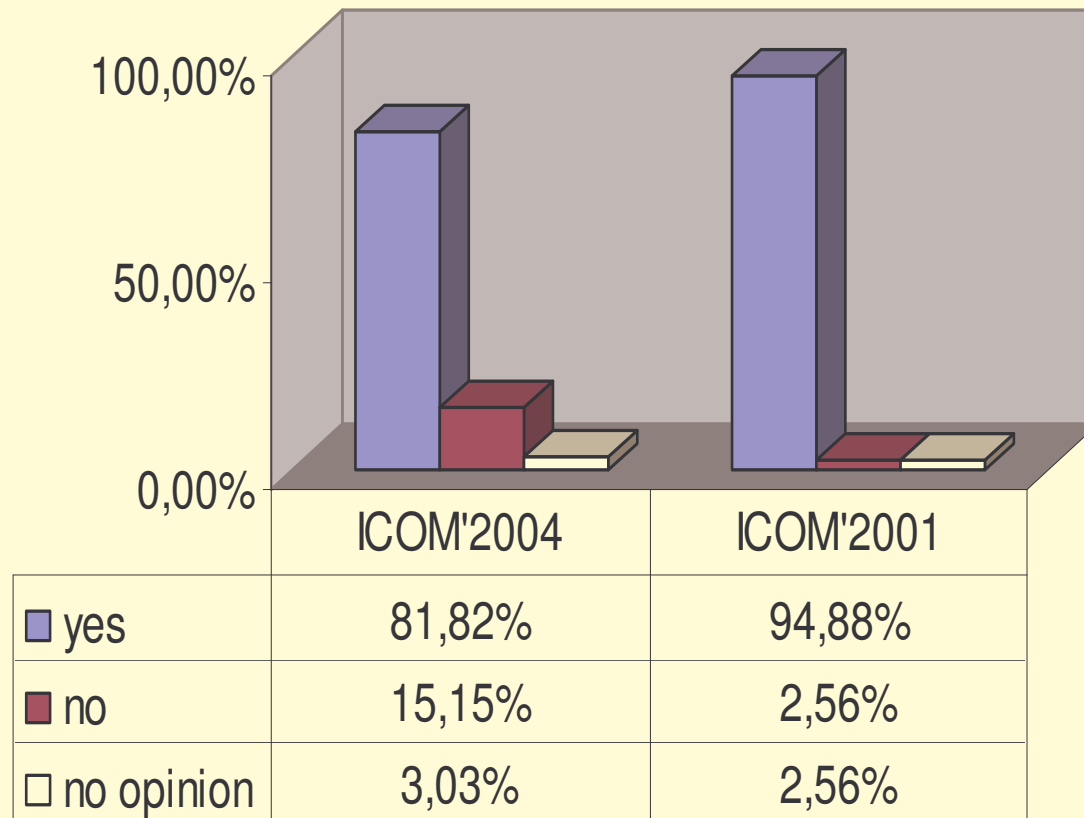


PART V.

