



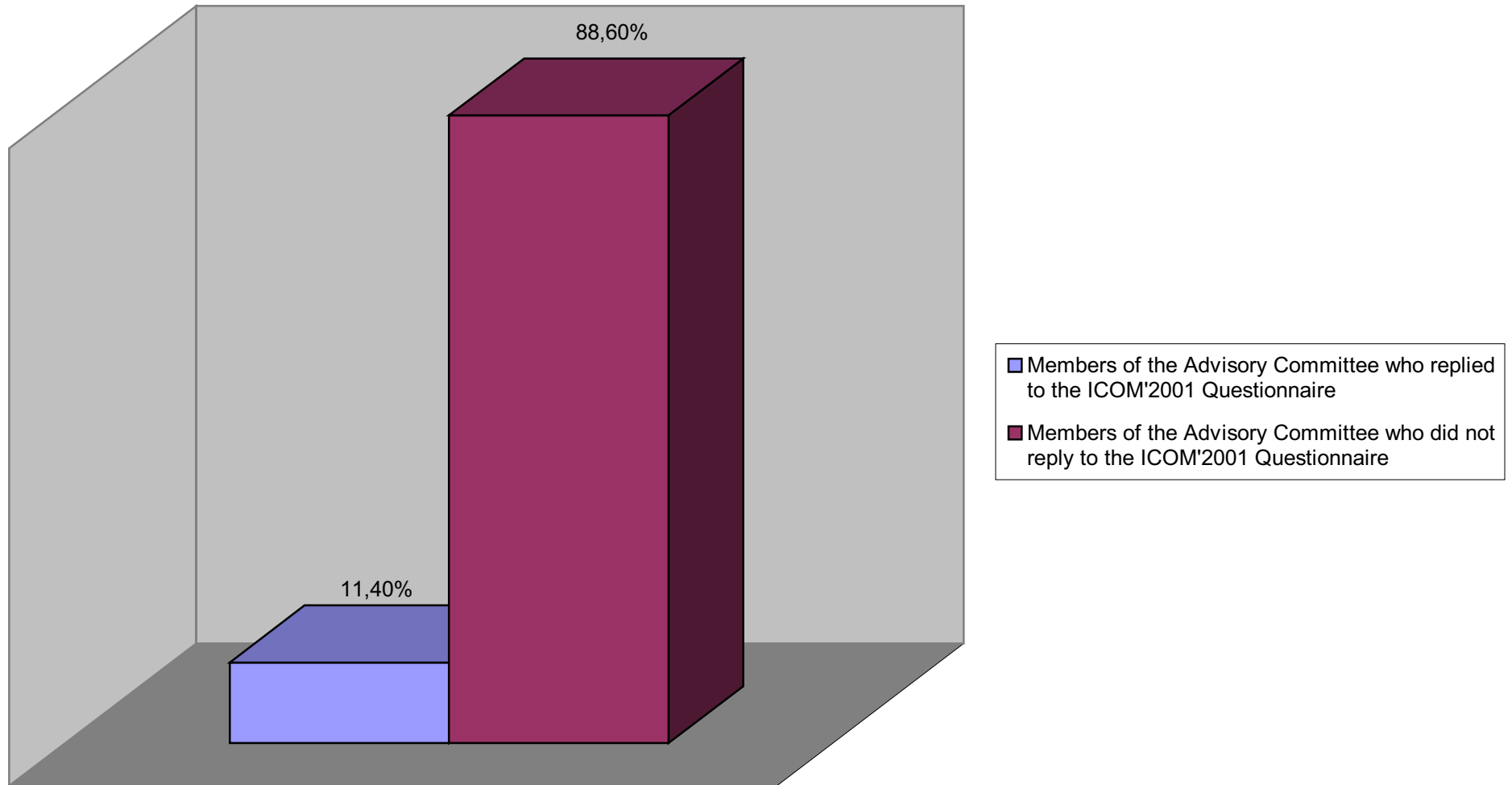
**FINDINGS \***

*from the*

**ICOM'2001  
QUESTIONNAIRE**

These findings are based on questionnaires sent to the members of the Advisory Committee and received at the ICOM Secretariat as at 10 April 2002

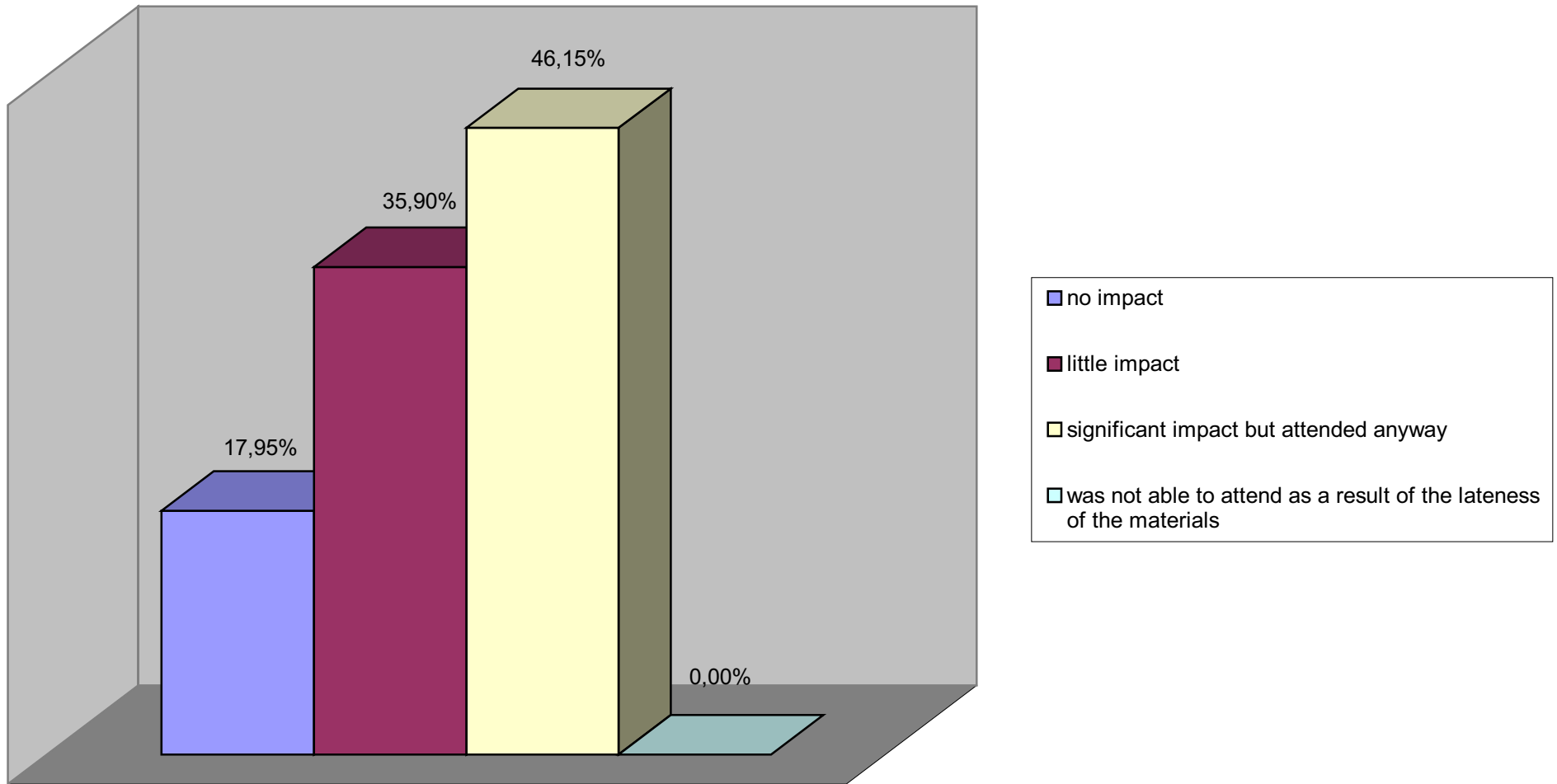
### Total of replies to the ICOM'2001 Questionnaire



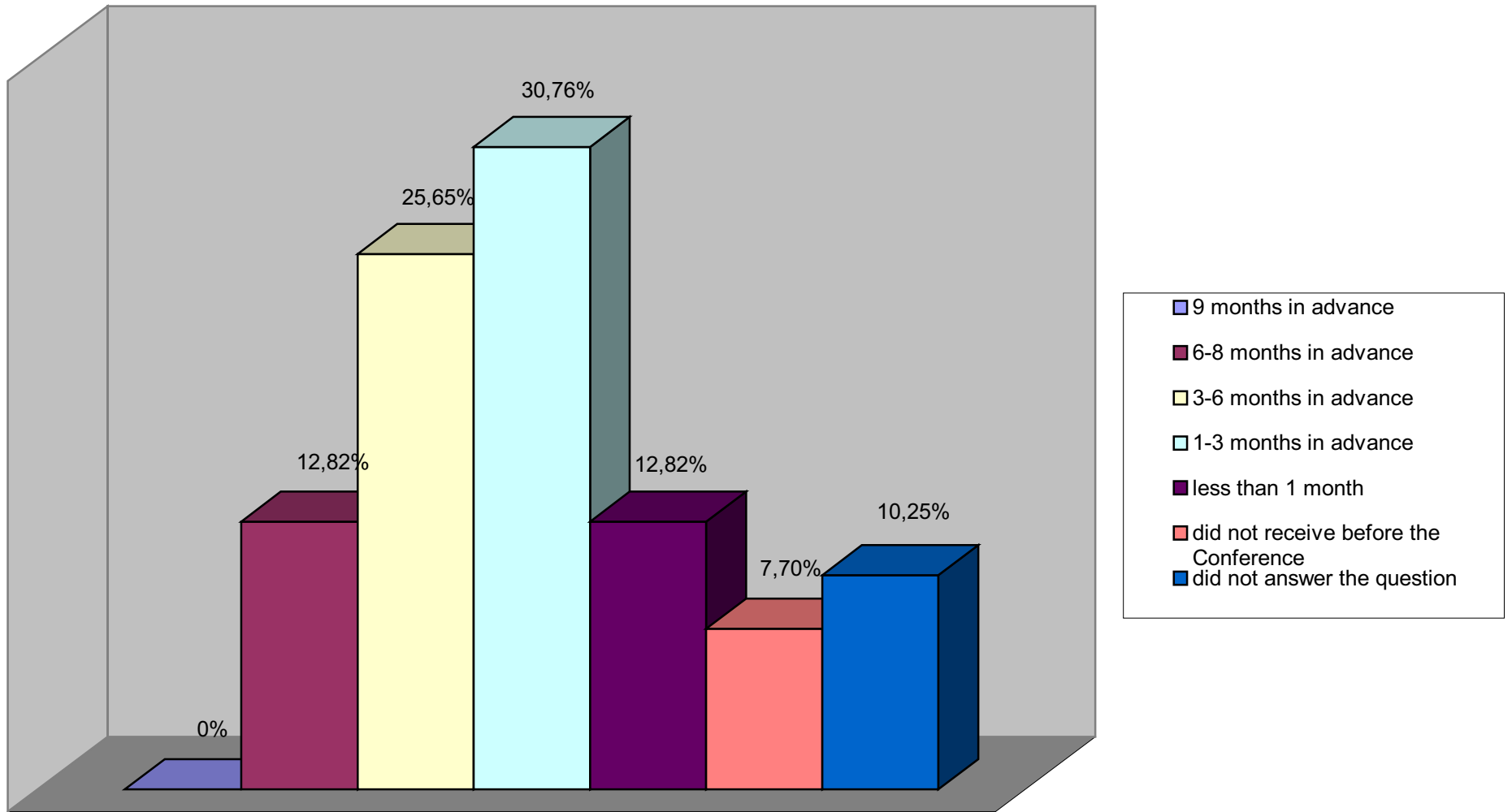
#### **NOTE**

Kindly keep in mind that the analysis of each question is based on the total of replies received.

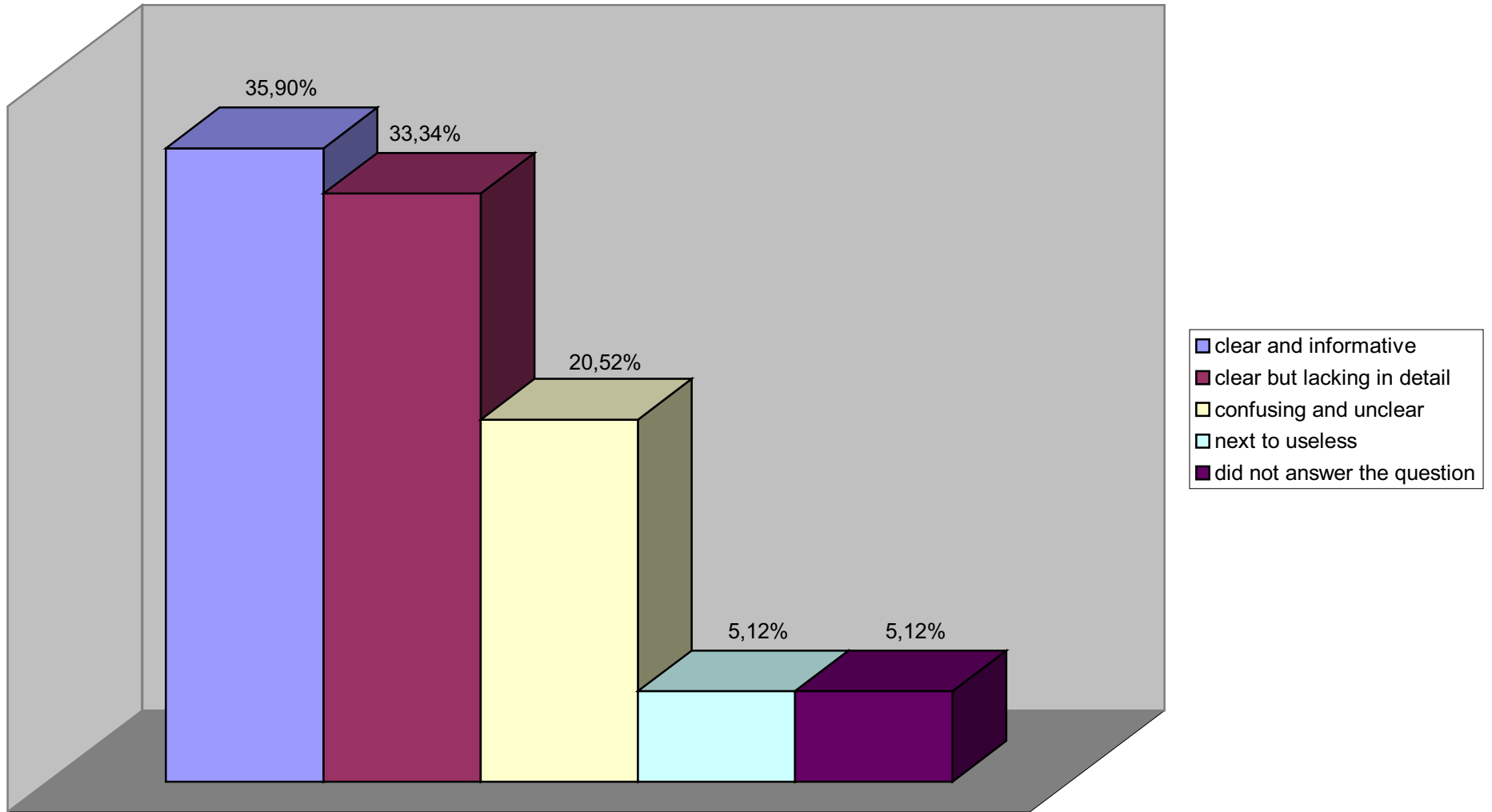
**1. We recognize the printed programme and registration was late in arriving. How much of an impact did this have on your planning process?**



2. When did you receive the printed programme? Indicate the date if possible.



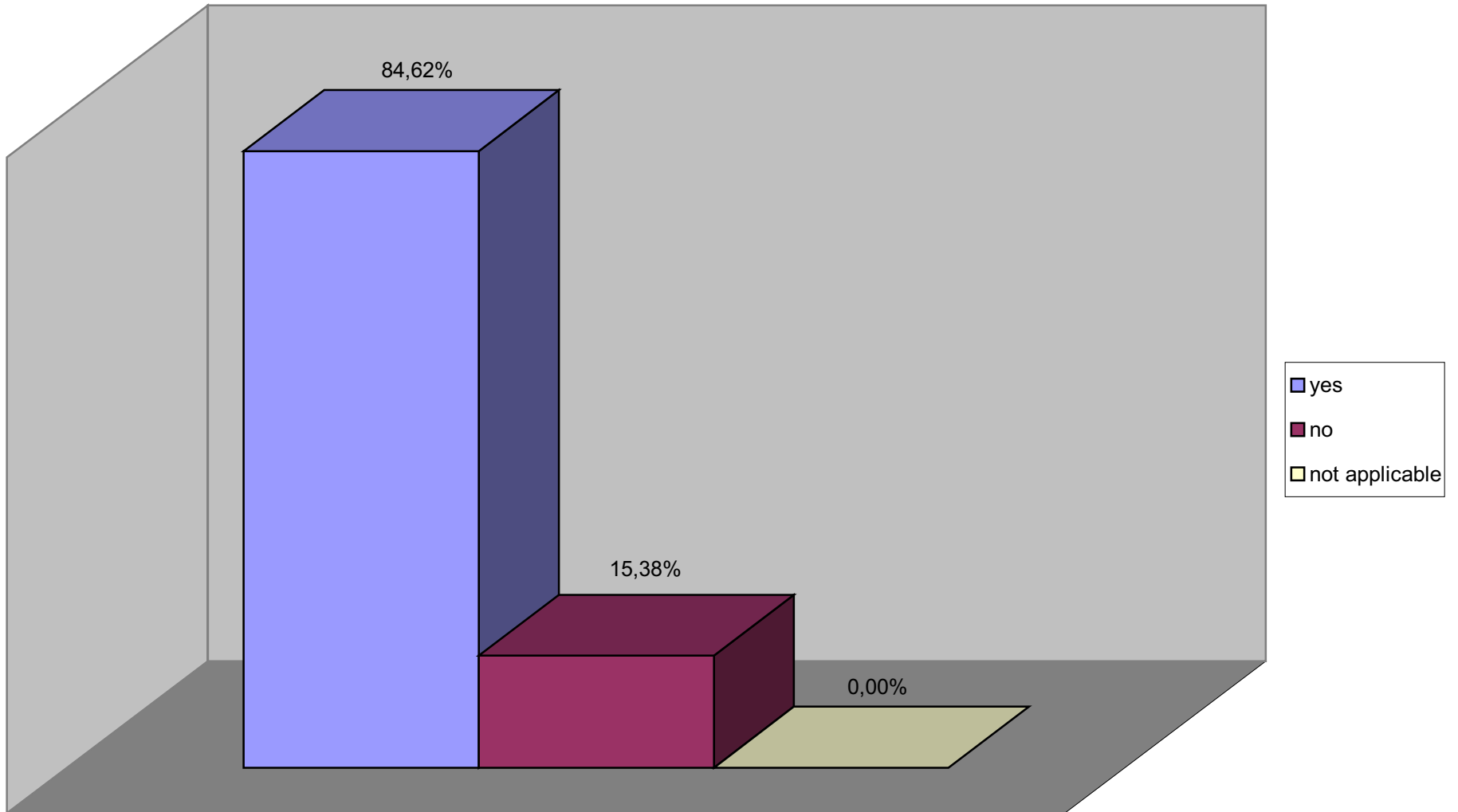
### 3. Did you find the information in the programme:



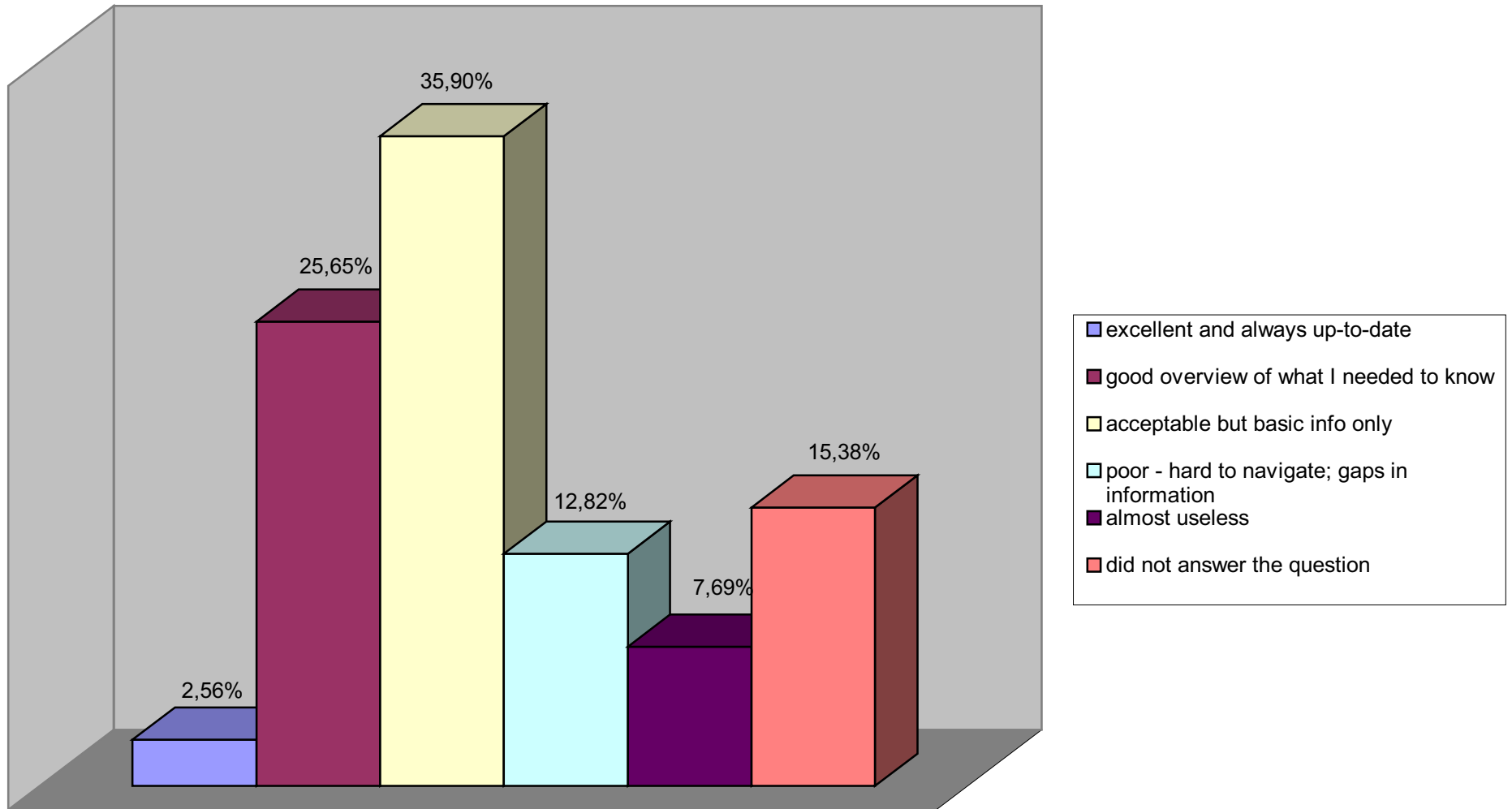
### 3. Comments

- No proper information about hotels or excursions and no guarantee that choices will be met.
- No map of the meeting places, no clear overall view where and when the meetings of the Committees and excursions will take place.
- Clear only for those who already know about the functioning of the General Conference
- Design of the printed programme could be better.
- Use of abbreviations without clear indications of what they stood for. Layout of full weeks activities was scattered throughout the printed programme so that you had to constantly flip around to determine what would be going on in a single day. No International Committee information. Registration form was confusing.
- Lack of details especially regarding simultaneous activities.
- Too much information on tours and visits, almost nothing on intellectual content.

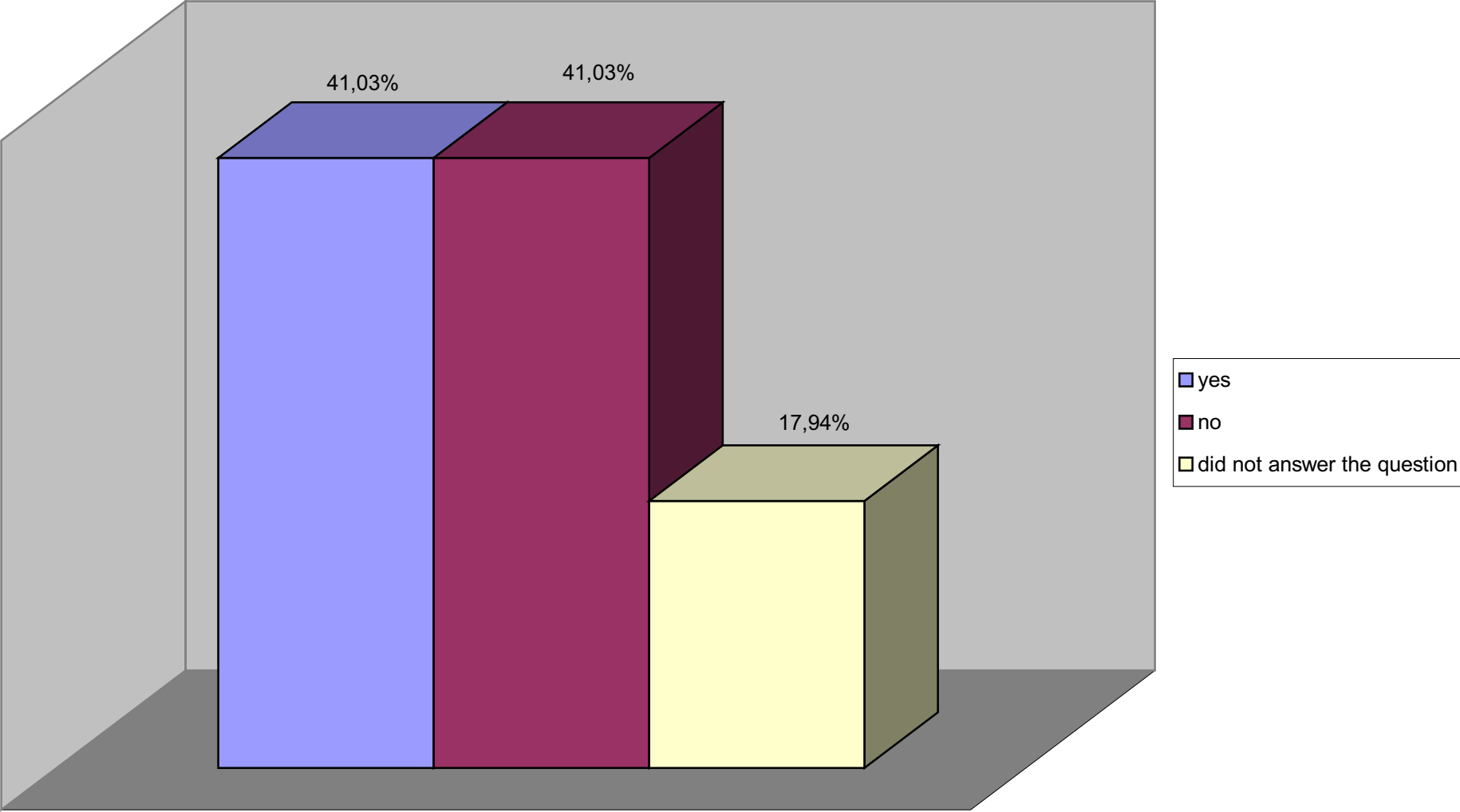
#### 4. Did you visit the ICOM'2001 Website?



### 5. How would you rate the ICOM'2001 Website overall?



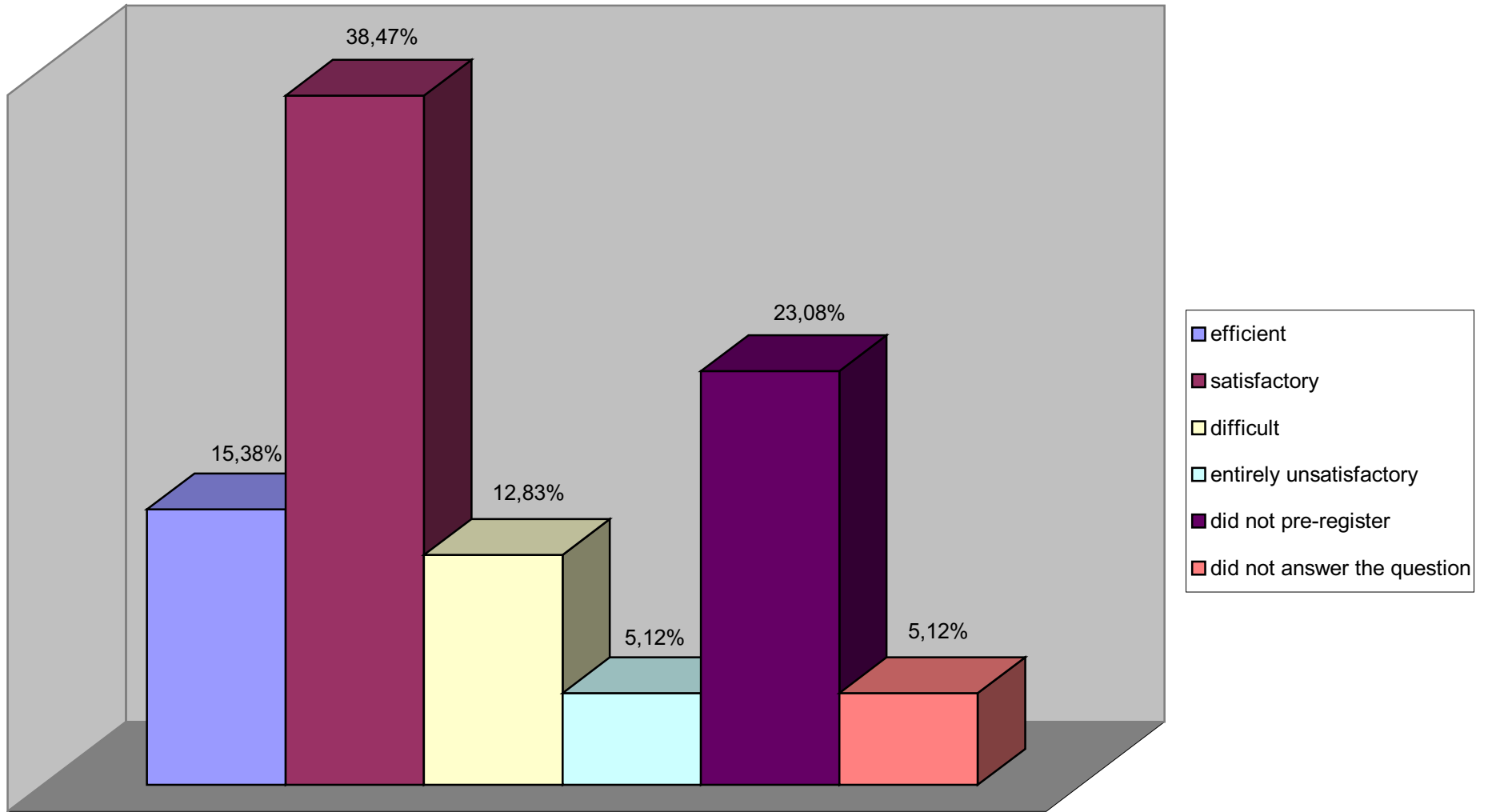
6. Did you find the information you needed regarding the Conference on this Website?



## **6. Please indicate why not and the type of information you needed**

- 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.

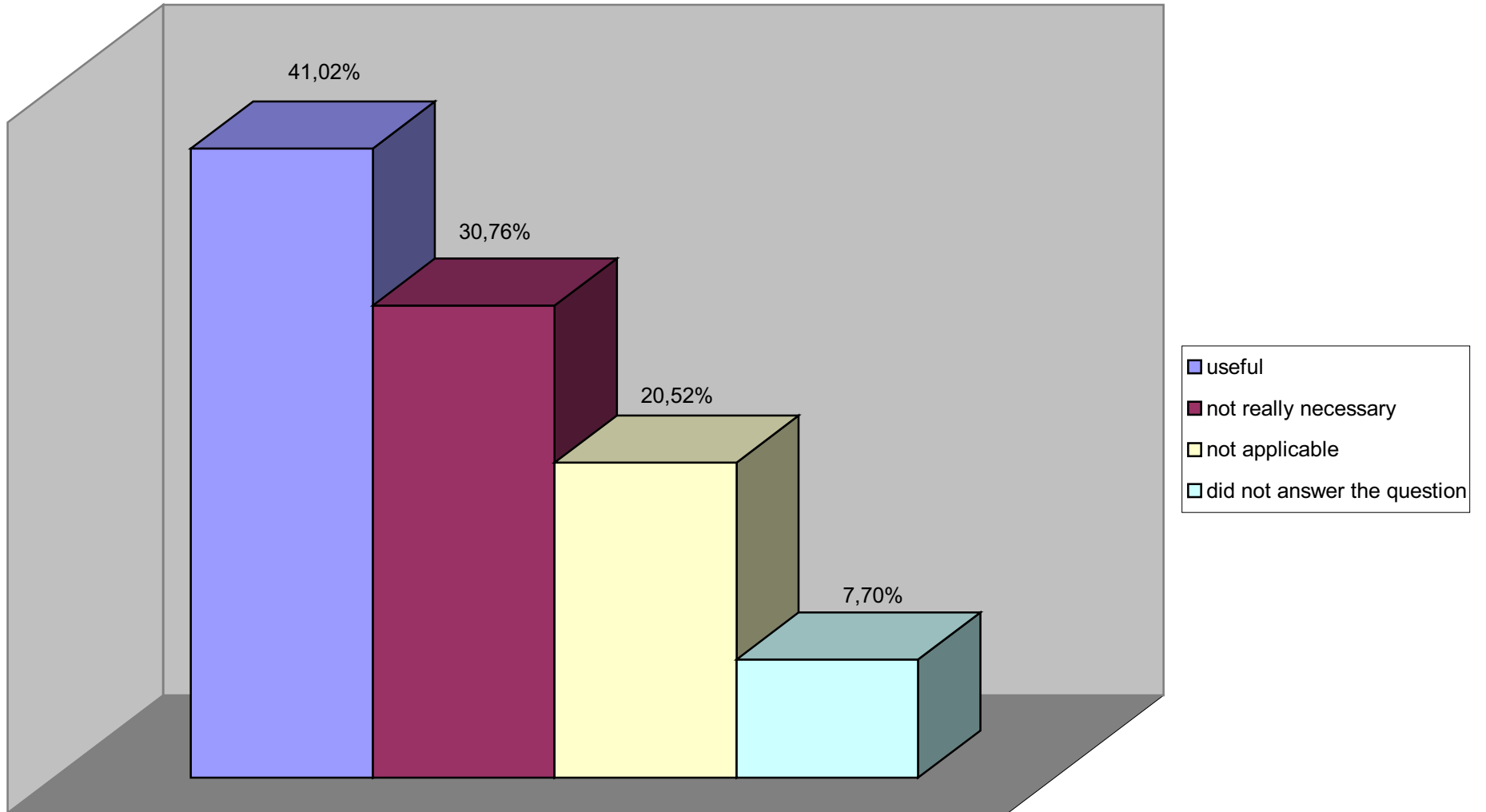
7. If you did pre-register, could you indicate if the procedure was?



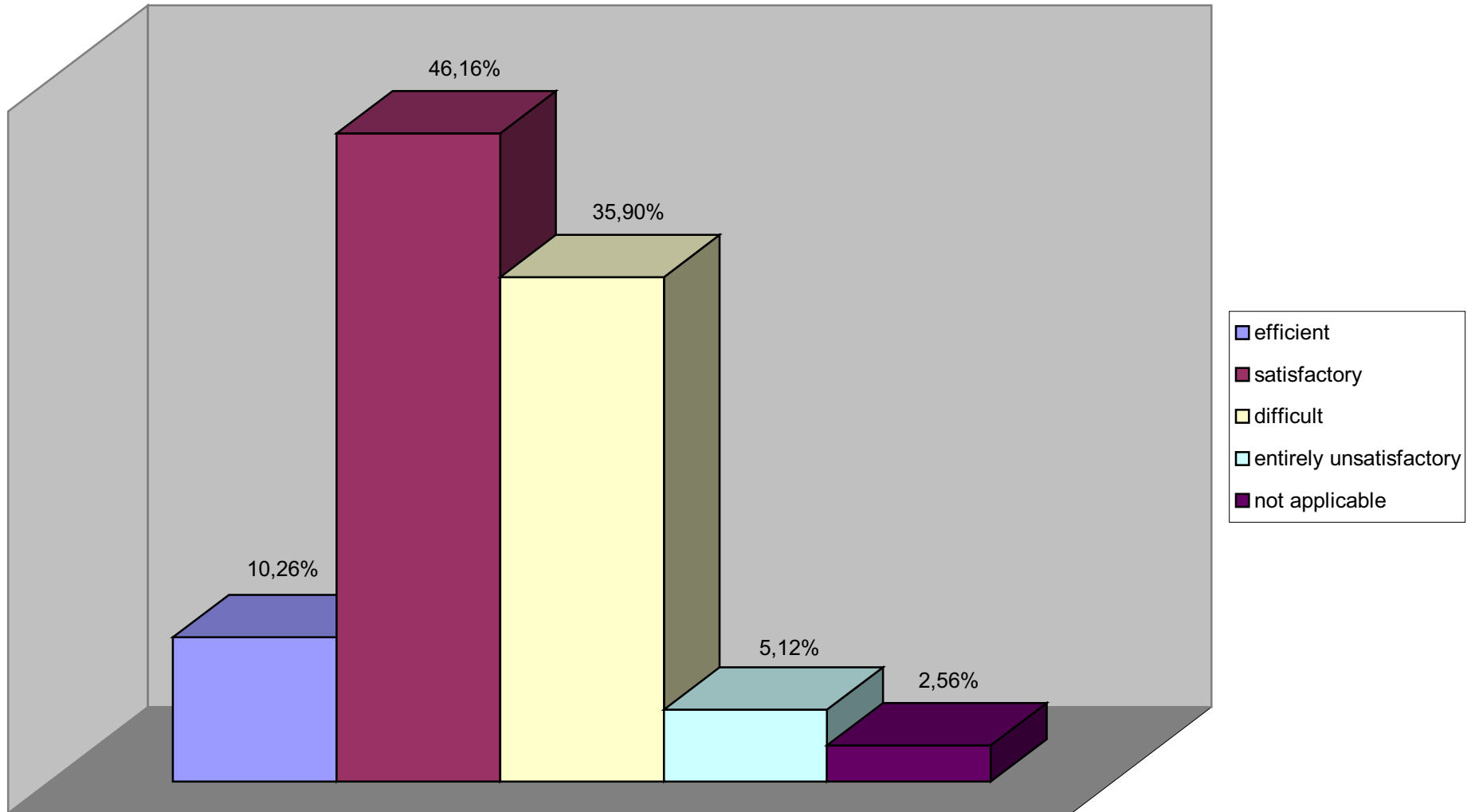
## 7. Comments

- 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.

8. Did you find the system of pre-registration?



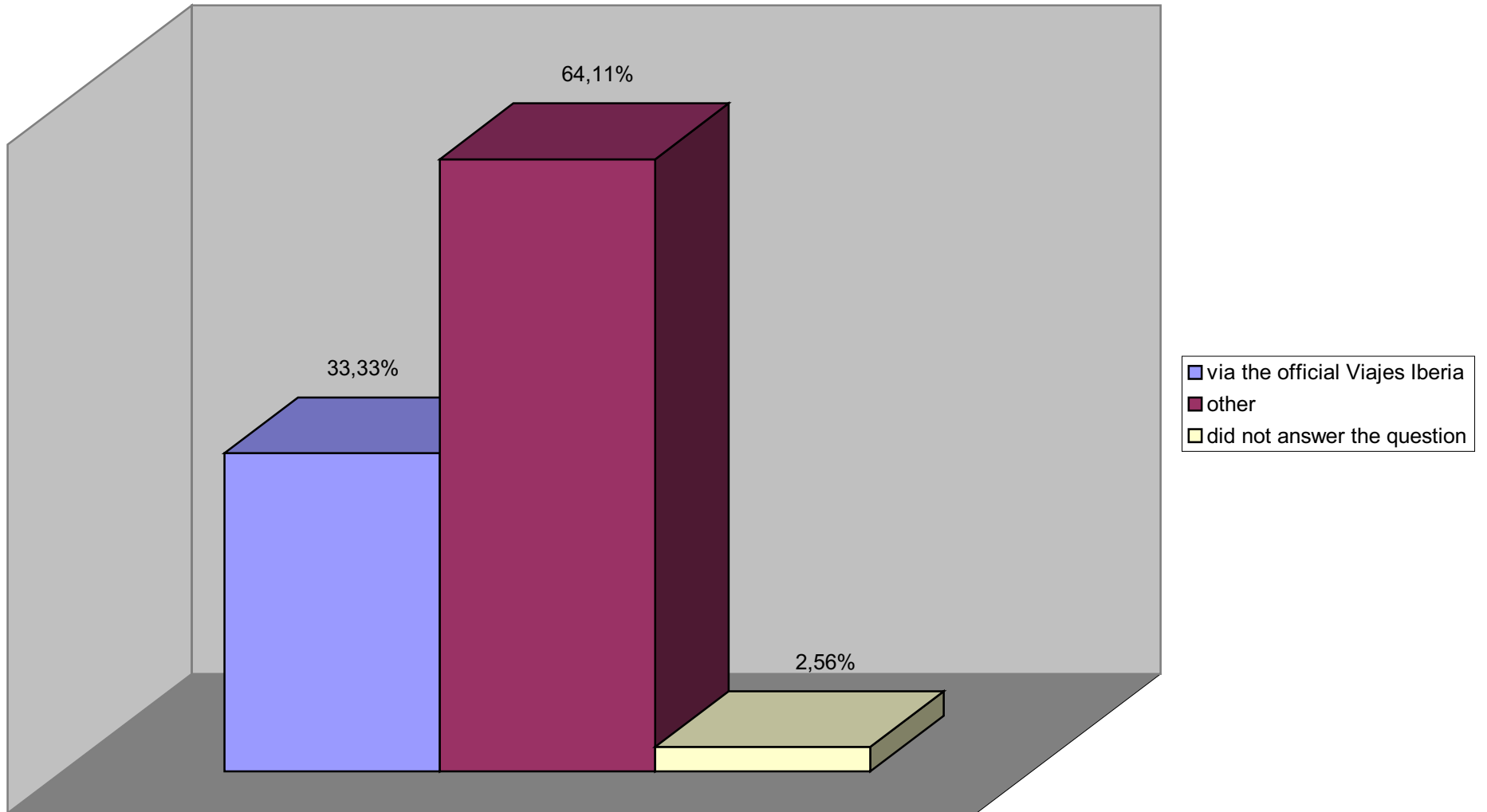
### 9. Did you find the registration procedures?



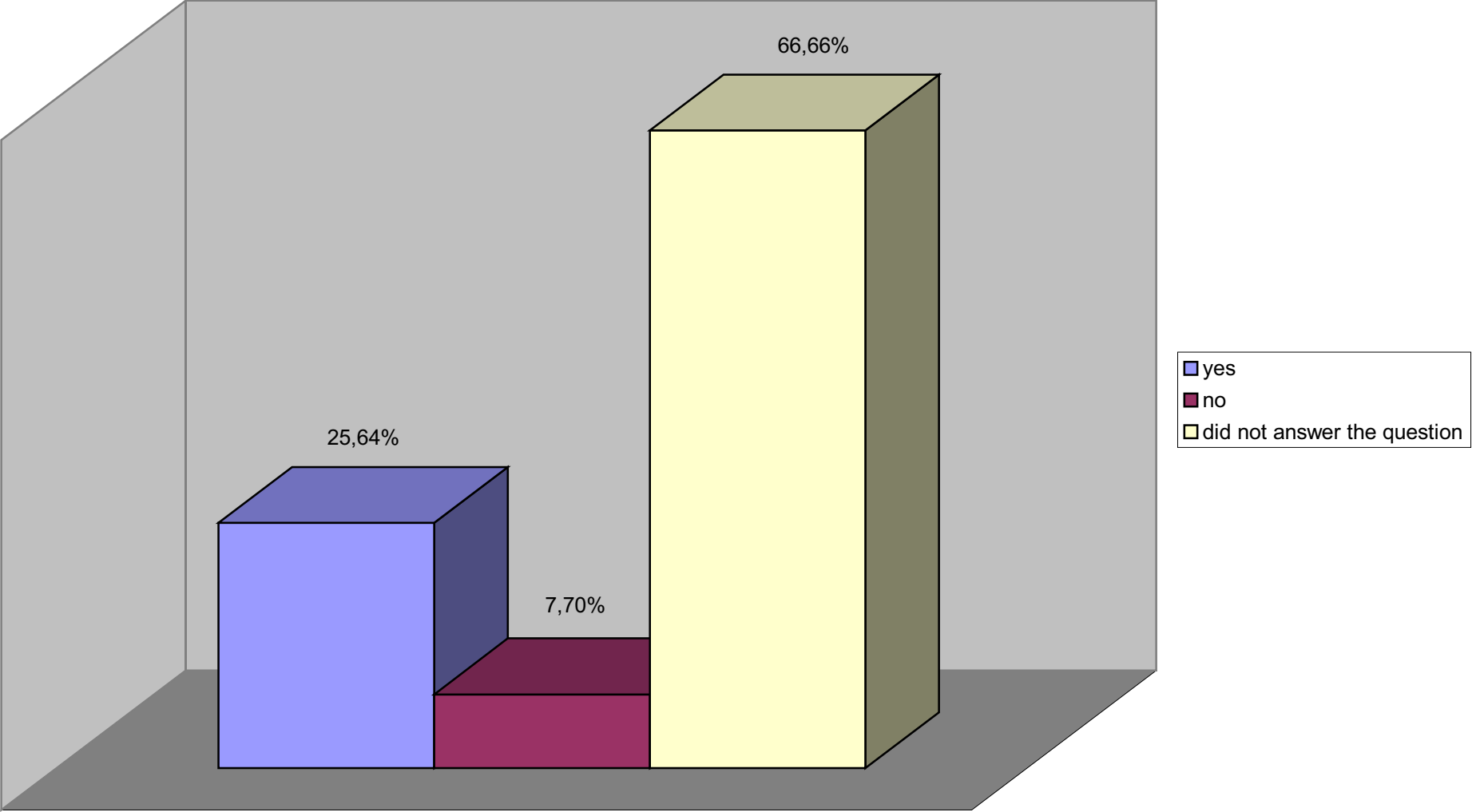
## 9. Comments

- 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.

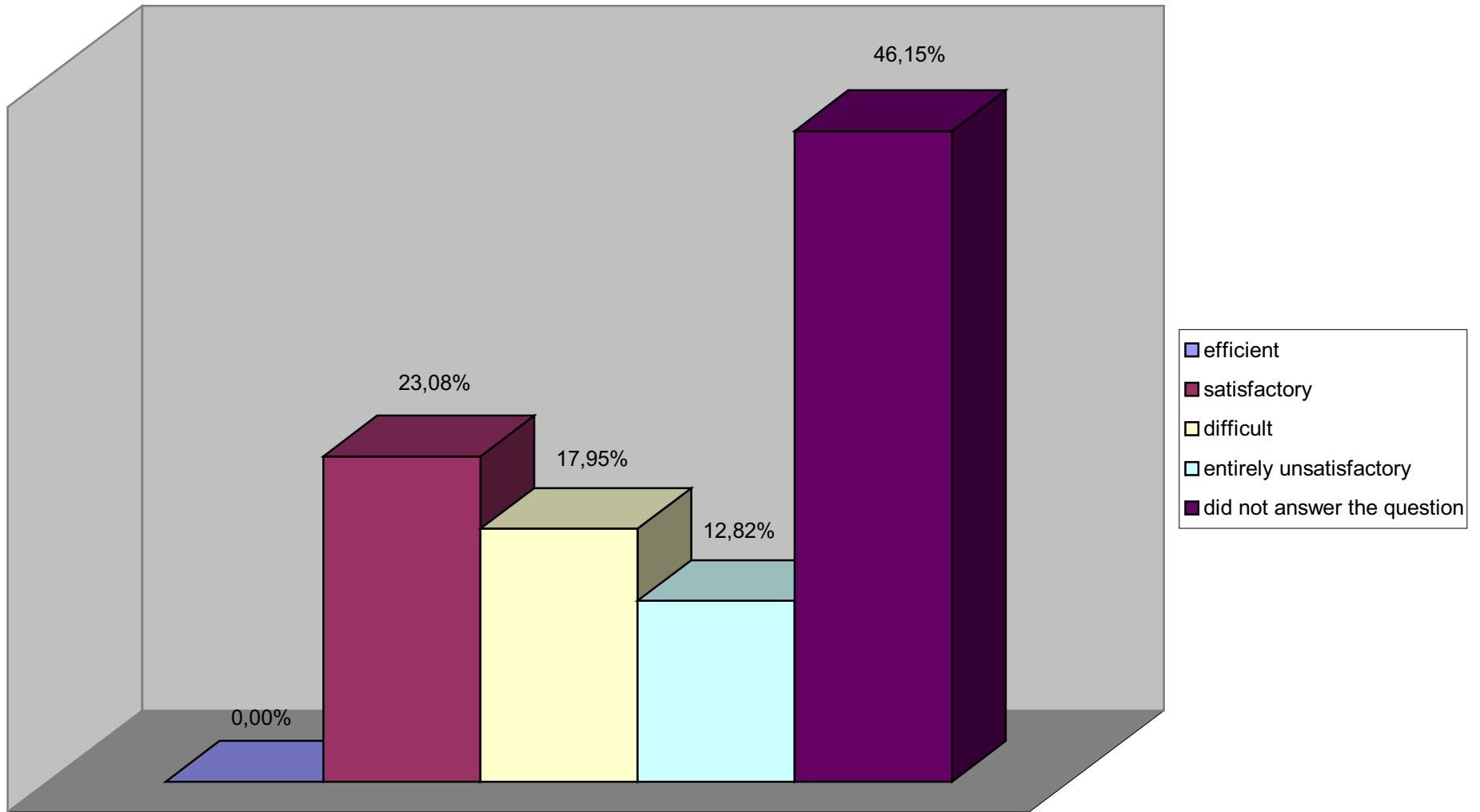
### 10. Did you make your hotel bookings?