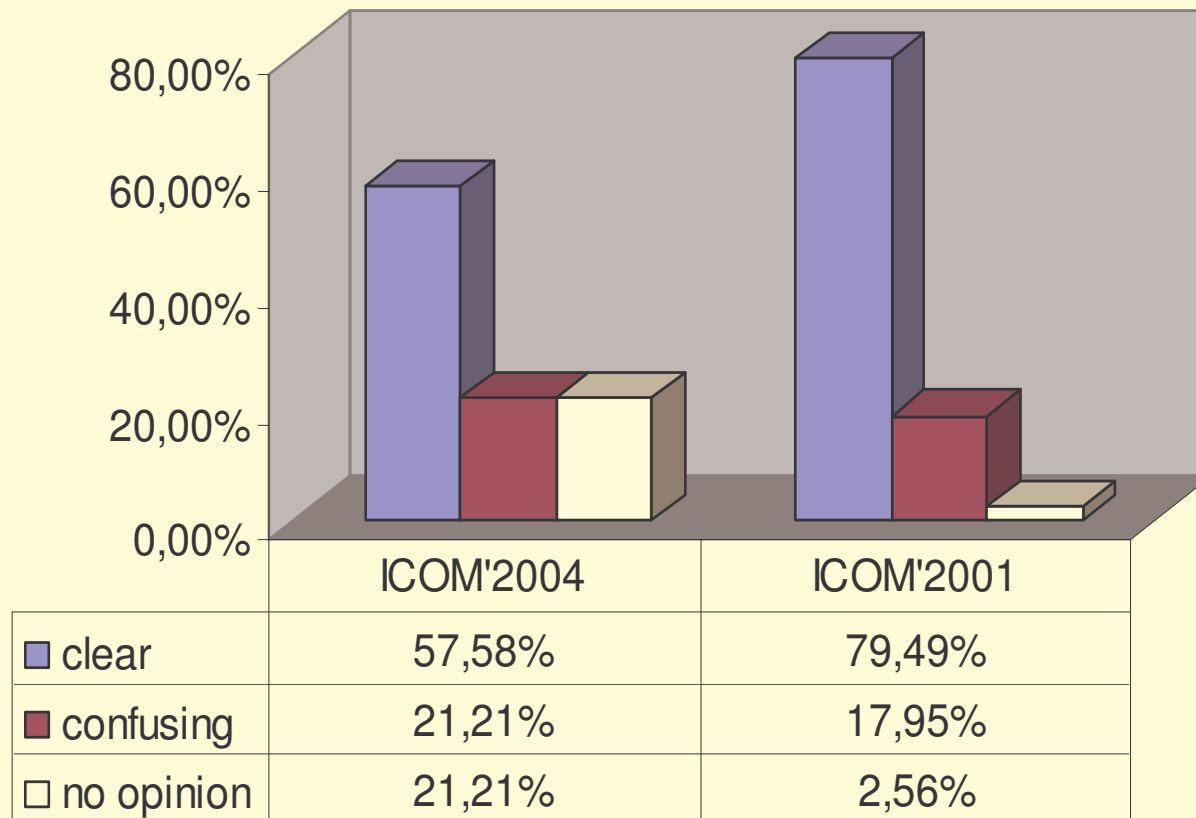
General Conference



11. Did you attend the General Conference Inaugural Session?



12. Were the election procedures for the Executive Council during the General Assembly meeting:



Comments to question No. 12:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪It is difficult to announce the person, voting on behalf of the International committee without a list of participants some months before the Conference▪Elections were well handled. It was not clear how the counting of votes was done▪Nominations Committee should be maintained in order to improve the conditions for the elections and the preparations of the lists. Indeed, the geographical representation and the cultural areas should be improved (only 1 representative from Africa...)▪Not enough space and had to queue up	<ul style="list-style-type: none">▪The voting result is only presented orally so it is difficult to follow precisely these results. It could be shown on a screen.▪Alissandra Cummins, Chairperson of the Advisory Committee, as always, brought a level of expertise and control to the operation that was exceptional▪Really excellent – the best part of the whole Conference because this was run entirely by ICOM and not the Barcelona Conference contractors▪Documents regarding elections were too complicated and explanations confused▪Some of the proxies sent in time were lost. We had to present copies