11. If you used Viajes Iberia, were you booked in the hotel with your preferred price-category?



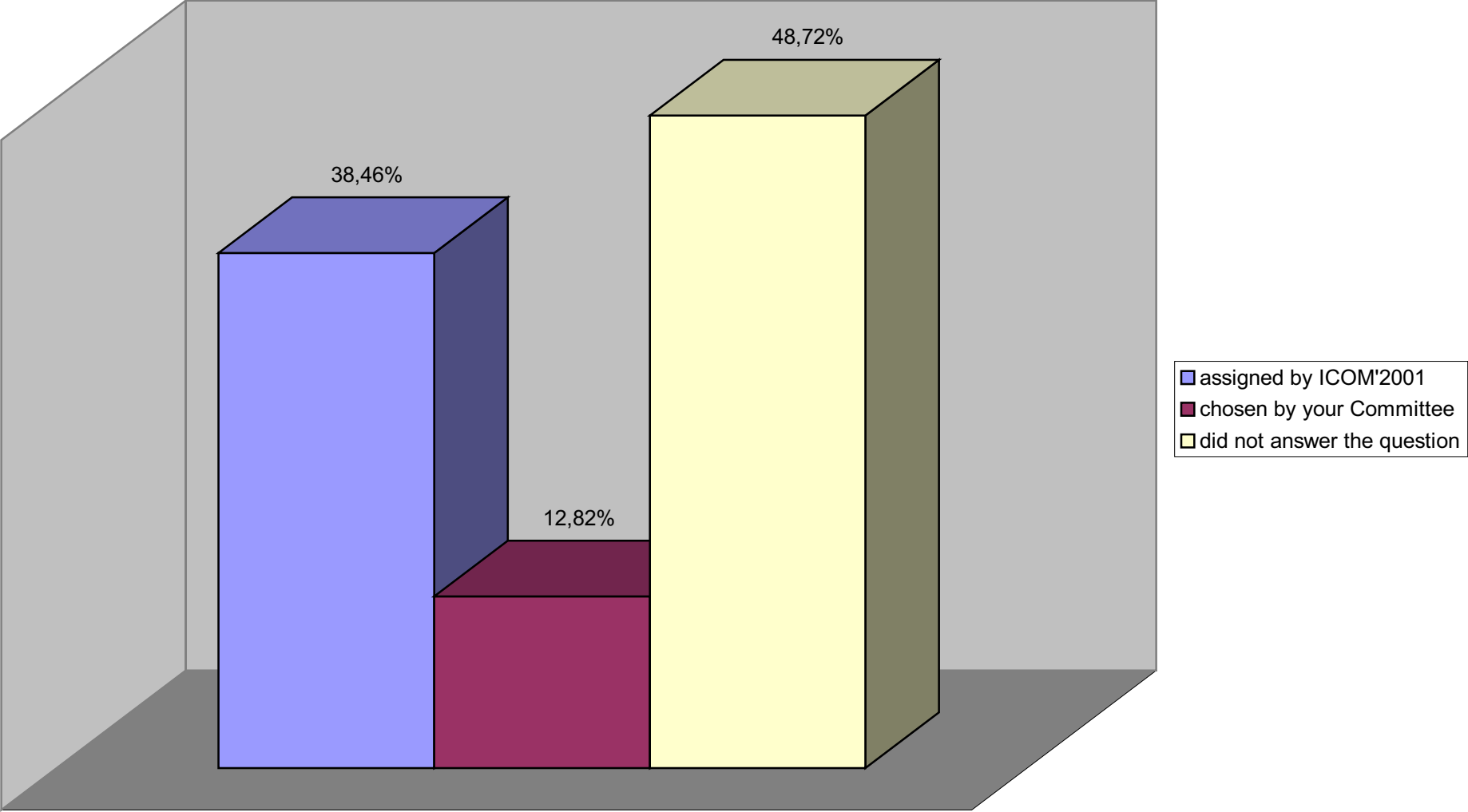
**12. If you made any bookings via Viajes Iberia, did you find the booking procedures?**



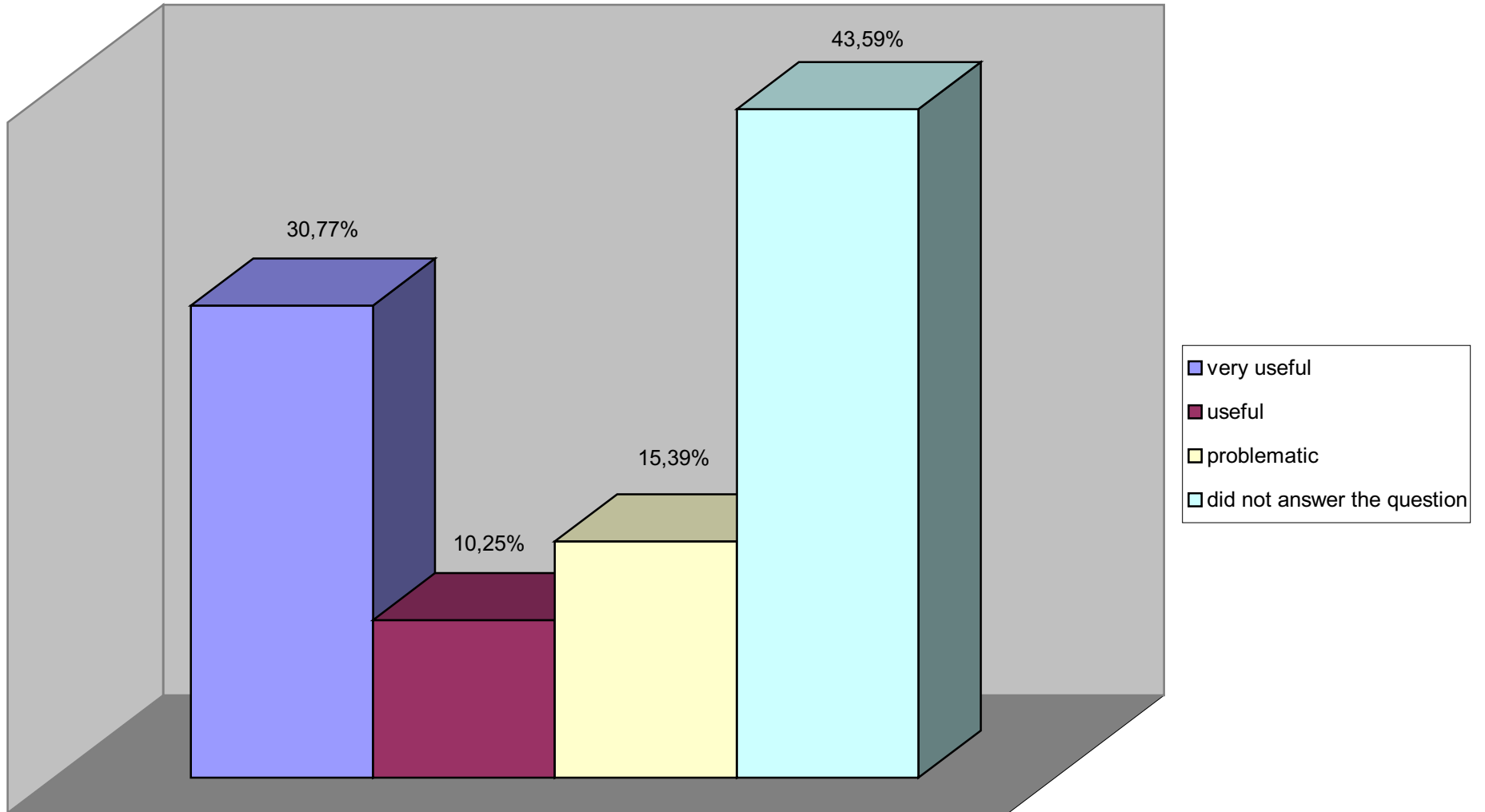
## 12. Comments

- Many troubles to get money back when trips were full or cancelled.
- Late in answering requests for booking.
- MPR Board was accommodated in numerous different hotels across the city often having to change locations mid-conference because of room shortages. Despite repeated requests, I was 'slotted' into a very expensive hotel.
- The only thing they did was to debit the registration fee. My husband who was booked or accompanying person did not receive any bag or documents concerning the General Conference.
- Not possible to do it in time, the booking was refused. For those who cannot afford expensive hotels, it is essential to offer the possibility to book other categories before travelling.
- ICME wanted to stage a short (3 days) tour of its own to the Pyrenees. ICME often do such things on its own but we were told by the representative that Viajes Iberia wanted to take care of it. That was the start of an endless number of problems with Viajes Iberia claiming to some that they had no responsibility, to others that they had etc. In the end, I had to interfere and monitor what happened quite closely or every thing would have been chaos. Generally speaking, Viajes Iberia did not send out confirmation or receipts for money drafted. The only way people could find out they were really registered was through messages from their local bank telling them that the money had been drafted by Viajes Iberia.

13. Was the Spanish representative of your Committee?



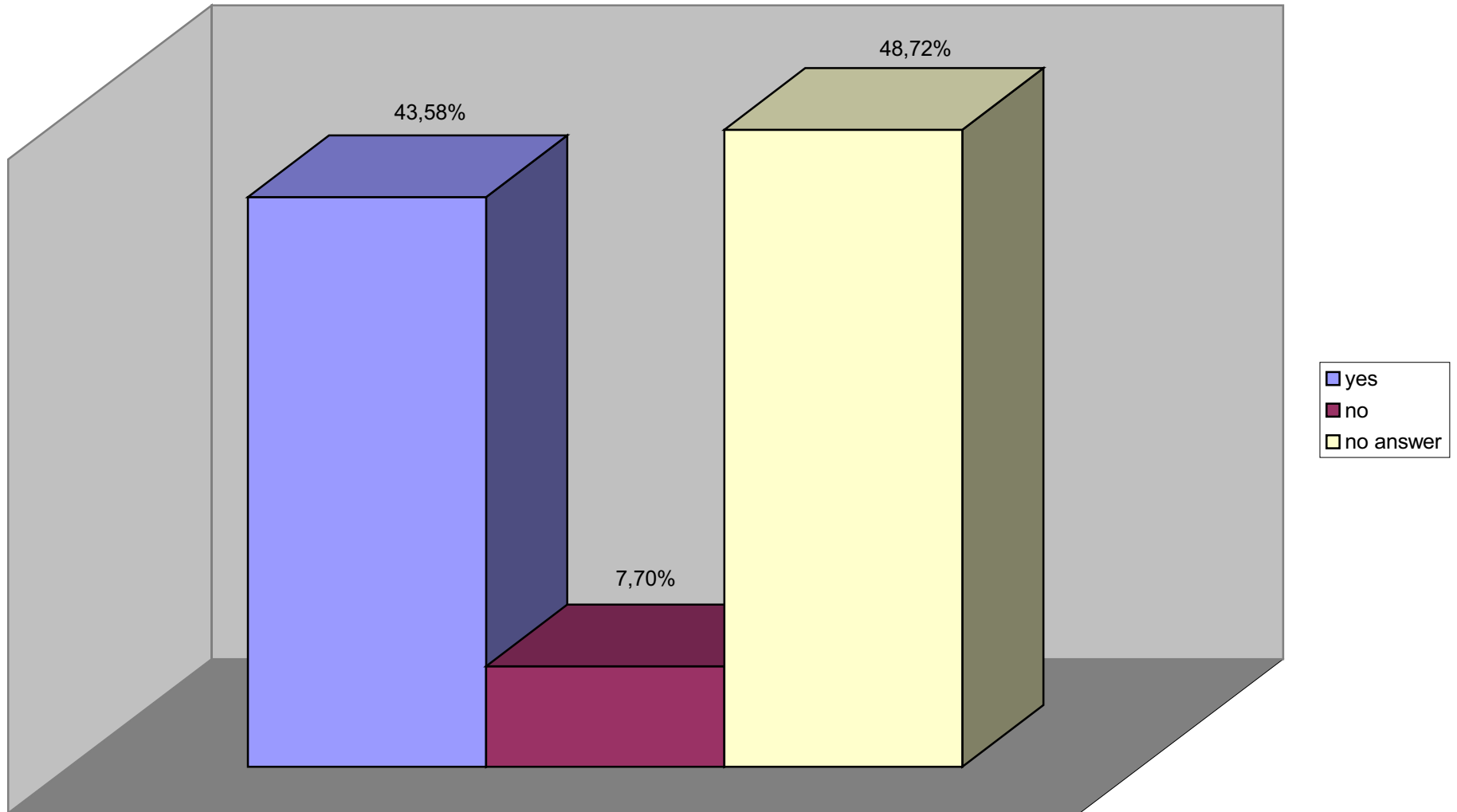
**14. Was the contact with the Spanish representative of your Committee?**



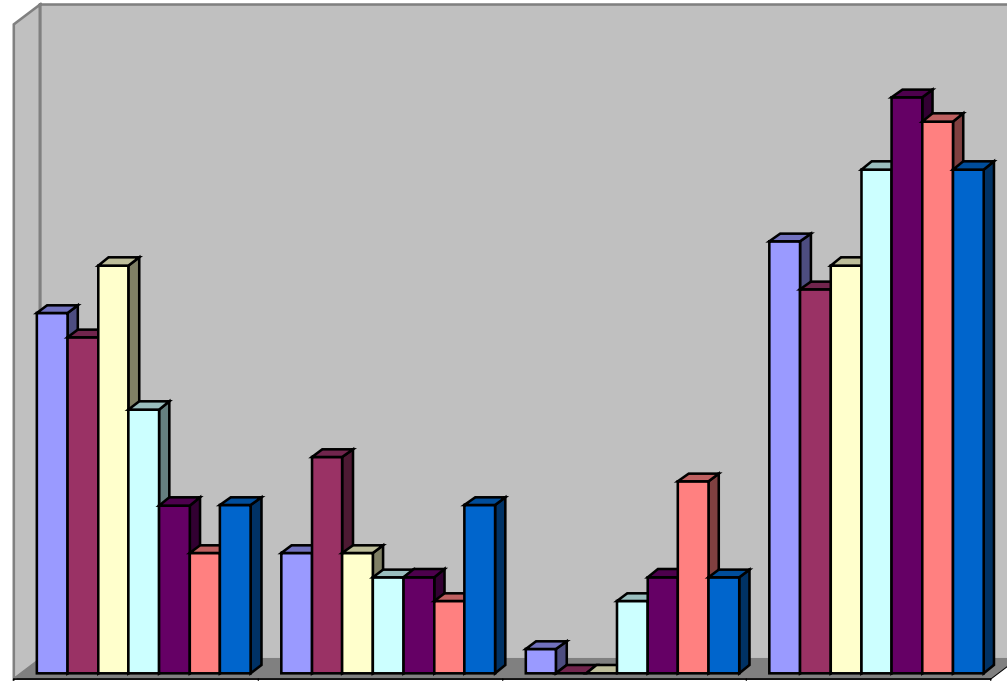
## 14. Comments

- 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.

15. Did ICOM'2001 provide you with facilities you asked for?



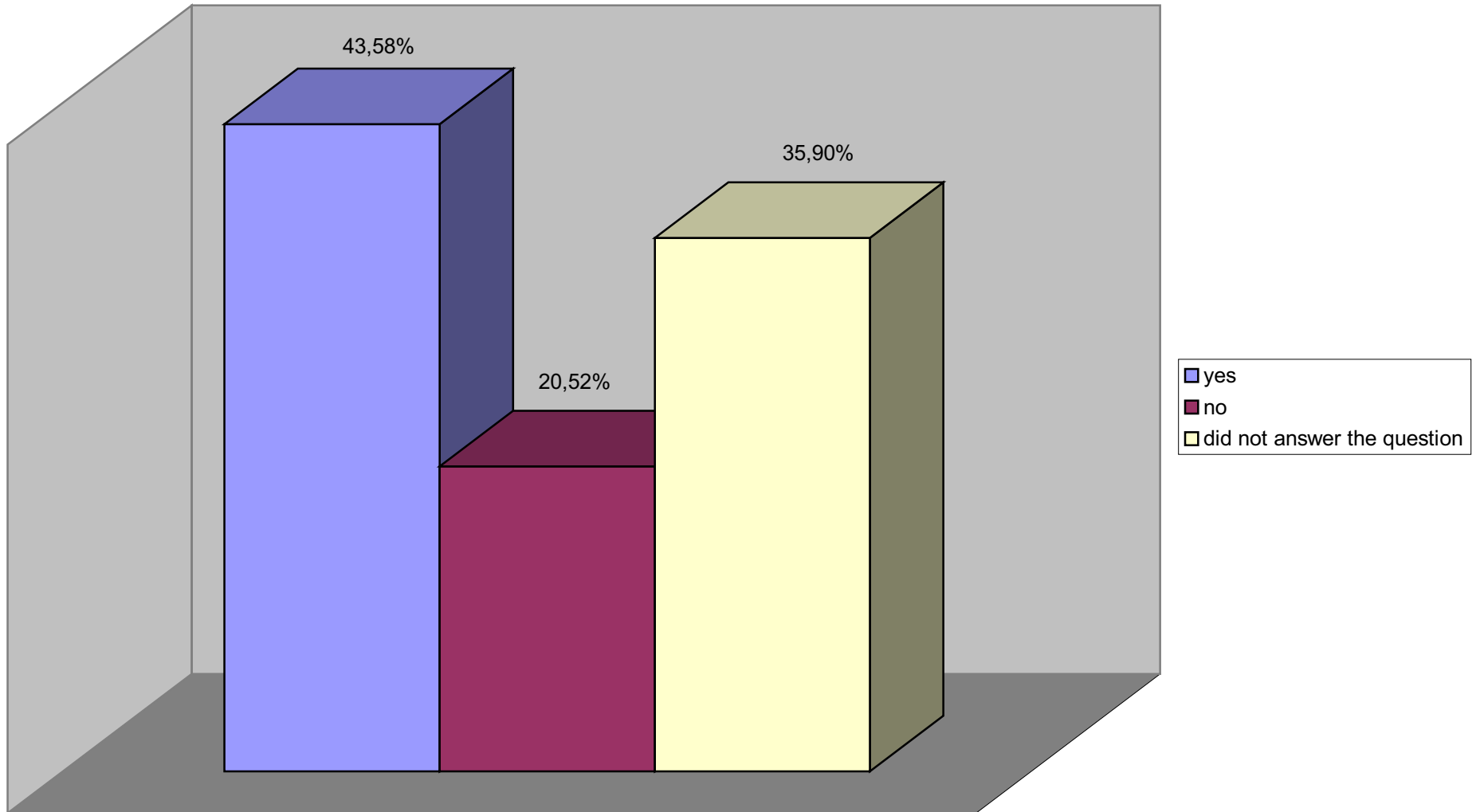
15. Could you comment on the quality of the following facilities?



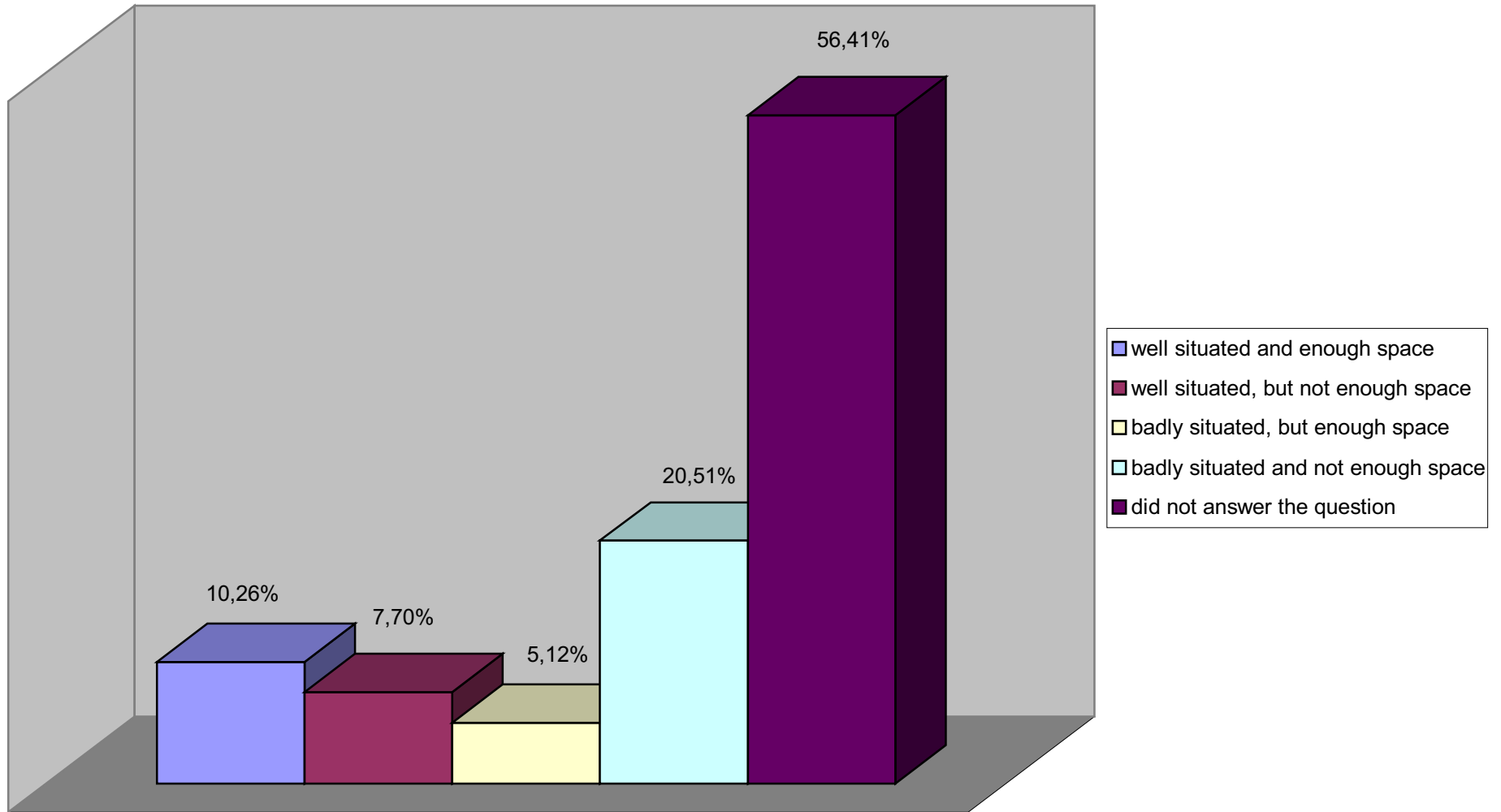
	good	average	bad	did not answer
meeting rooms	38,47%	12,82%	2,56%	46,15%
simultaneous translation	35,90%	23,08%	0,00%	41,02%
microphone	43,59%	12,82%	0,00%	43,59%
video-projection	28,20%	10,25%	7,70%	53,85%
powerpoint facilities	17,94%	10,26%	10,26%	61,54%
time-table of meetings	12,82%	7,70%	20,51%	58,97%
catering facilities	17,95%	17,95%	10,25%	53,85%

- meeting rooms
- simultaneous translation
- microphone
- video-projection
- powerpoint facilities
- time-table of meetings
- catering facilities

**16. Did you use the desk that was available for International Committees?**



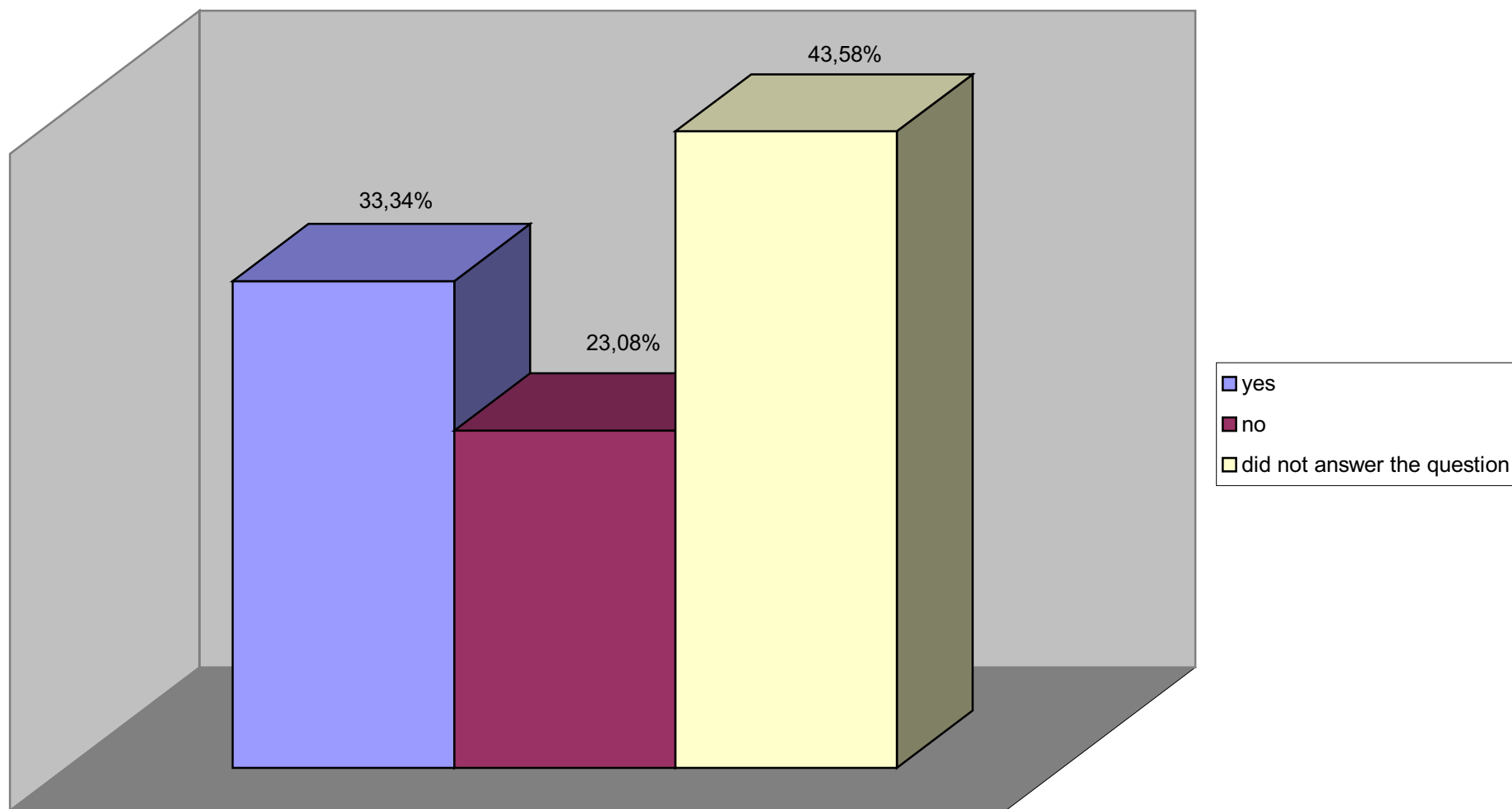
17. What was your opinion with regard to this desk?



## 17. Other

- 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.

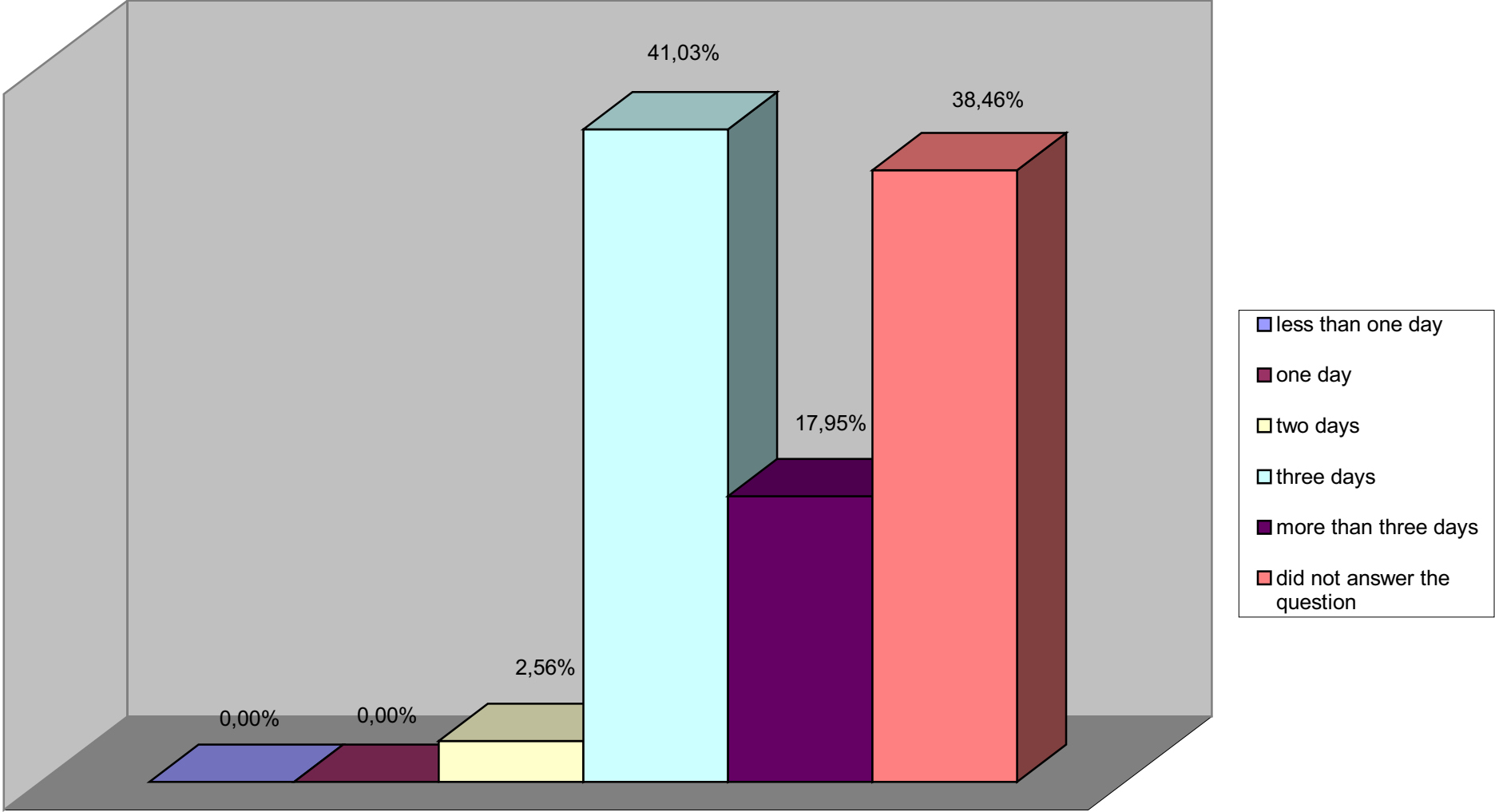
**18. Were the presentations and discussions in your Committee focused at the Central Theme of the Conference?**



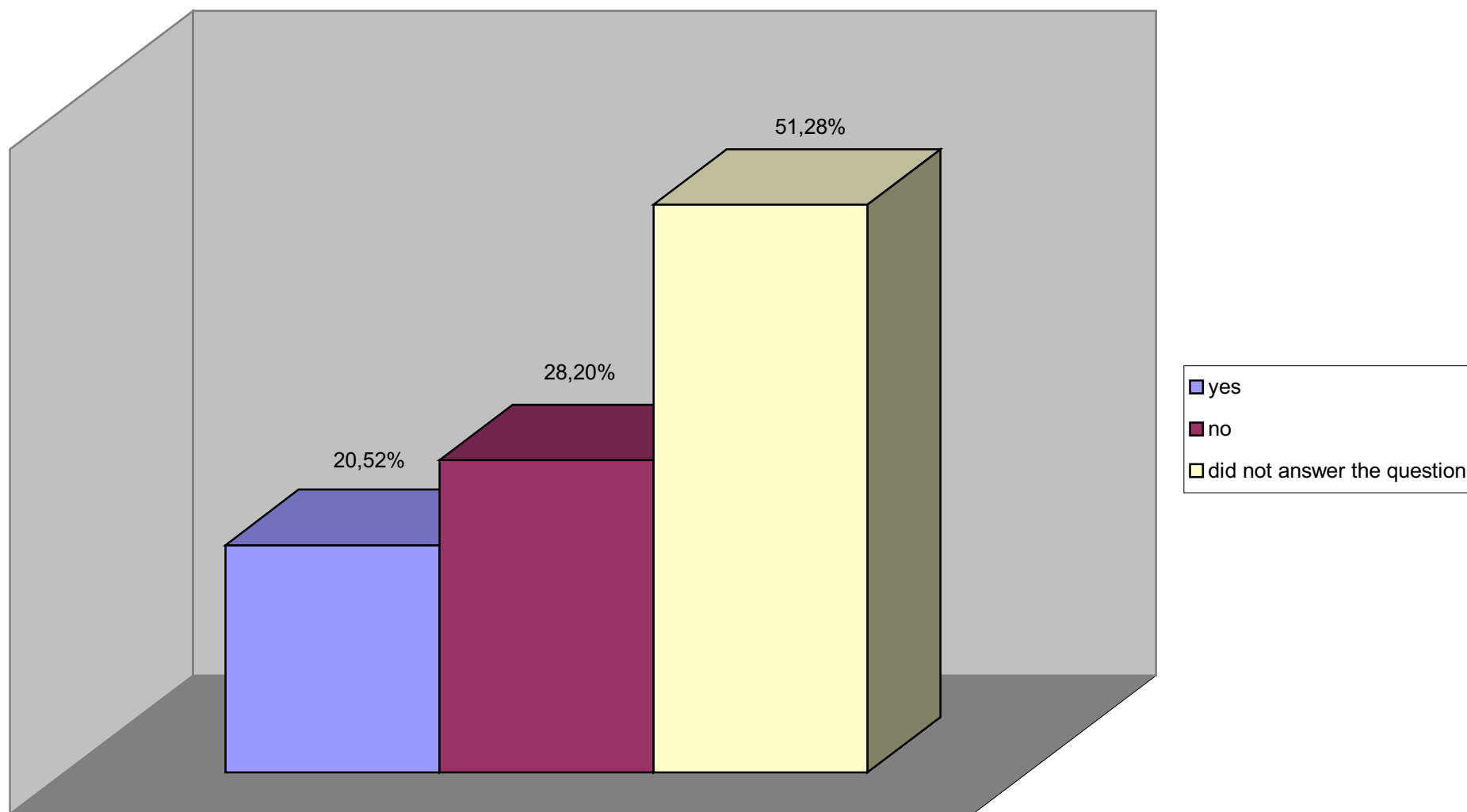
## 18. Comments

- Half day symposium on the theme out of 2,5 days.
- Few presentations because of poor organisation and participation.
- MPR created its tailored event to date in accordance with the General Conference's theme. It also attracted probably the most significant group of international speakers in its 20-year history.
- The theme does not help practical work of CIMCIM.
- A central theme that fits everybody is totally diluted of meaning. Better then have a central with real meaning in the plenary part and then leave to each committee have their own themes. I know that many criticised the theme of this conference for being too specific to fit all committees but it should be clearly communicated to everybody that the central theme is for the plenary session only and the intention is to really be able to focus on something rather than be very general.

19. What was the duration of your committee meetings?



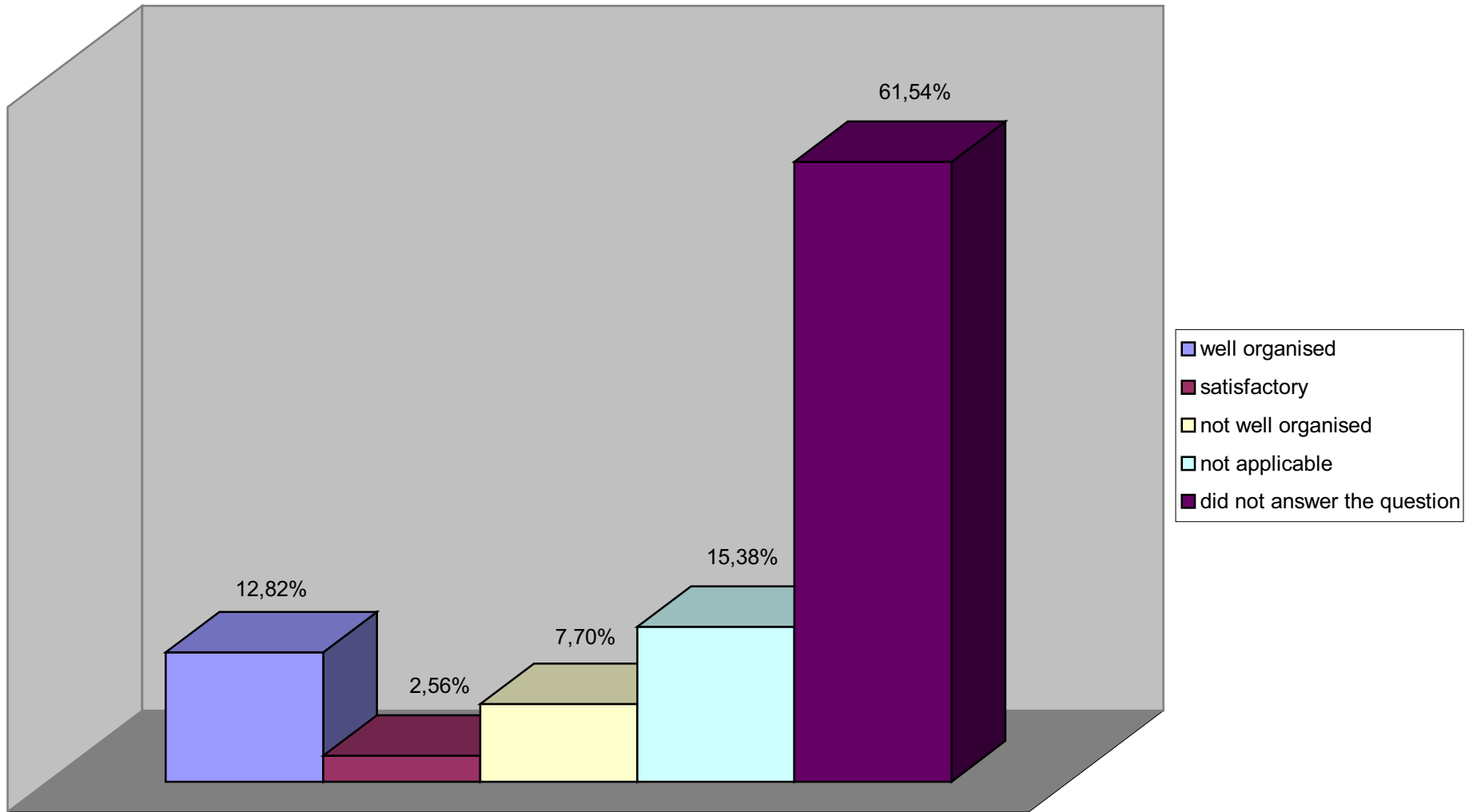
**20. Did your Committee charge extra fees for your members for certain activities?**



**20. If so, please indicate the activity and the amount of extra charge**

- CIMAM asked for extra fee to participate in its meeting but this amount was justified by the richness of the programme.
- 2 tour/dinner.
- Optional dinner for the Annual Committee meeting.
- 2000 pesetas for the city visit.
- Pre and Post-conference tours.
- 3 day ICME Tour for which each participant paid separately and a committee dinner.
- Extra charge for excursion.

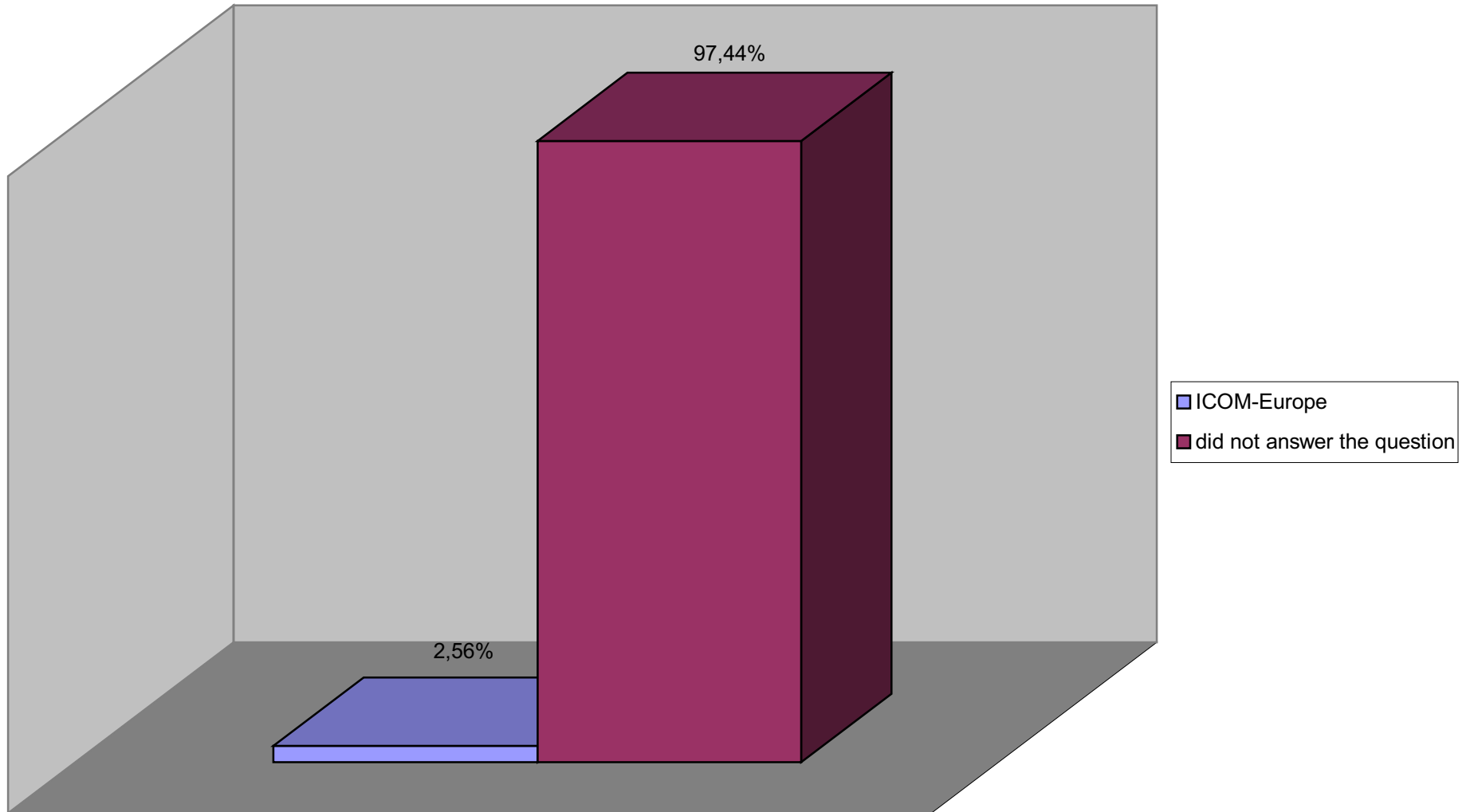
21. If you participated in an excursion on Thursday 5 July 2001, was this excursion?



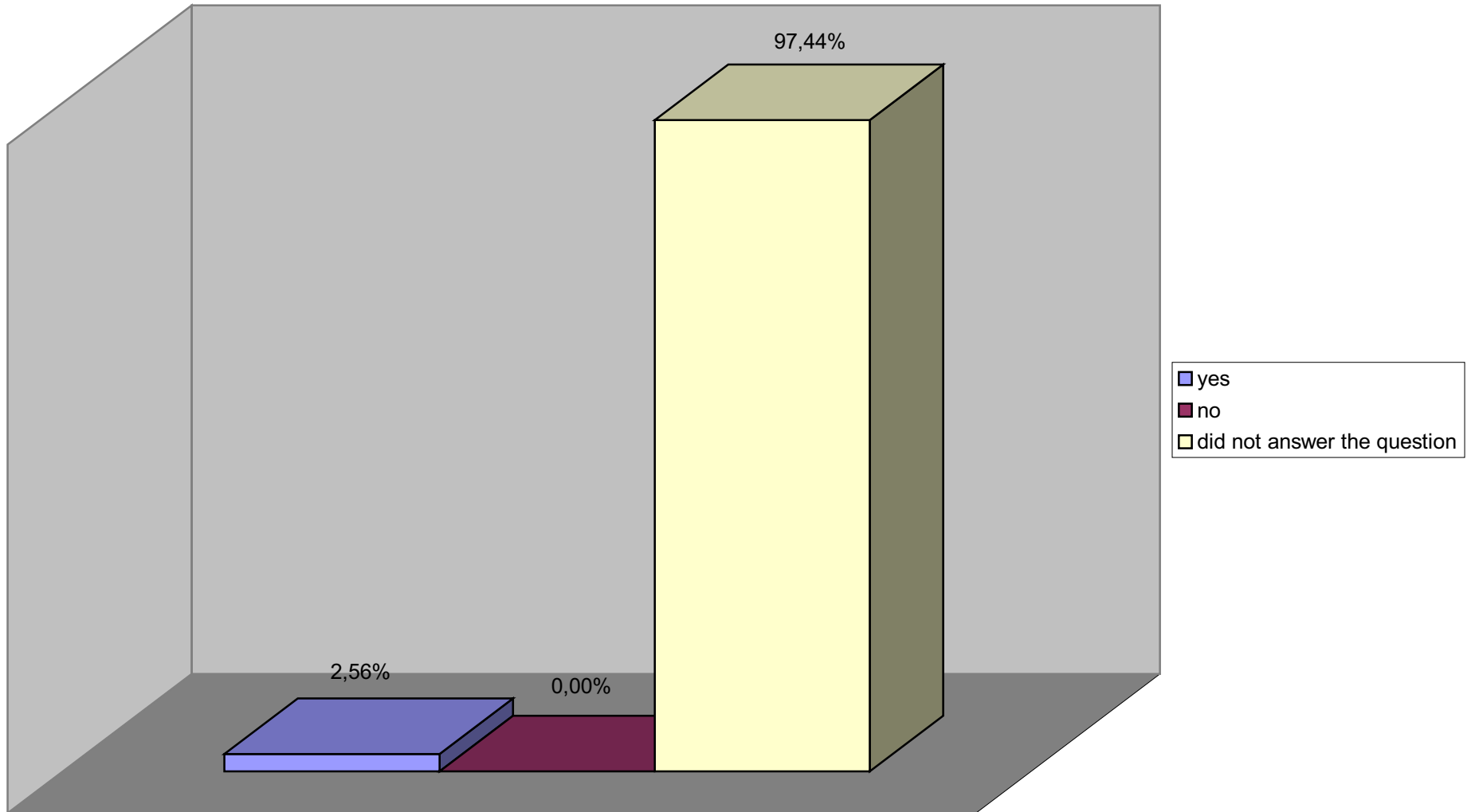
## 21. Comments

- Some difficulties regarding the translation services in English.
- Excursion cancelled and difficulties to get refund.
- The museums were closed or did not expect visits from ICOM (Dali Tour). Food was good however.