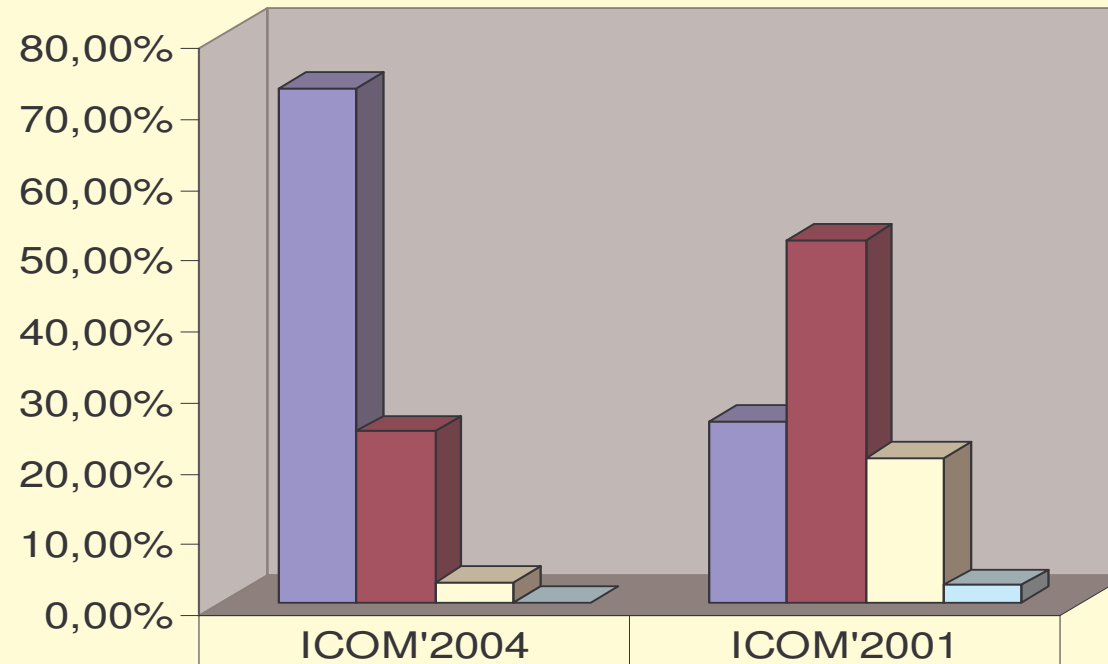


PART VI.

Assistance during the Conference



13. Was the staff of Seoul ICOM-2004:

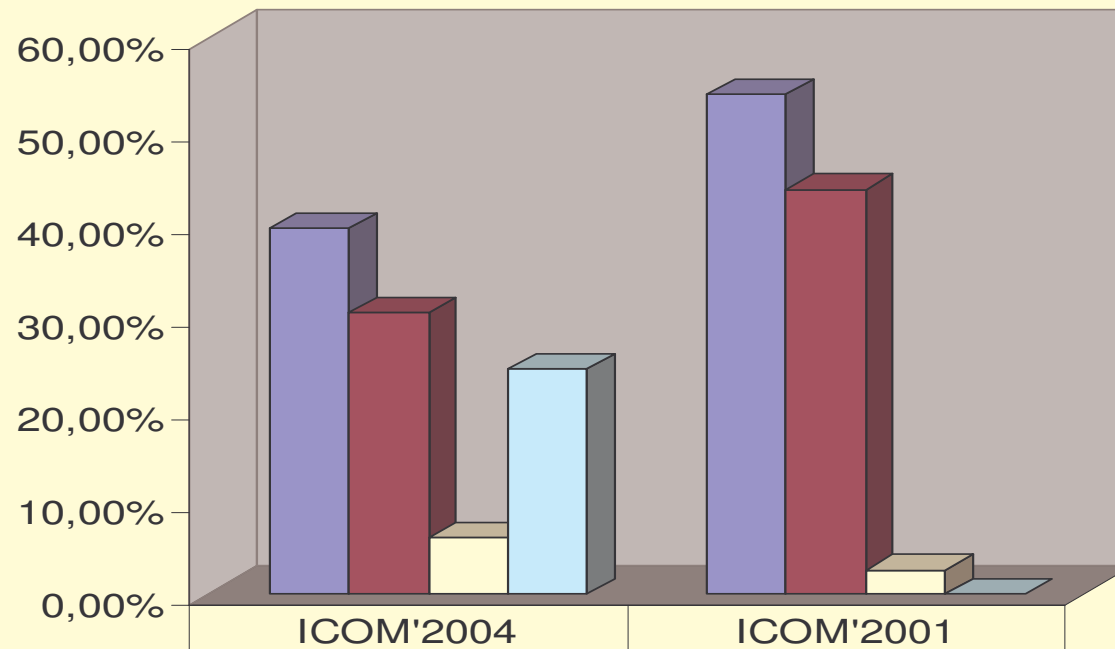


■ always present and accessible	72,73%	25,65%
■ almost always present and accessible	24,24%	51,28%
□ difficult to find and access	3,03%	20,51%
□ no opinion	0,00%	2,56%

Comments to question No. 13:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪ The location was hard to find the first day. Closing time for the information desk was too early ▪ Sometimes they had problems with the English language ▪ Very polite and helpful within their knowledge ▪ Volunteers provided excellent services where needed ▪ Appreciable ▪ Airport desk not as well informed on transfers to hotels ▪ Did not always have the answers or speak English ▪ Problems with language were encountered, only English was used ▪ Problems with language, not many could understand nor speak English ▪ Difficulties at the beginning, no inscription on the 30 September 2004 and difficult inscriptions on the 1 October 2004 	<ul style="list-style-type: none"> ▪ They did their best and were always polite and friendly ▪ Good service from the group of volunteers ▪ Problems of communication because they did not speak English very well ▪ Spanish program committee staff seemed clueless and unsure of answering questions ▪ Personnel of ICOM'2001 Organising Committee was frequently everywhere and everytime but we understand that everybody had many things to do. It is important for someone who arrives to find people from the Organising Committee staff ▪ Impossible to find information before the Advisory Committee meeting started ▪ Difficult to find particularly the day before the Conference started and the last day