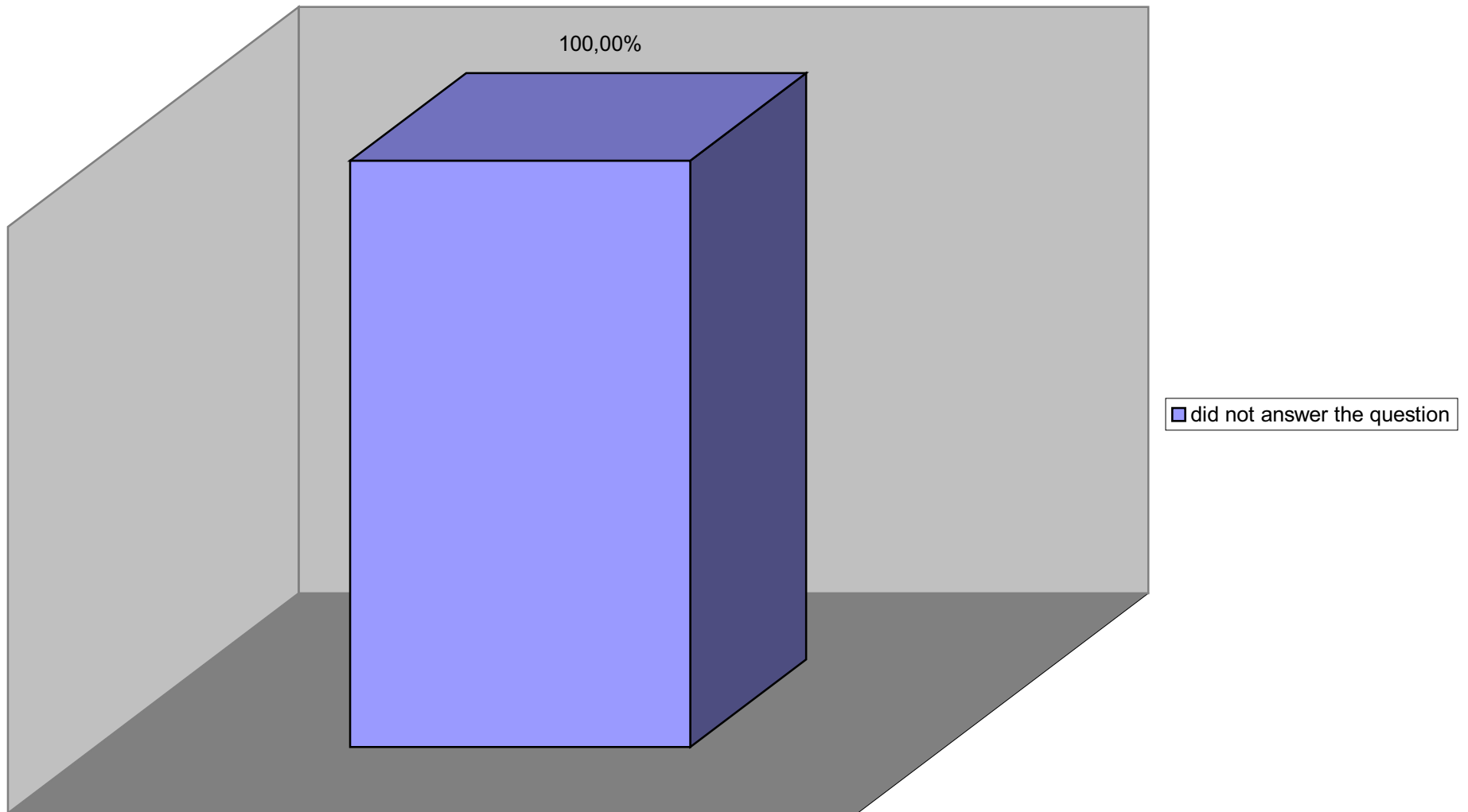
## 22. Indicate your regional organisation



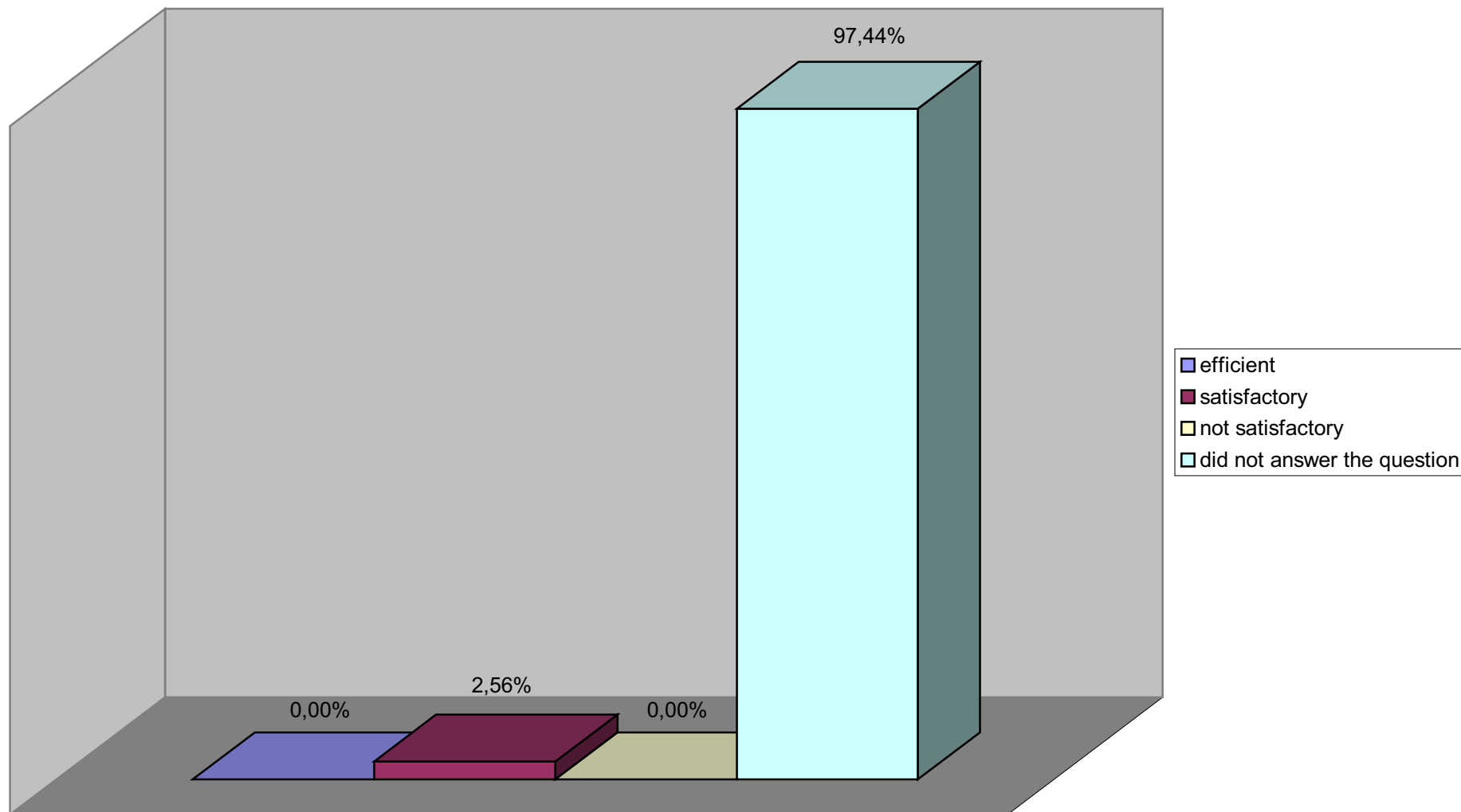
### 23. Did you organise a meeting in Barcelona?



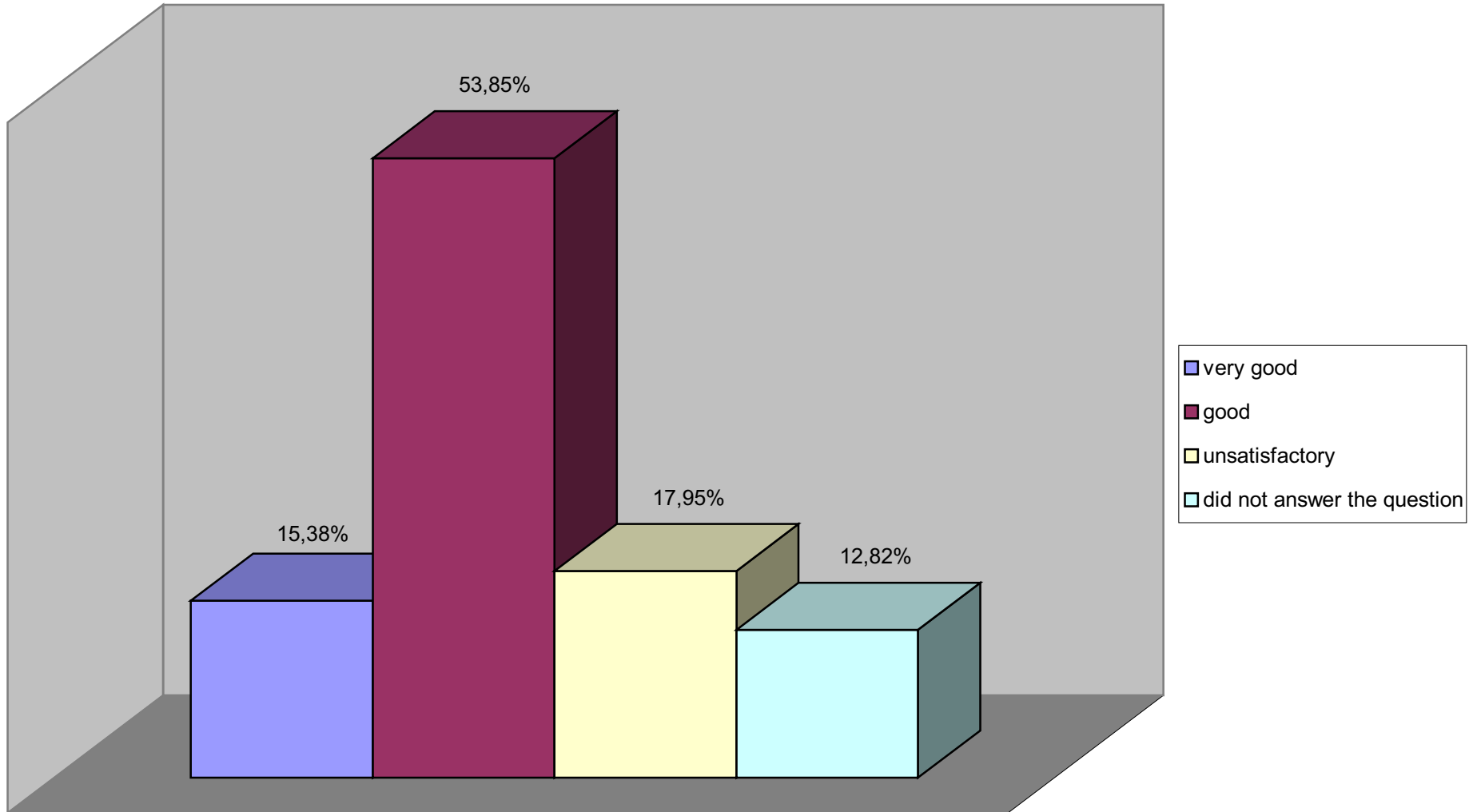
24. If you did not organise a meeting, could you indicate a reason for it?



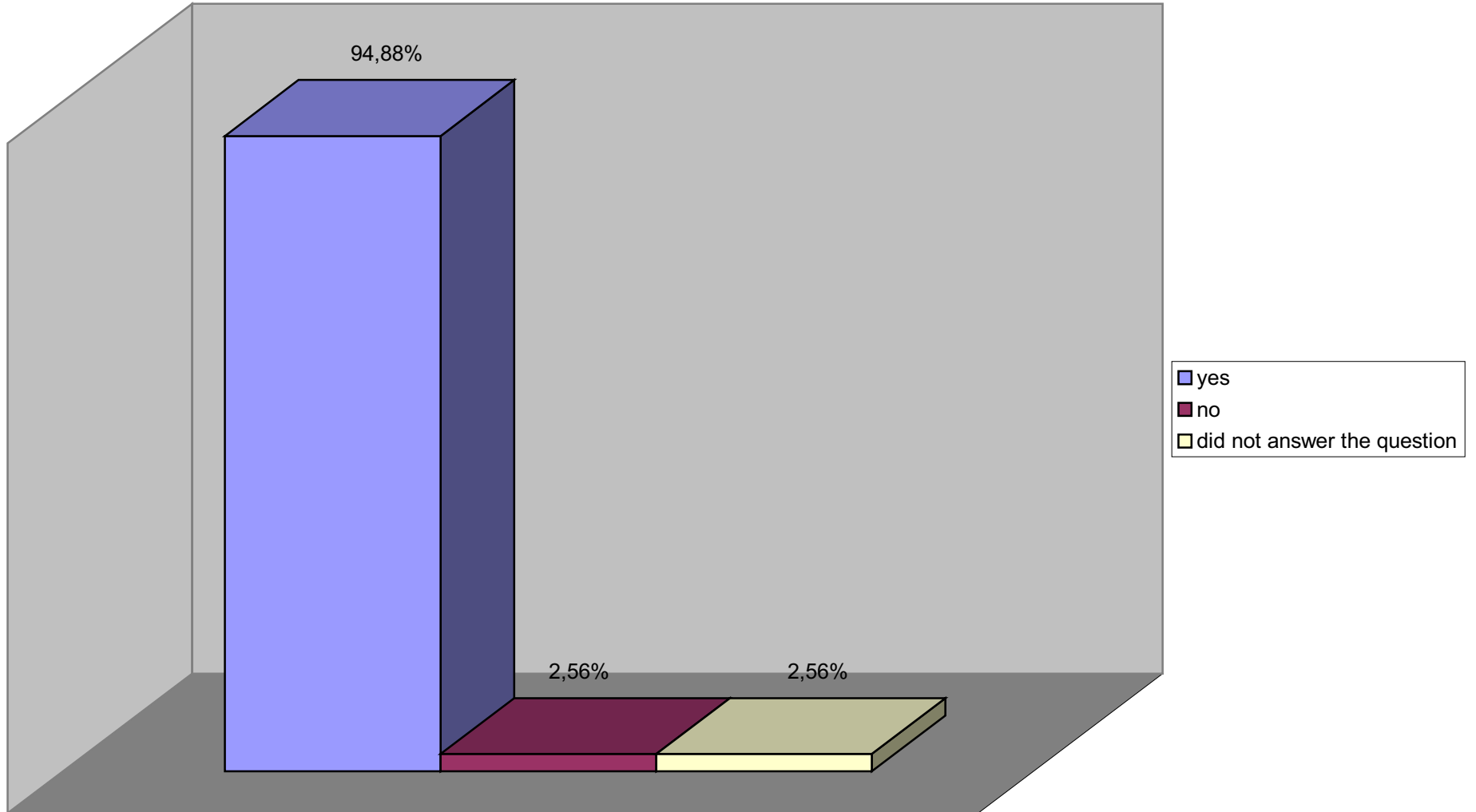
### 25. Was the assistance of ICOM'2001?



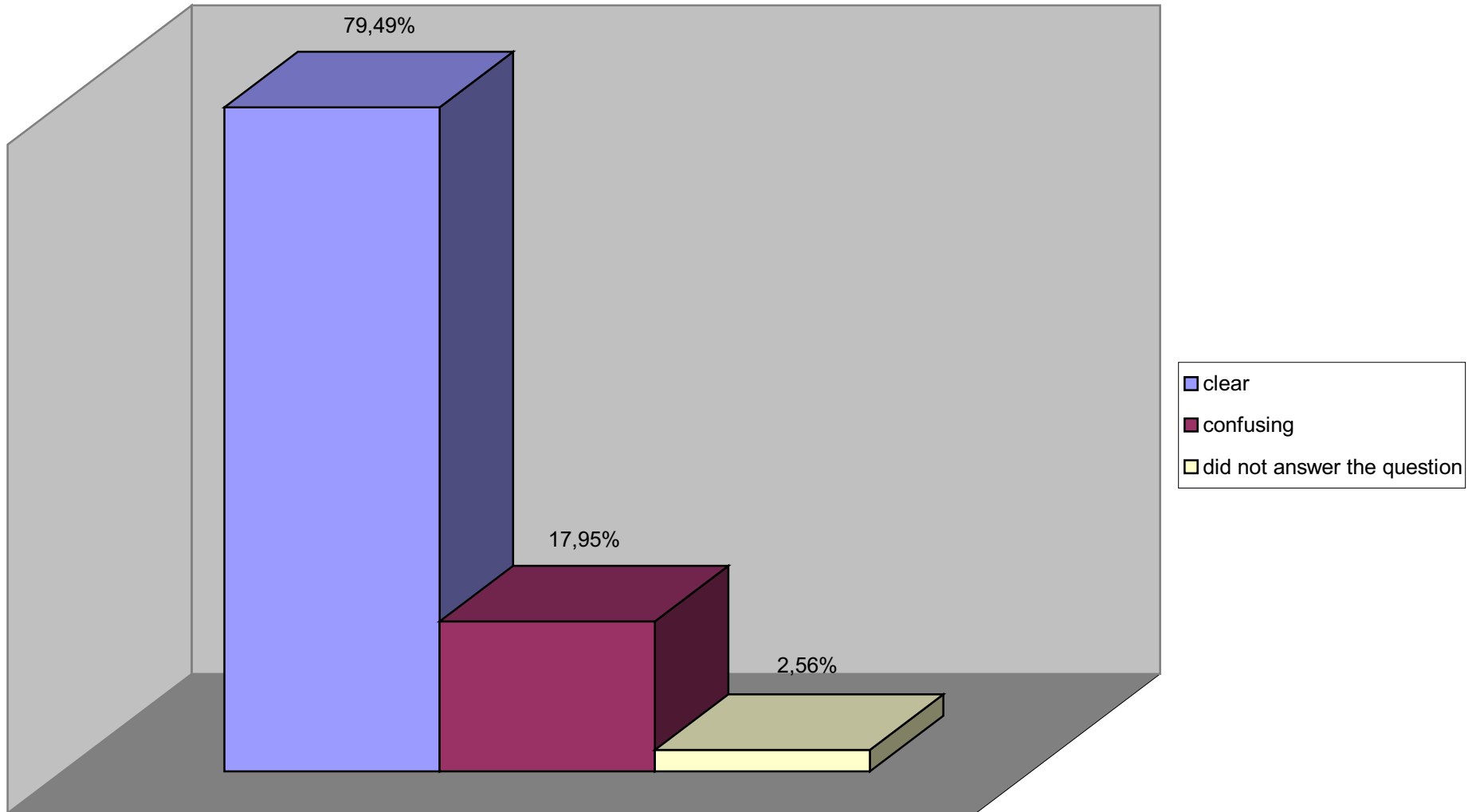
26. Did you find the facilities for the Advisory Committee meeting?



27. Did you attend the General Conference Inaugural Session?



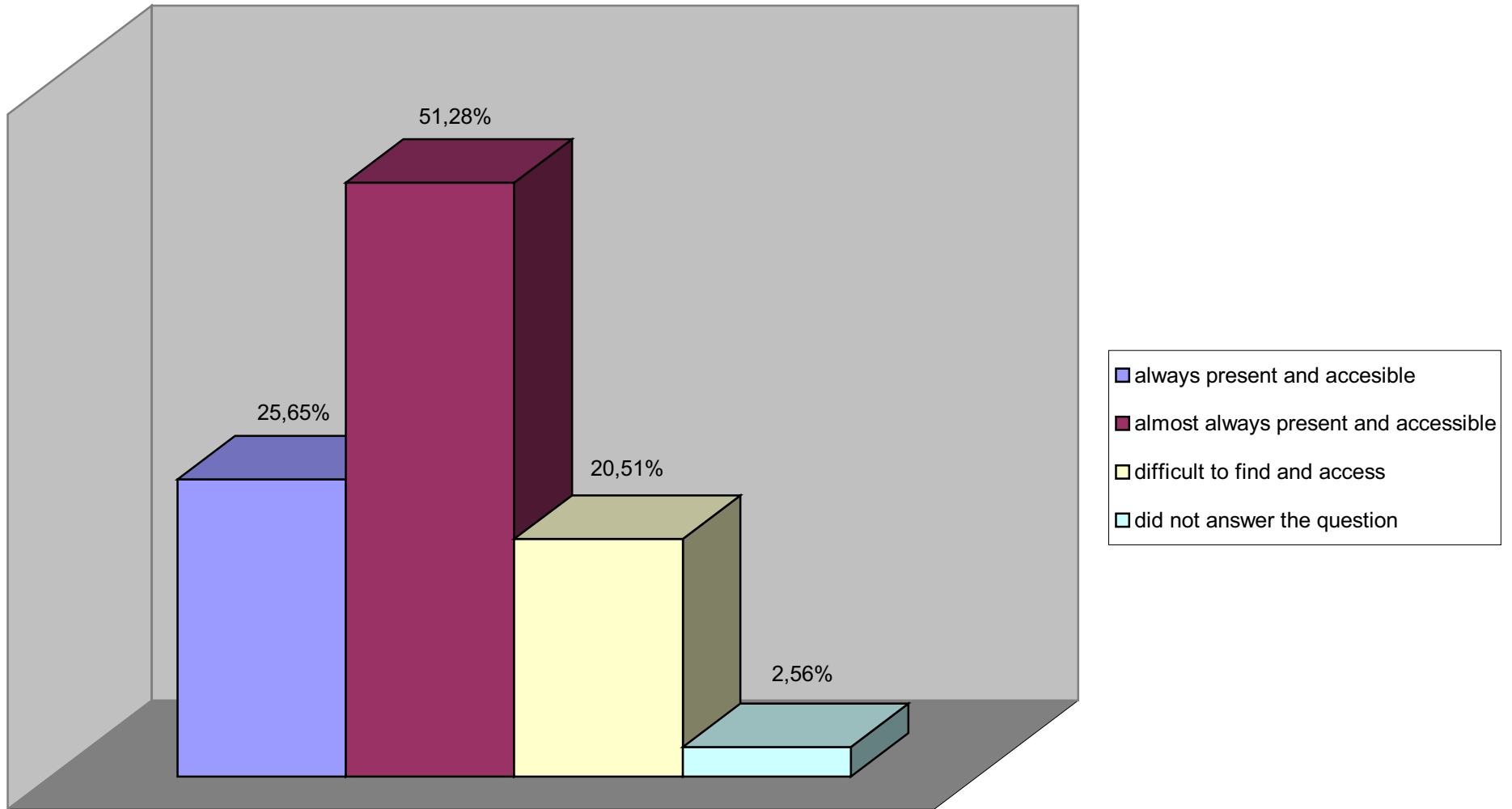
**28. Were the election procedures for the Executive Council during the General Assembly meeting?**



## 28. Comments

- 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.

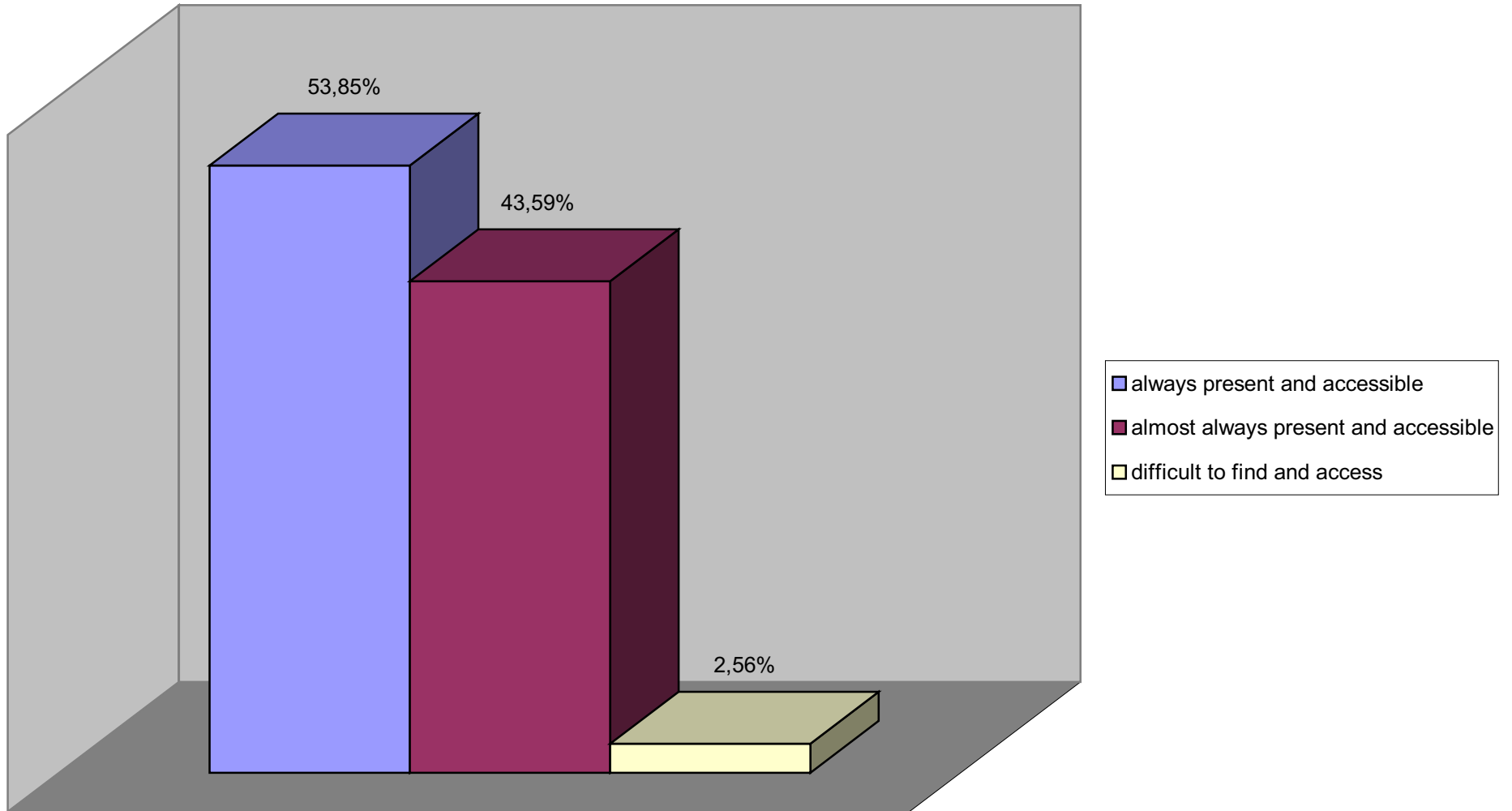
### 29. Was the staff of Barcelona ICOM'2001?



## 29. Comments

- 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.

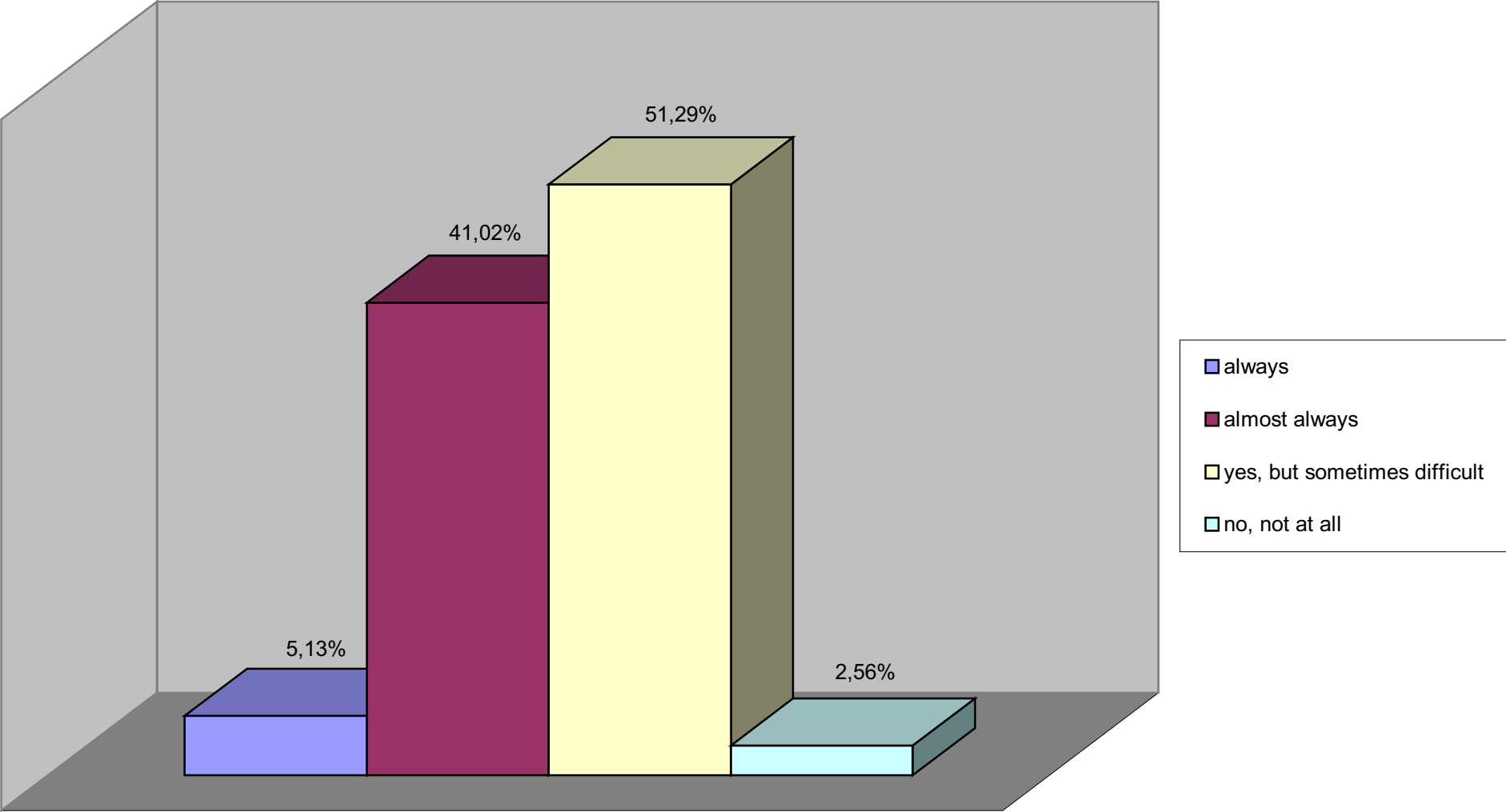
**30. Was the staff of the ICOM General Secretariat from Paris?**



### 30. Comments

- 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.

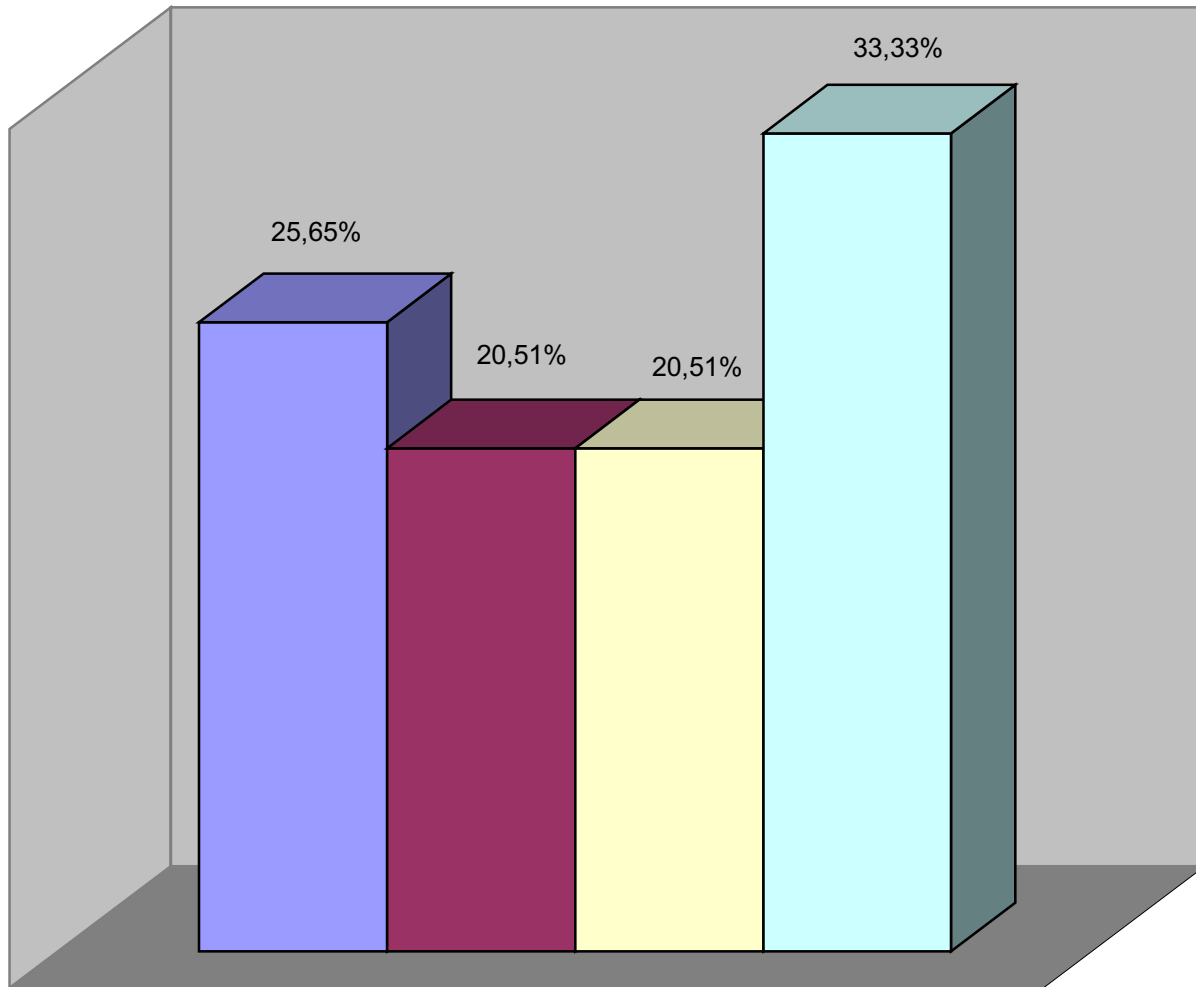
31. Could you find the information you needed?



### 31. Comments

- It was impossible to find information about participants, list of members, etc.
- Regarding the excursion, it was difficult to find the right person to solve problems with tickets.
- Obtaining registration package was very difficult. Although the Advisory Committee met before the main conference started, the Barcelona staff did not provide them with the ability to get their registration packages for 2 days (which included public transport info and fare card).
- People of the information desk could not know how to guide the participants regarding museums in Barcelona.
- Excellent except for International Committees.

**32. If you wanted to use an Internet/e-mail connection in the Conference Building?**

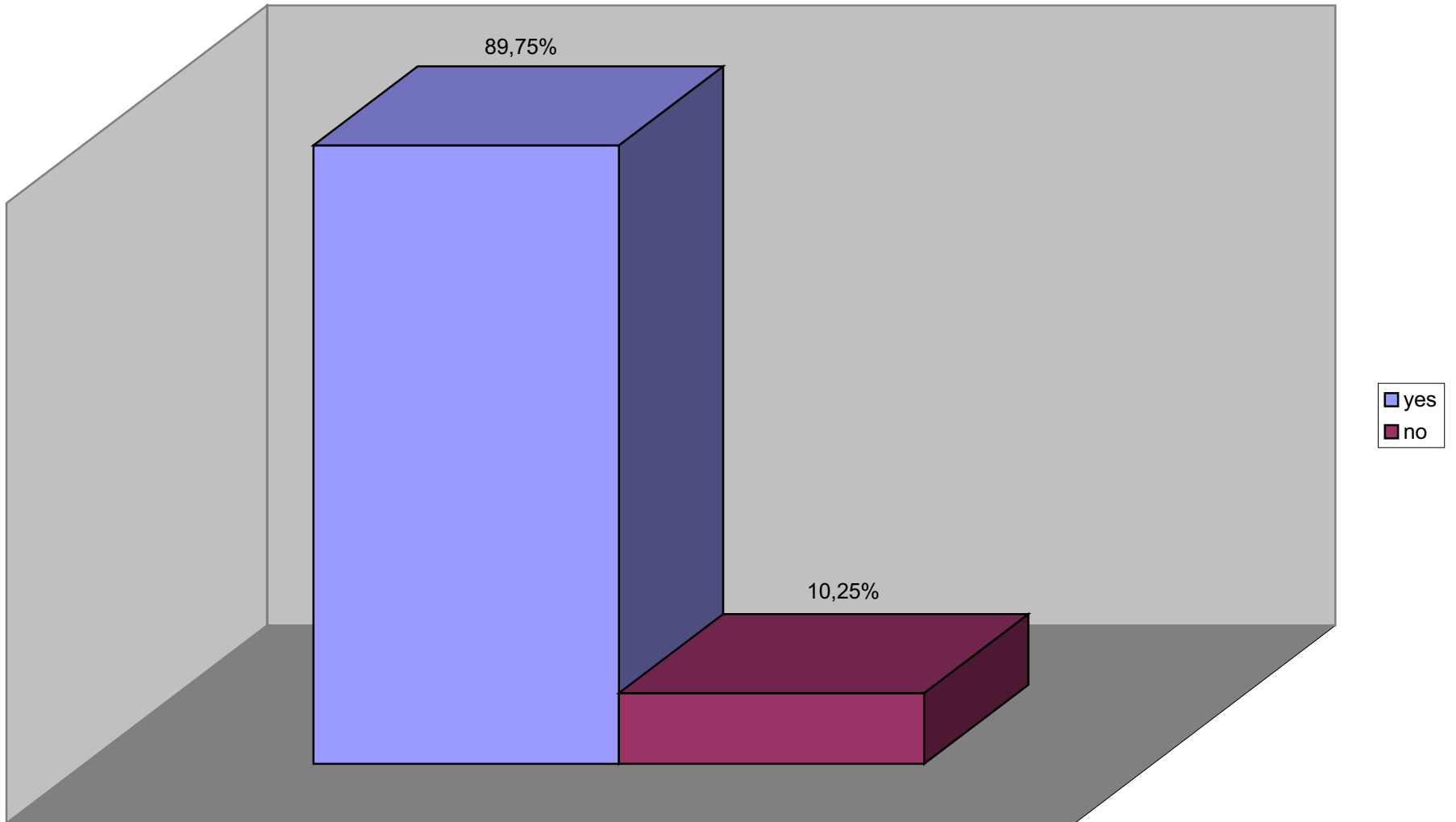


- most of the time a computer and connection were available
- you could find a computer and connection, but it was sometimes difficult
- you had great problems getting access to a computer and/or a connection
- did not answer the question

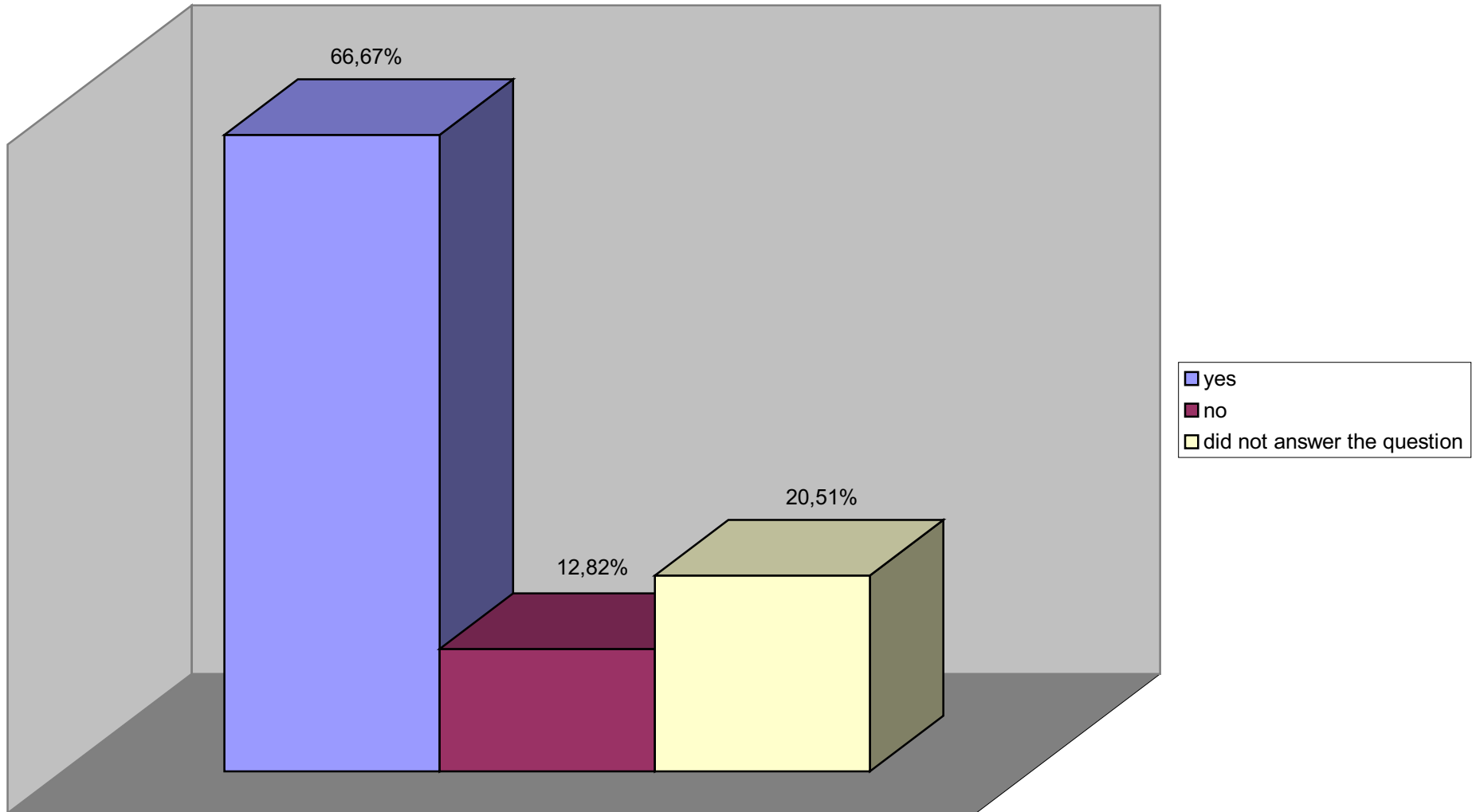
## 32. Comments

- Very good service.
- Very helpful.
- Never could find those available and in the evening this service was closed.
- Exceptionally good e-services.
- We were not aware of this service.
- The main problem had to do with the time when the internet connections were available. With a hectic programme, the best time for using internet connections would be before and after the sessions. But this was impossible. The connections were turned on at 9 a.m. and by this time the meeting had already started.

### 33. Did you visit the Trade Fair?



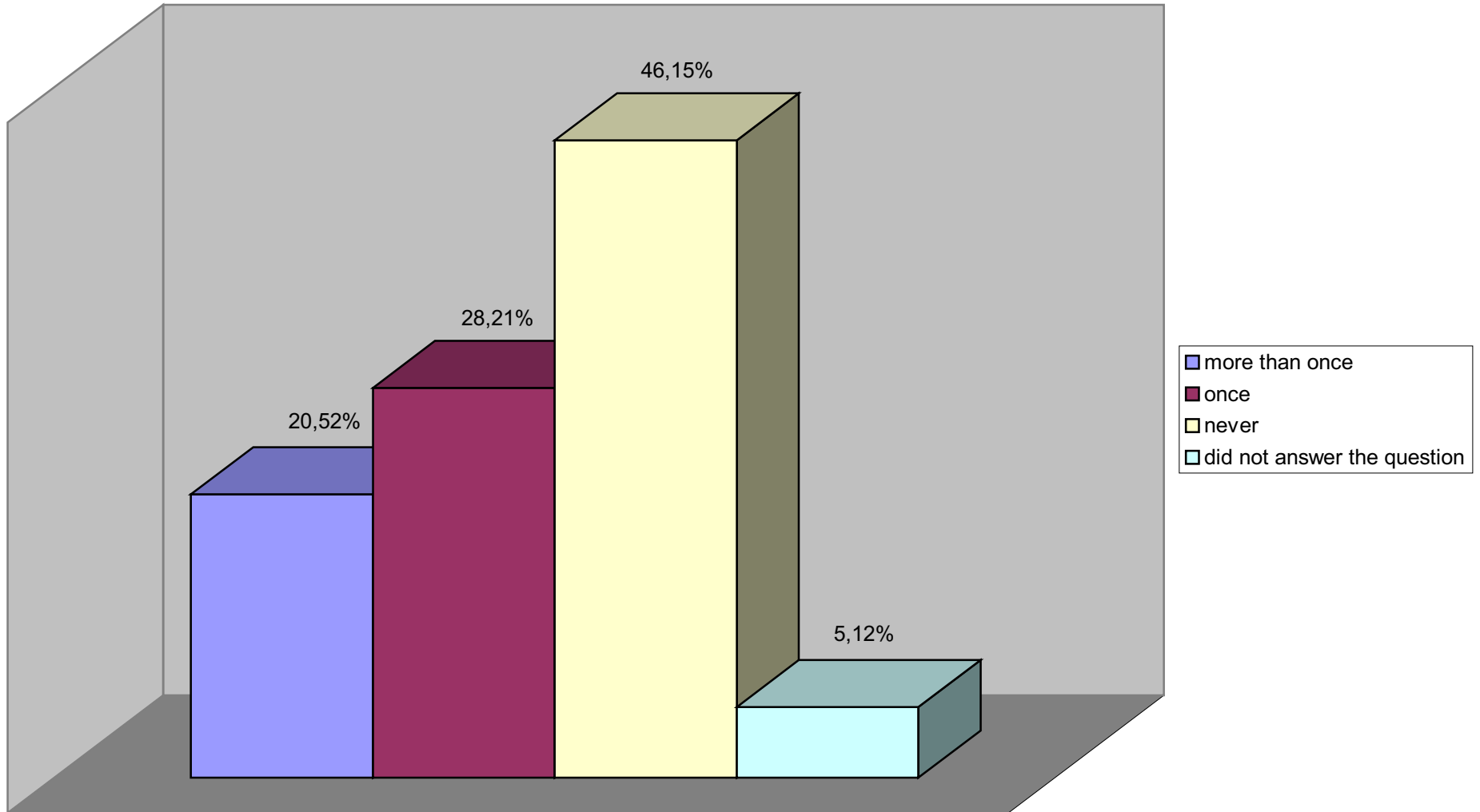
34. If yes, did you find the Trade Fair useful?



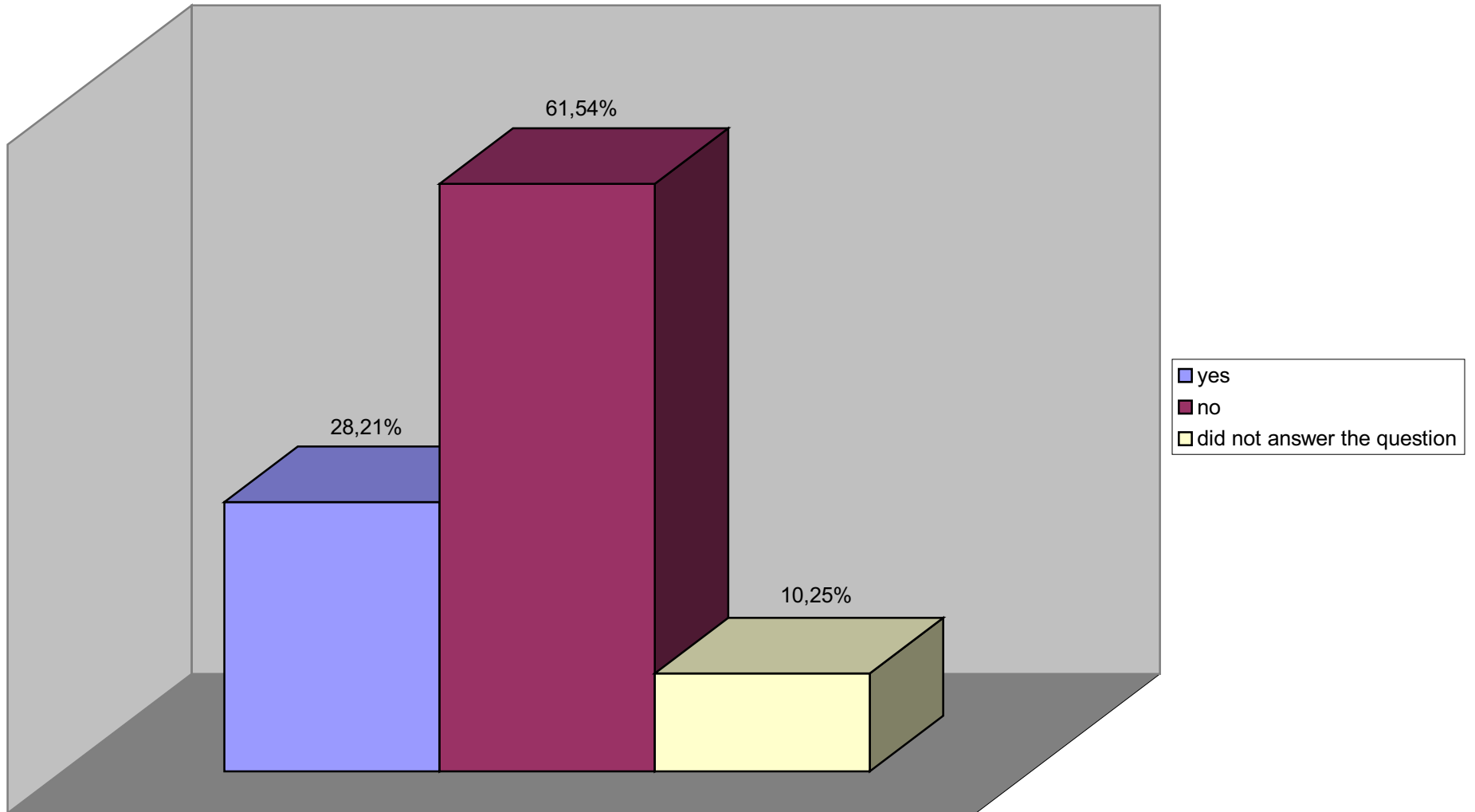
### 34. Comments

- Could be better.
- Somewhat, although it was small and hidden and there was little activity down there. I imagine the exhibitors would have preferred not being there the entire week and spent a lot of time just standing around.
- For american people, it had good and useful materials.
- Better location and indication required.
- Range of goods and services on display very limited.
- Extremely poor, very few real « trade » exhibitors and overall hardly worth visiting.
- It was designed more in a way of commercial interests rather than regarding the recent achievements of museums.

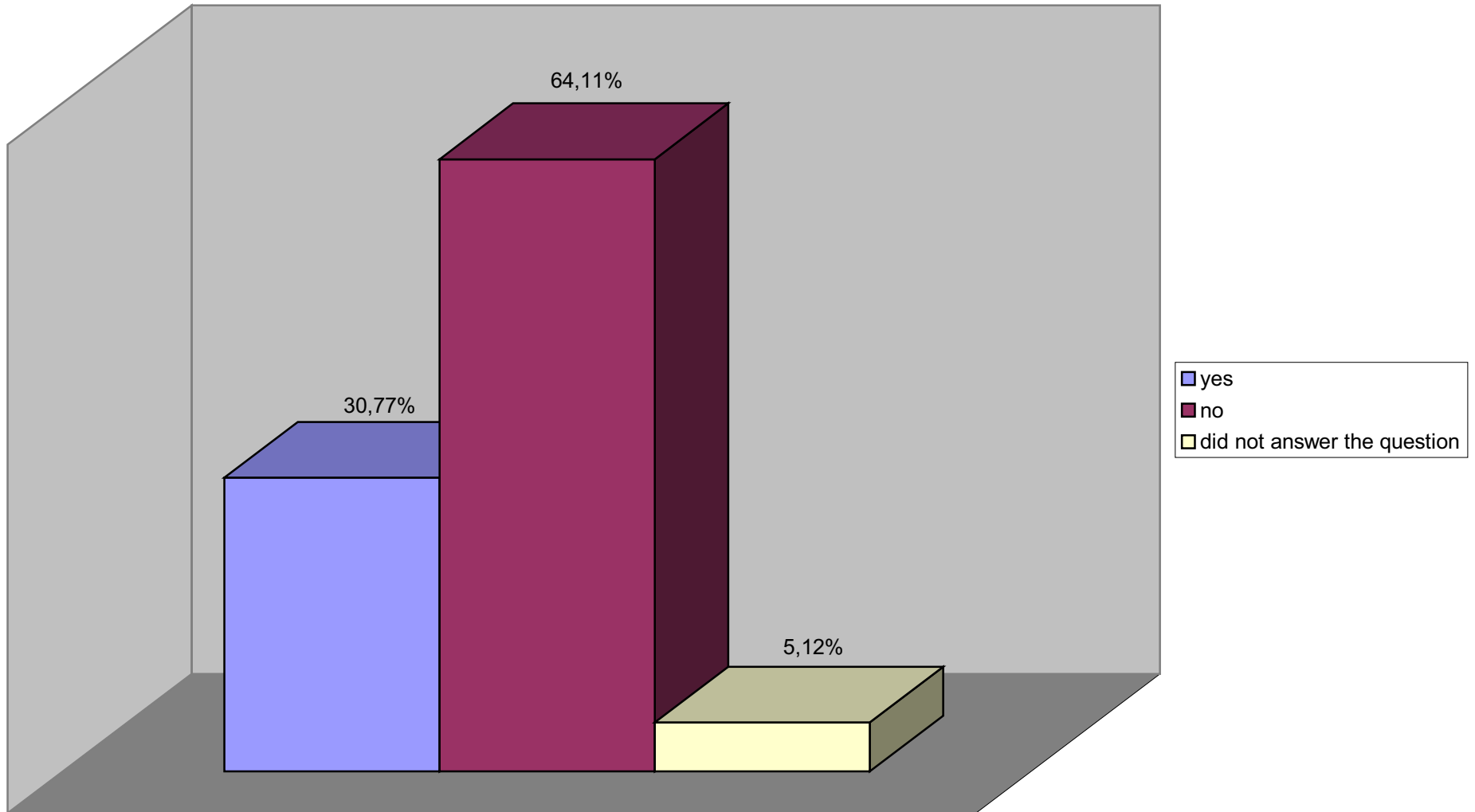
### 35. Did you visit the Market of Ideas?