14. Was the staff of the ICOM-General Secretariat from Paris:



■ always present and accessible	39,39%	53,85%
■ almost always present and accessible	30,30%	43,59%
□ difficult to find and access	6,06%	2,56%
■ no opinion	24,24%	0,00%

Comments to question No. 14:

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪ Efficient and pleasant company as always ▪ I experienced an excellent management of business matters ▪ They were so busy that contacting them was not easy. They were housed in different venues which caused difficulty ▪ The Secretariat was efficient and of exemplary seriousness ▪ My congratulations to them for their enormous help/support for making this Conference a success ▪ Almost manageable ▪ Never tried to reach them in Seoul ▪ I do not know because did not need their services ▪ I had no reason to contact them ▪ My only contact was regarding the voting procedure which worked out very fine. I cannot say more... ▪ I cannot really tell because I did not try to reach them ▪ Thank you very much 	<ul style="list-style-type: none"> ▪ Very helpful in times of trouble ▪ Excellent presence 'on the floor' ▪ First class effort: surprised they stayed to field all the complaints about things which were not their fault. ▪ Always very kind ▪ They all did an excellent job and want to give them the highest rating because it was not physically possible to be always present and accessible ▪ If meetings start at 9:00 a.m., the staff should be there earlier



PART VII.

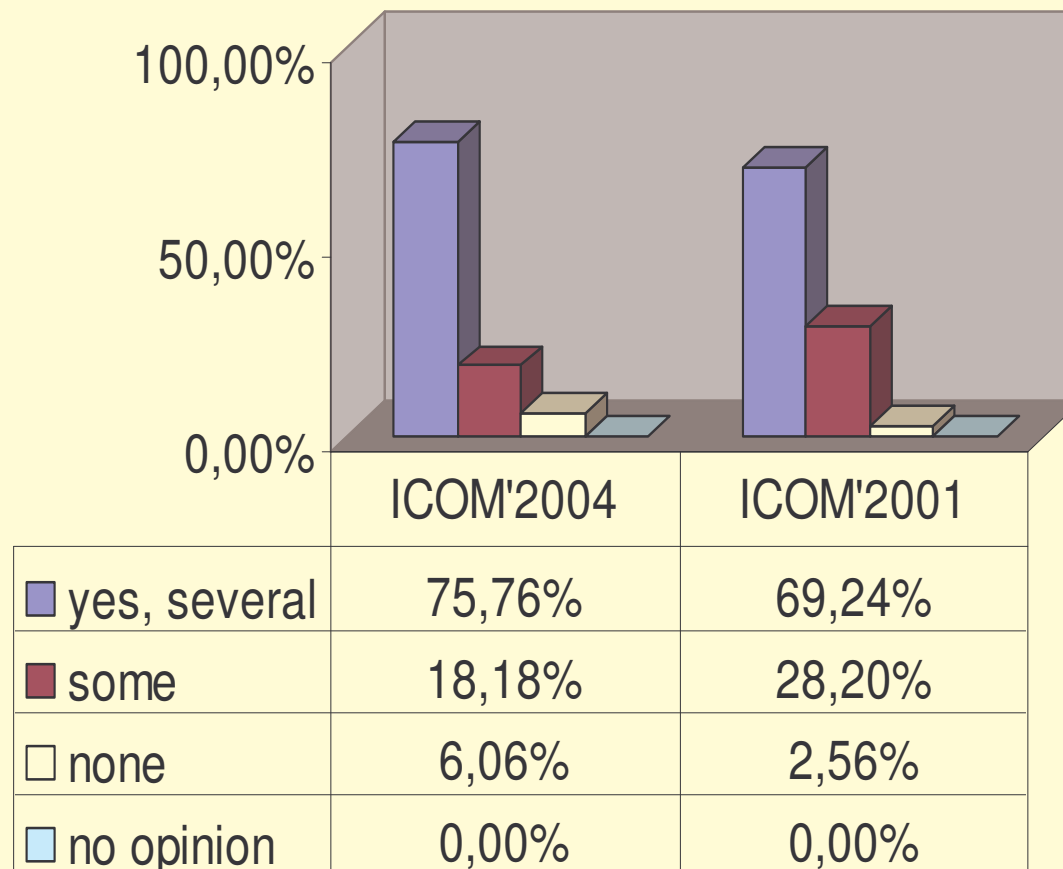
Seoul



15. If you had any difficulties with entering the country, could you indicate their nature?

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪ Little harassment done at the immigration office▪ Very restrictive visa procedures and limited length of stay even if I presented evidence that I had travelled to different parts of the world and had proof of funds▪ Language barrier with airport cab starter▪ Missed my flight and Northwest Airlines was not helpful in rescheduling!	<ul style="list-style-type: none">▪ We had difficulties to get a visa in the Embassy of Spain in Peru and we receive a bad reception from customs personnel at the airport

16. Have you been able to visit museums in Seoul?



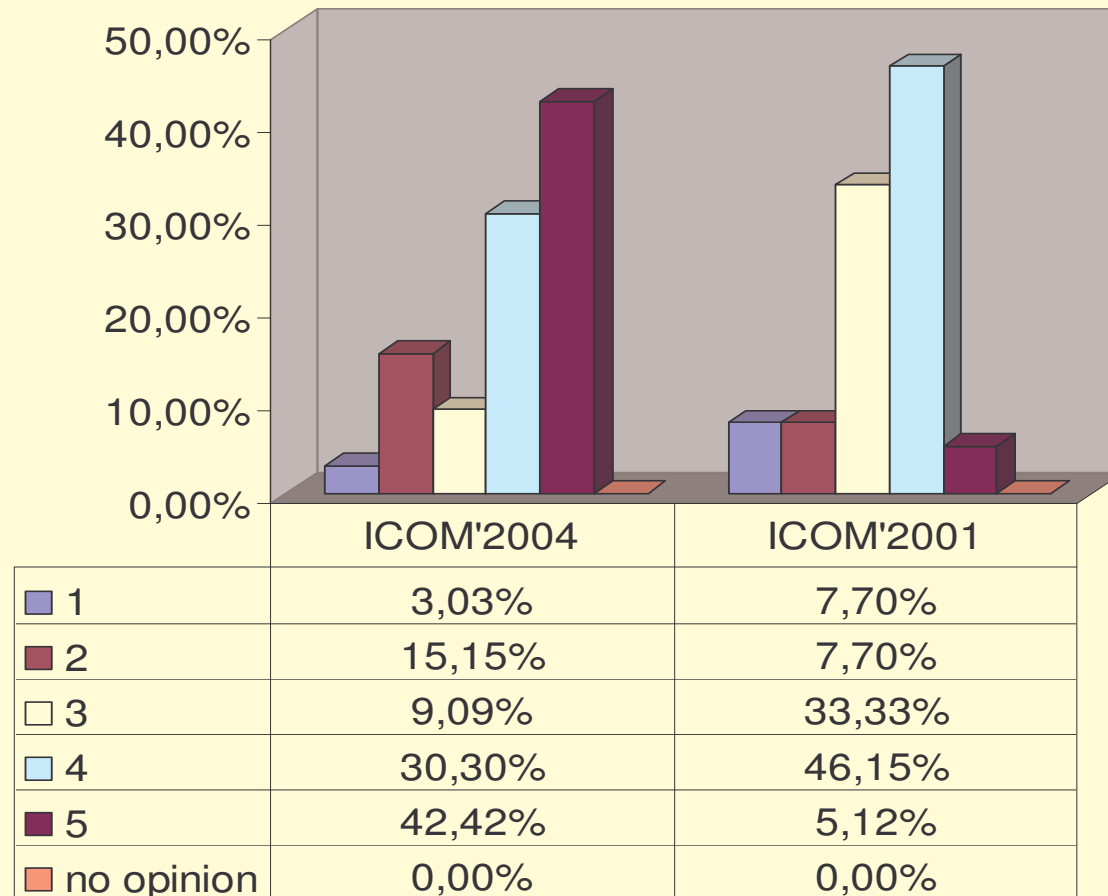


PART VIII.

ICOM'2004 - Seoul



17. On a scale from 1 to 5 (5 = excellent, 1 = poor), how would you rate your overall satisfaction with ICOM'2004?



Do you have any suggestions on how to improve the General Conference?