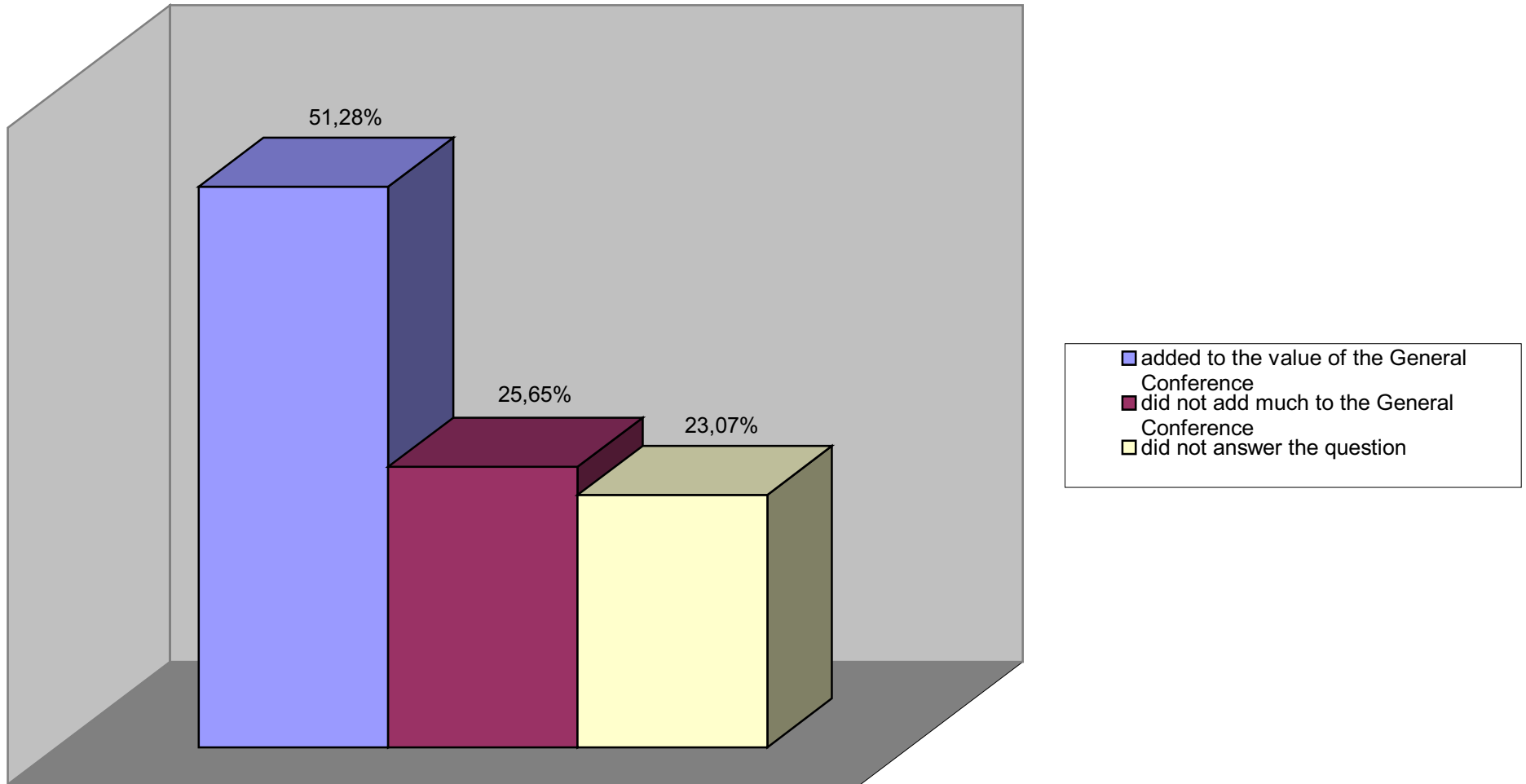
**36. Did you attend any of the Concurrent Sessions?**



**37. Did you attend any of the Open Forum meetings**



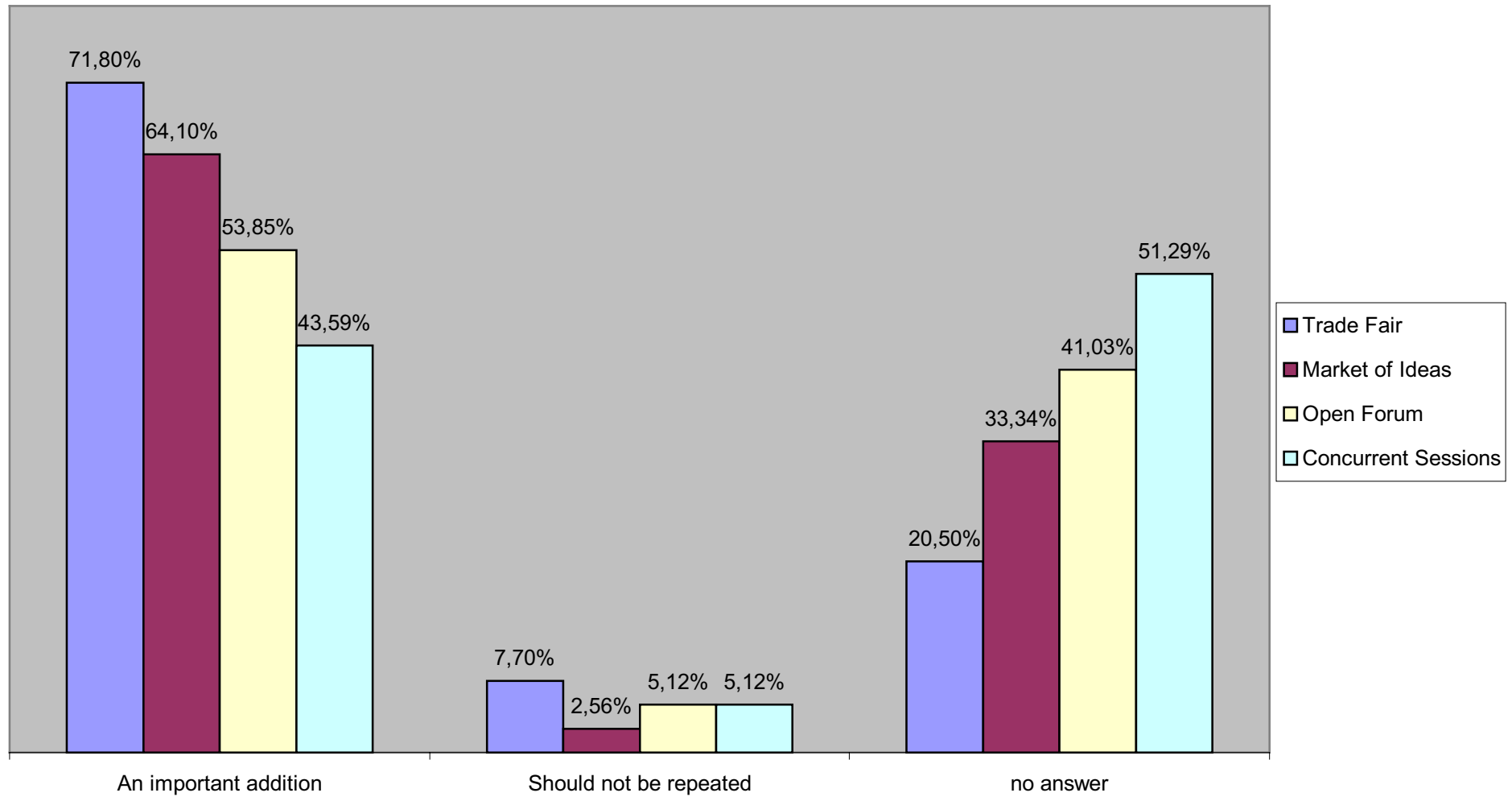
**38. The Concurrent Sessions and the Open Forum meetings were new elements in an ICOM General Conference. Did you find that these additional activities?**



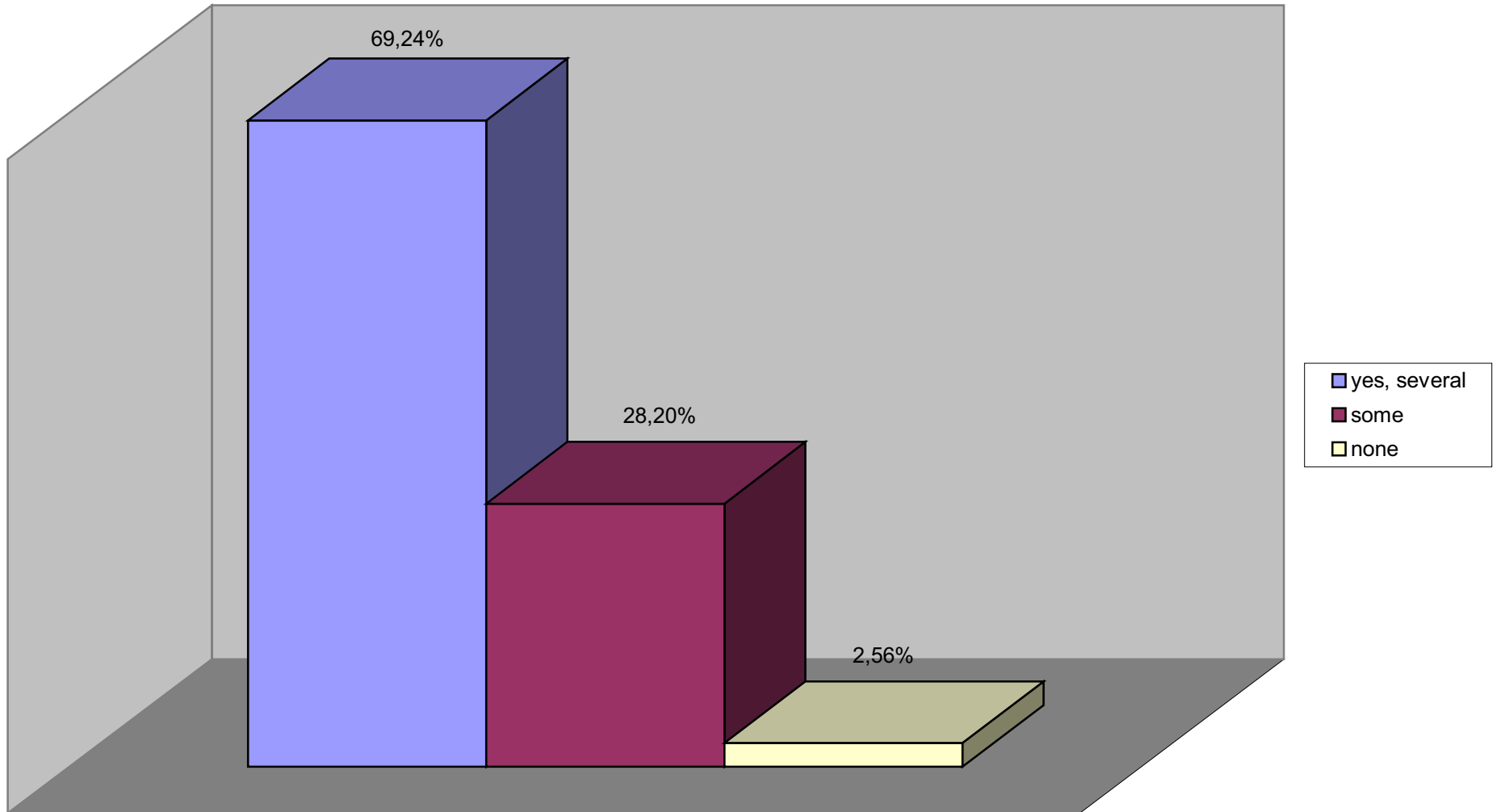
**39. We would appreciate if you could give some comments on the quality of the meetings you attended (Market of Ideas, Concurrent Sessions, Open Forum)**

- Market of ideas was very very good.
- There were excellent speakers.
- Useful.
- Good quality in general.
- Strongly oppose repeat of these unless they are not held on days when International Committees meet.
- Did not have the time to visit because these were held at the same time as the International Committee meetings.
- The contributions should be chose, more critically and presented by both speech and media.
- Interesting and informative.
- While being in principle positive to Open Forum and Concurrent Sessions, it may become a problem that some may be used by non-ICOM bodies or that the participants of the ICOM General Conference are invited to meetings by organisations that compete with ICOM. This topic is complicated but should nevertheless be looked upon.

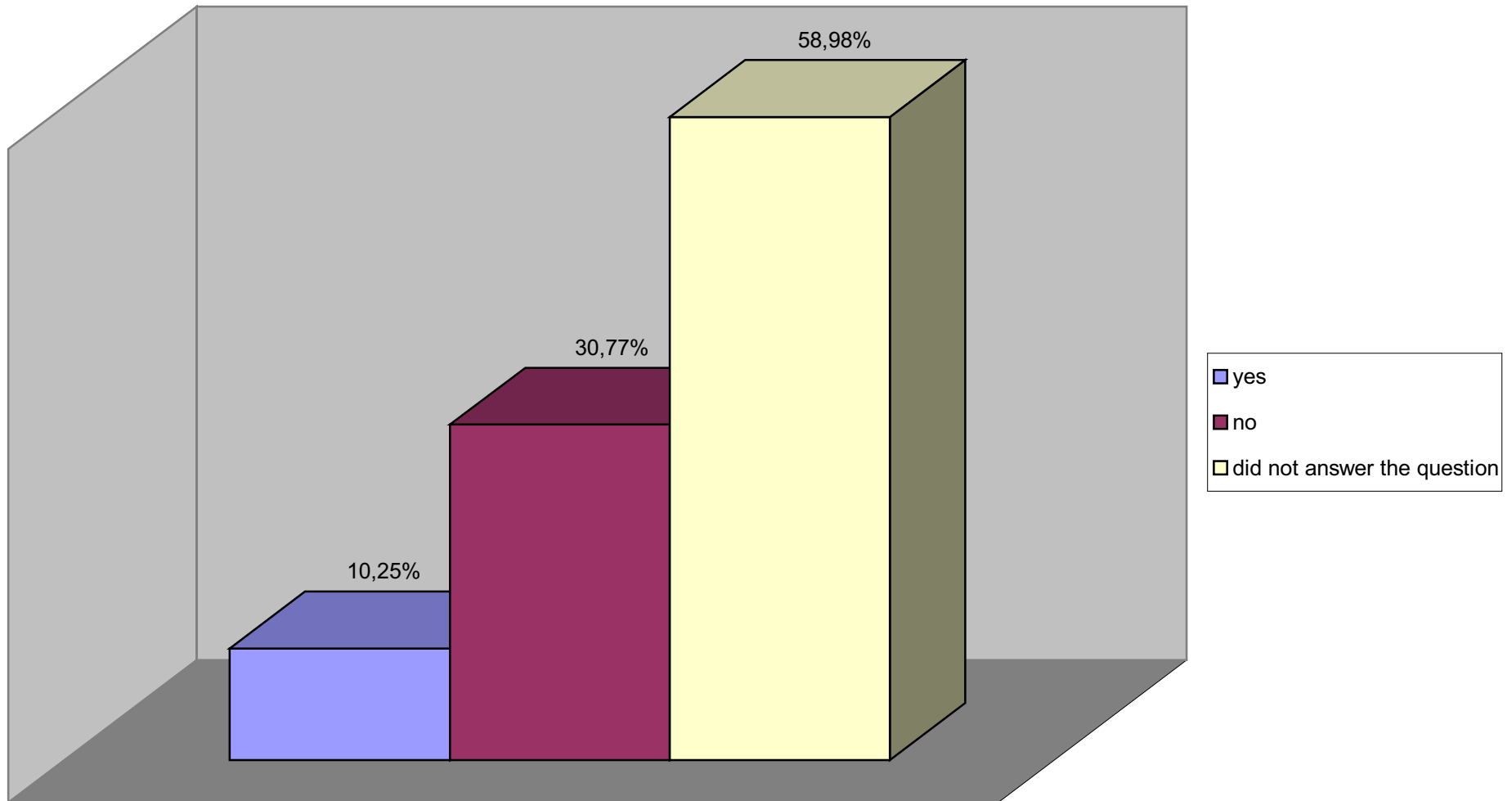
**40. It may be that you were not able to attend any of the above mentioned additional activities, but that you nevertheless found these important for a General Conference**



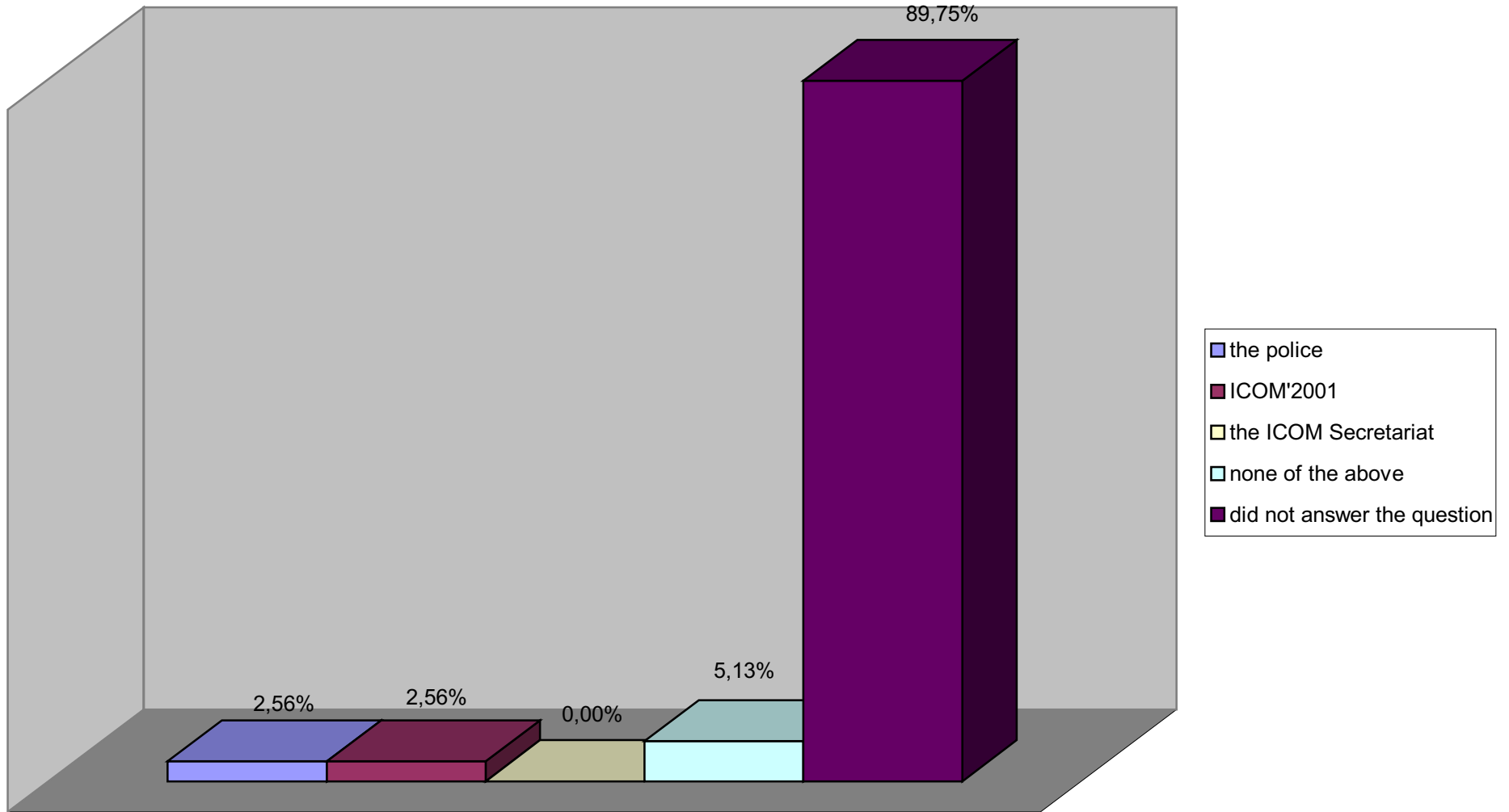
**41. Have you been able to visit museums in Barcelona?**



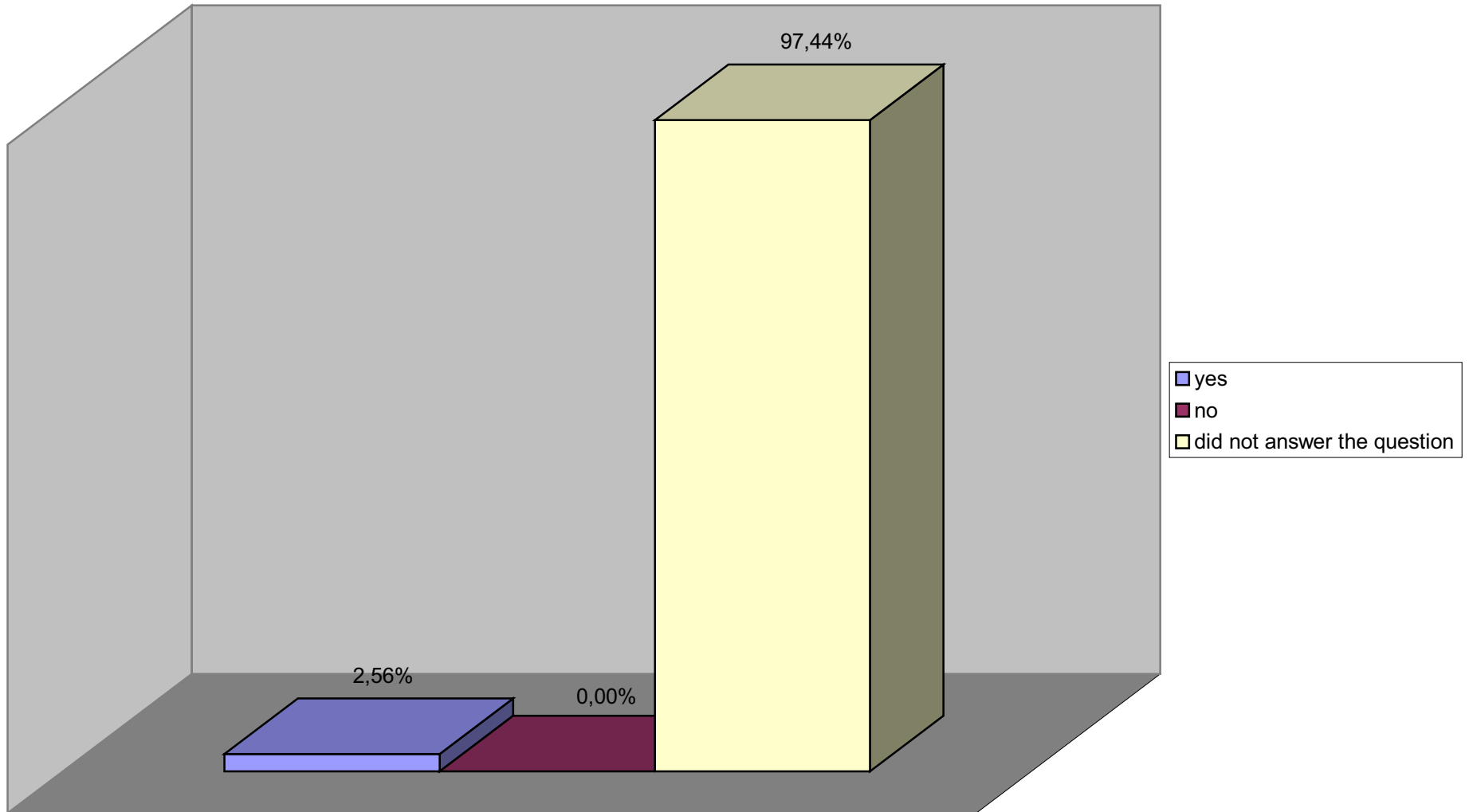
**42. We have received several reports on personal security problems i.e. theft. Were you the victim of a security problem?**



42. a) Did you report the incident to?