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪ The regrouping activities is fundamental and that it is imperative to avoid scattering meetings in different museums ▪ To name absolutely reliable contact persons who take care of organisational issues for International Committees. To distribute a list of all participants according to the alphabetical order, the international committees: such a list would improve the communication during the Conference. More innovative keynote speakers as Neil Postman in the Hague in 1989! ▪ More access to the internet. Possibility to print out documents ▪ Frequent changes of departures. Congress fees were too expensive. Excursion programmes promised more than was fulfilled (lunch packets unsuitable for muslims, with pork for instance) ▪ Not that I could think of! 	<ul style="list-style-type: none"> ▪ It should be possible to pay accomodation in advance or by credit card ▪ Grants should be fairly distributed ▪ Less meetings at the same time, keep on with the effort of simultaneous translation and the conference fee should be less expensive ▪ Stronger integration in the programme of the International Committees with the local museums ▪ Information of participants beforehand about security matters. Events should start at a given time (not 30 minutes later as in Barcelona) ▪ ICOM is a very difficult organisation – its committees are too territorial and there is too much of an old-boys network. ▪ ICOM must find a way to create more integrated meetings, rather than have 15 or herds of people passing each other in the hallways. Over the years, which I have gone to sessions outside of « my » committee, I have seldom been welcomed, and twice asked to leave. This is unacceptable ▪ ICOM must find a way to create a better way of welcoming first –timers. It is easy to determine who is a first-timer, and they should get pre-conference emails welcoming them, a pre or first night orientation and receptions should be held, with mentors ready to work with them to understand how things (should) work

Do you have any suggestions on how to improve the General Conference?

ICOM'2004	ICOM'2001
<ul style="list-style-type: none"> ▪We need the list of participants! ▪The excursion during the Conference to the DMZ was badly organised, particularly with regard to the information on dressing (it was forbidden to wear jeans and tshirts) which caused problems to participants who could not join the visit ▪There are too many activities. Perhaps members should be informed about their specialities. ▪The Organisation of ICOM'2004 deserves to serve as a reference regarding the material means and the human resources to be implemented as well as the search of a good balance between the specific activities of a General Conference and a cultural animation and a real knowledge of the country, its traditions, etc. ▪Important economical difficulty generated by the Euro money rates for countries such ours in Latin America, which I think should have a different and adapted registration fee ▪It would be a good help to have information earlier 	<ul style="list-style-type: none"> ▪ICOM should work with the committees to revamp how they are do things – for some helping to professionalise the presentations, others using the meetings for training workshops, and others on developing standards. ▪ICOM needs to have a better information in advance to potential hosts and should not leave so much in the hands of unexperienced organisers which makes ICOM look amateur. ▪Need to develop culturally-informed communications, strategies, targeted to specific ICOM market segments. ▪It is important to do a survey of all ICOM members. Barcelona has been the worst Conference for 30 years so no problem to improve. We should keep in mind the model of successful organisation like the Conferences of Québec or Melbourne. Organisers should should really work, ICOM'2001 always answered: « stop asking questions and leave us work ». We were about to cancel the participation of AVICOM due to the lack work from ICOM'2001. Six months before the Conference, I went to Barcelona, all the appointments were taken and they all finally cancelled at hte very last minute on the spot the meetings. This was the worst memories ever. ▪The web site of the General Conference should be accessible at least one year before the Conference. ▪Need to organise a social meeting with the other chairpersons of the International Committees. ▪A list of participants in the General Conference and the Committees.

Do you have any suggestions on how to improve the General Conference?

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪Easier registration and cheaper hotel rates▪Please facilitate visas▪Wishing for more improvement of communication▪Exhibition publication is nice but unnecessary expense, money should be better spent on other features of the Conference. Also we need to know in advance the policy for speakers at International Committees meetings▪I am a new member of ICOM and I find this structure very confusing!▪I am new within the Organisation and found the Conference very disorganised▪All meeting rooms on the same floor, a pity was that MPR and ICOM-CC on the 4th floor and all the others on the 3rd floor	<ul style="list-style-type: none">▪ICOM is becoming too big. We should rethink what can be done during a general conference. It would be important to look for how to make it less expensive▪Pay for coordination between committees and local coordinators

Do you have any suggestions on how to improve the General Conference?

ICOM'2004	ICOM'2001
<ul style="list-style-type: none">▪ Make the post-conference evaluation available on the internet. Reduce the quantity of meetings/events. Distances on tours or traffic jams were prohibitive in town and on highways. Country, Conference and hospitality were positive and overwhelming!▪ In general, for such an important Conference, it is well organised	