If you did, did you receive a satisfactory response?



**42. If this was the case, could you provide us with some general information on the nature of it?**

- One member of our National Committee was robbed in the railway station.
- Several US members were victims of a security problem.
- I know about several cases.
- Within members of my International Committee, at least 5 persons were victims of a security problem.
- Money stolen in the street.
- Group of 3 of us in the metro station of the Congress Centre attacked by 5 muggers/pickpockets. We successfully fought back and did not lose anything. Happened in front of so-called security cameras.
- My bath soap and container were robbed from the hotel I stayed at when I arrived (near the Conference Centre).
- Robbery in metro by 3 persons. Loss of money, cell phone and personal belongings.
- Several of my staff, my fellow ICME members and many others were robbed mostly by pick-pockets and surprise assault directed at bags. Concrete advice beforehand on simple security precautions would have helped a lot.

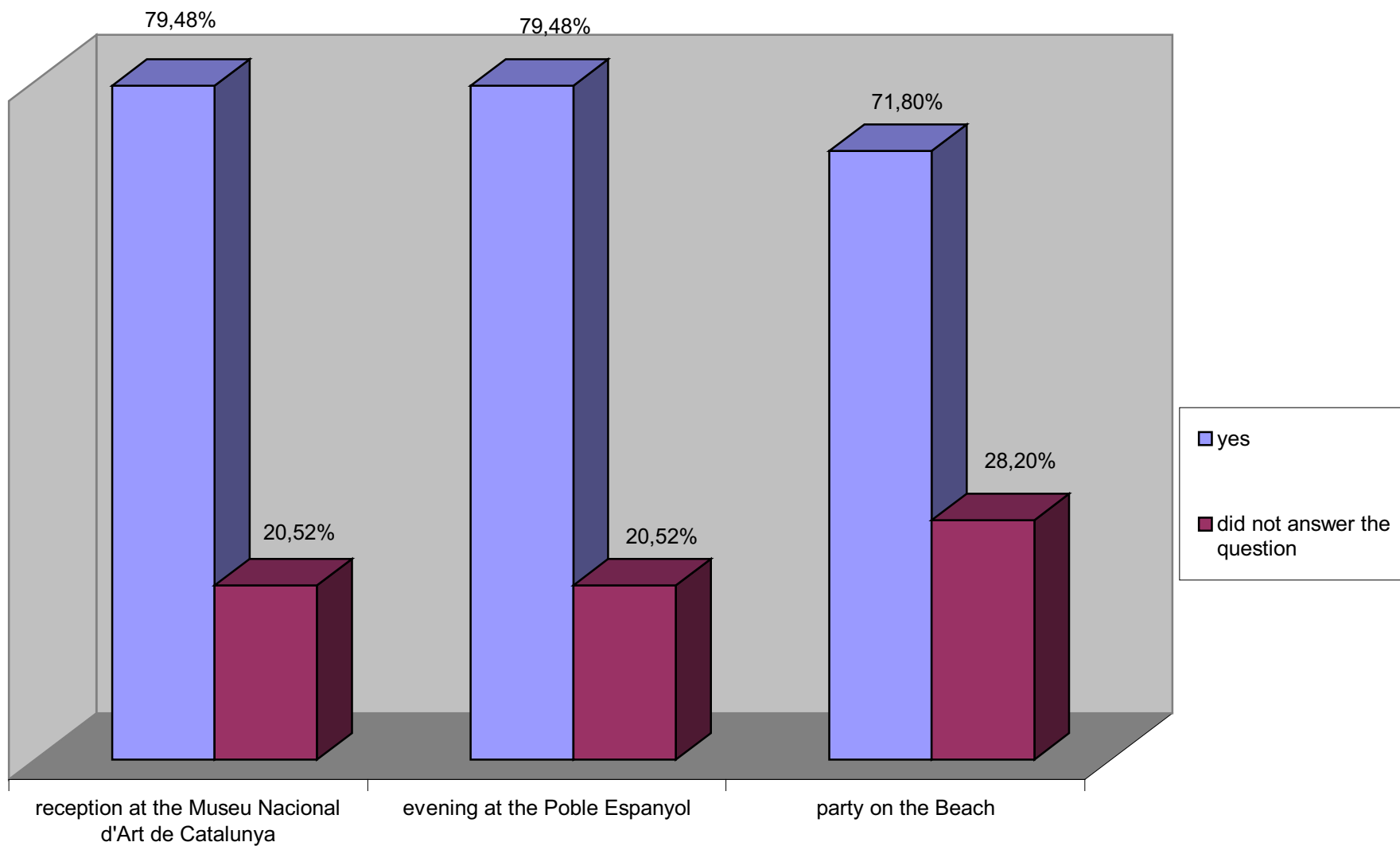
**b] If you know of a participant who was a victim of some kind of theft and assault, you may name this person here only if you have her or his permission to do so.**

- It's possible for me to give a list of persons if you want to.
- I know 2 victims of other committees.
- 4 persons from ICMS at least.

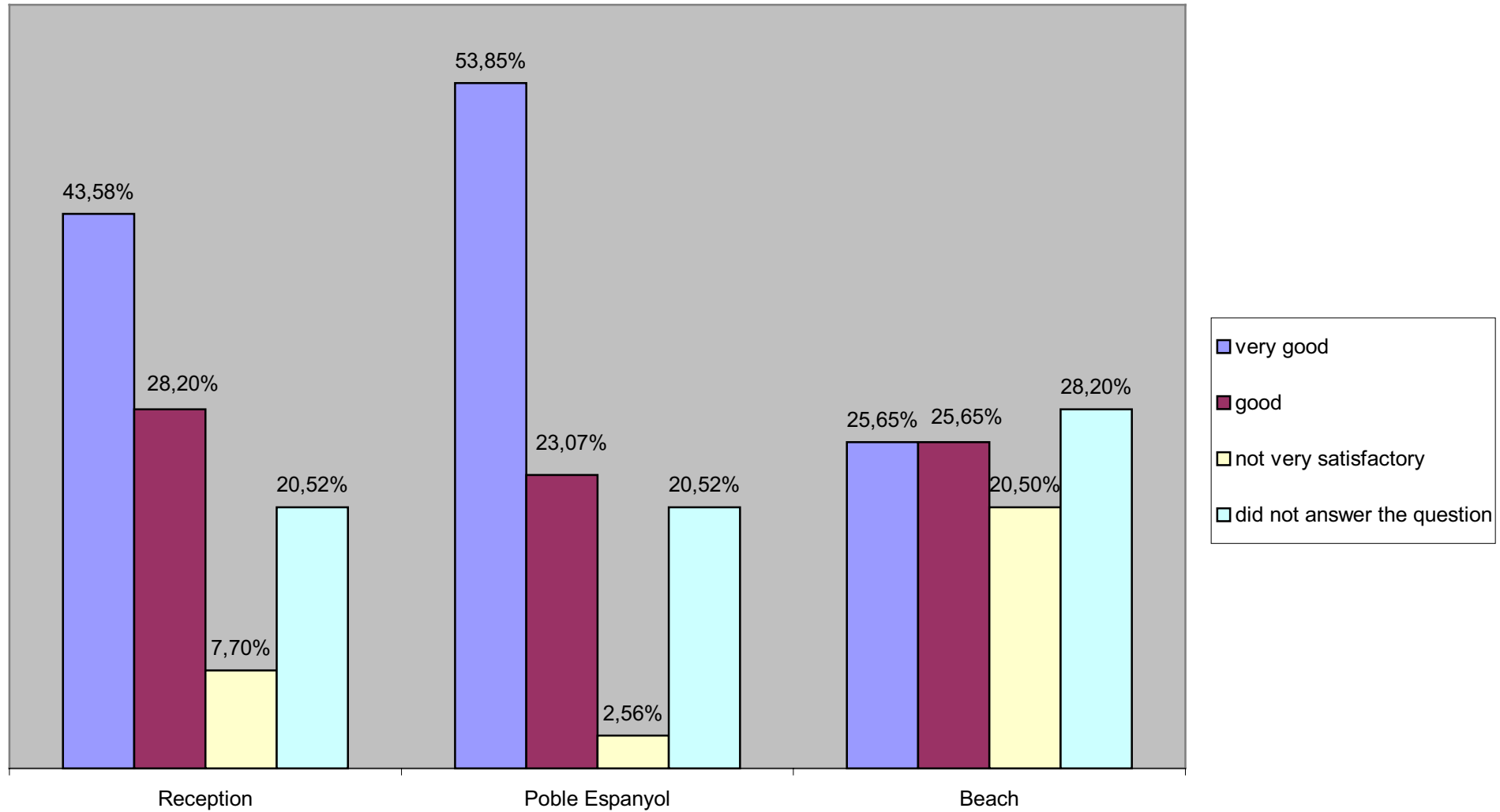
**43. If you had difficulties with entering the country, could you indicate the nature of them?**

- 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.

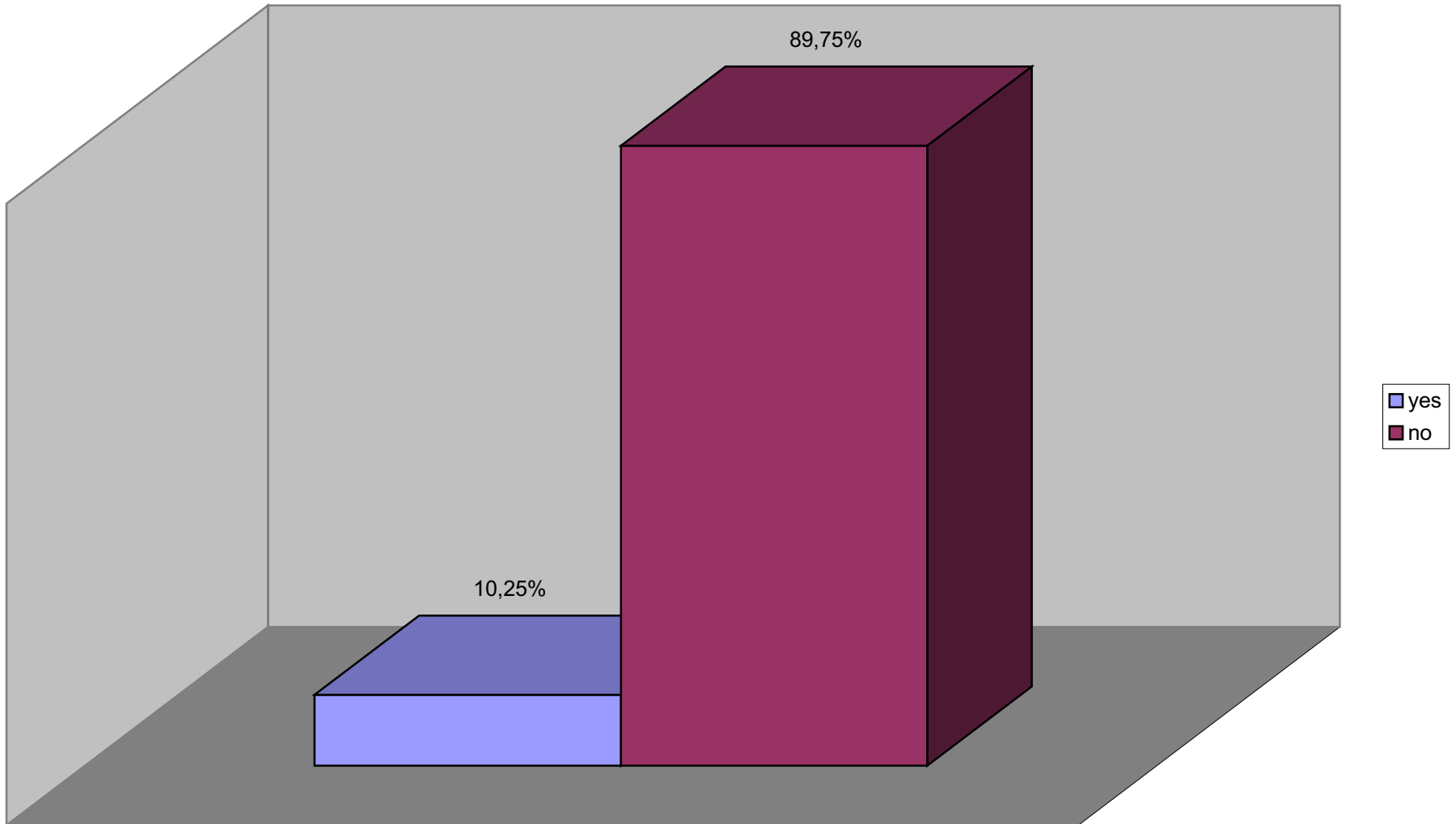
#### 44. Did you attend the following social events?



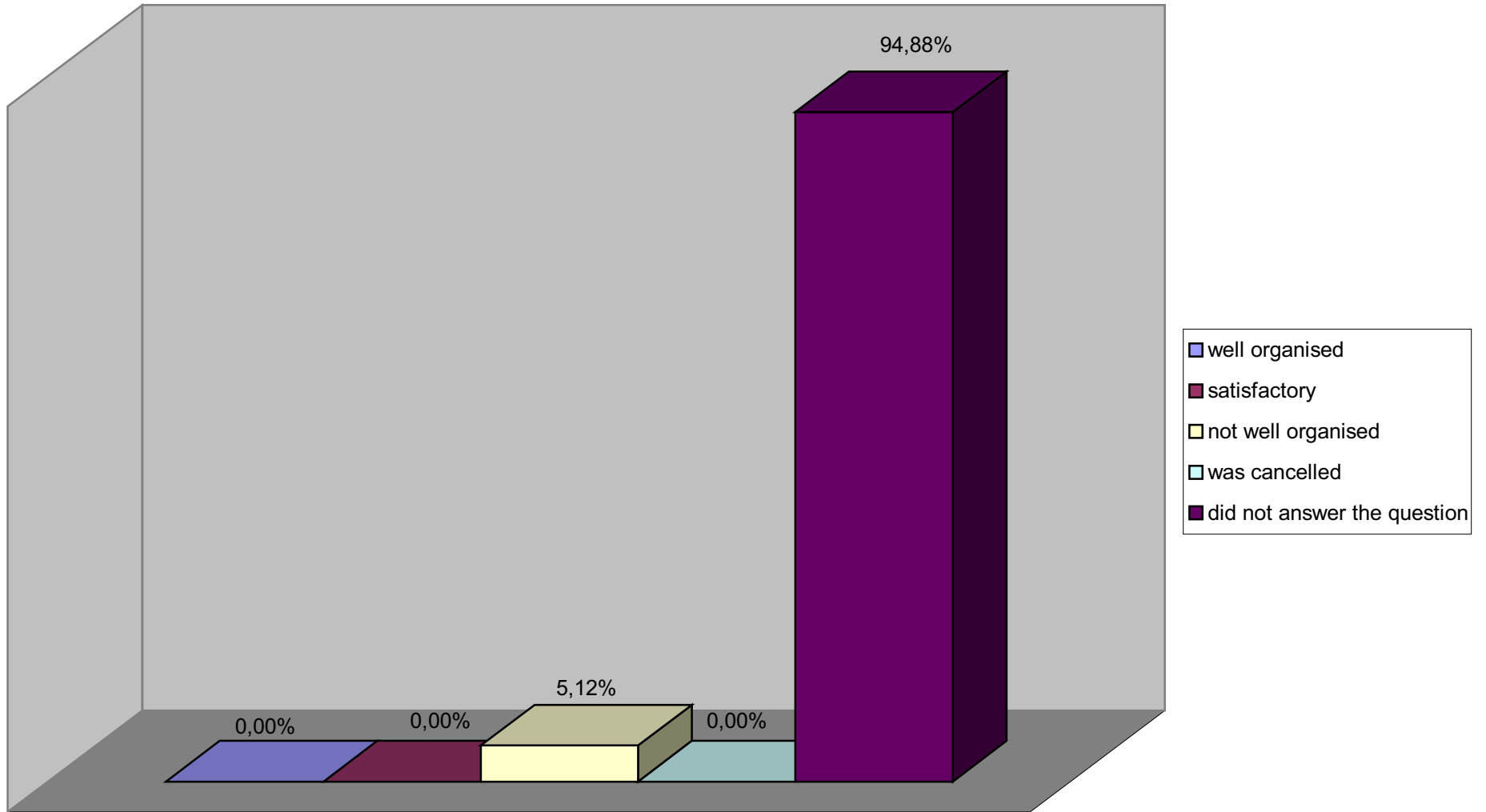
**If yes, did you find the arrangements:**



45. Did you participate in a post conference tour?



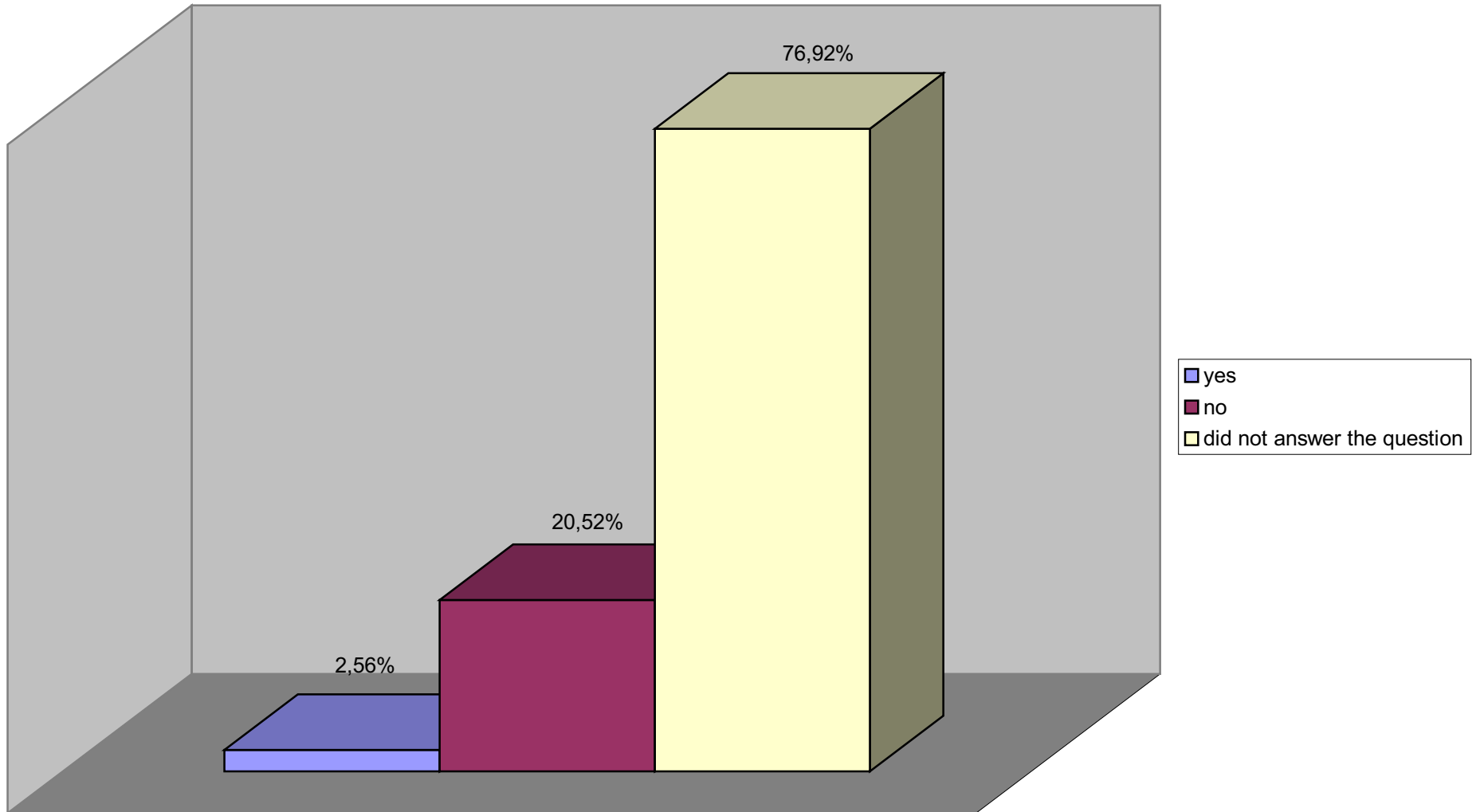
46. If you did take part, was this tour?



#### 46. Comments

- We travelled to the Pyrenees with ICME. It was badly organised. The guide could not speak English, and whatever she spoke in Spanish it was a very very basic info. We were also unsatisfied with the accommodation.
- Well organised by committee but spoiled by Spanish organisers (no response at all from Spain after numerous complaints).

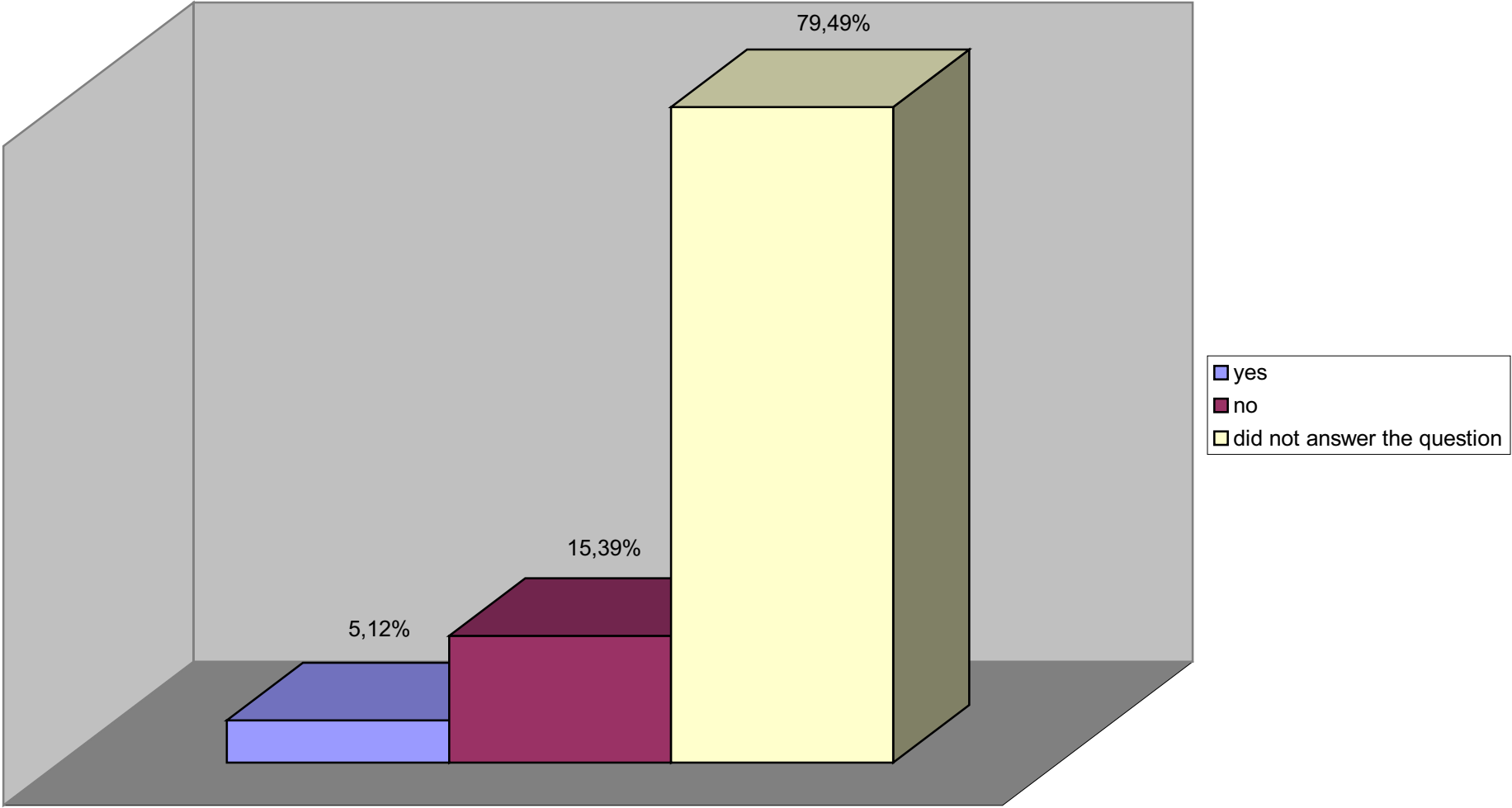
47. a) Did you find these costs reasonable or not?



**47. Certain services required additional payment not indicated on the registration form, could you indicate the nature of them?**

- Change of airplane ticket.
- Excursions.
- Powerpoint projector and screen.
- Equipment hire.
- Transport for events outside the city.

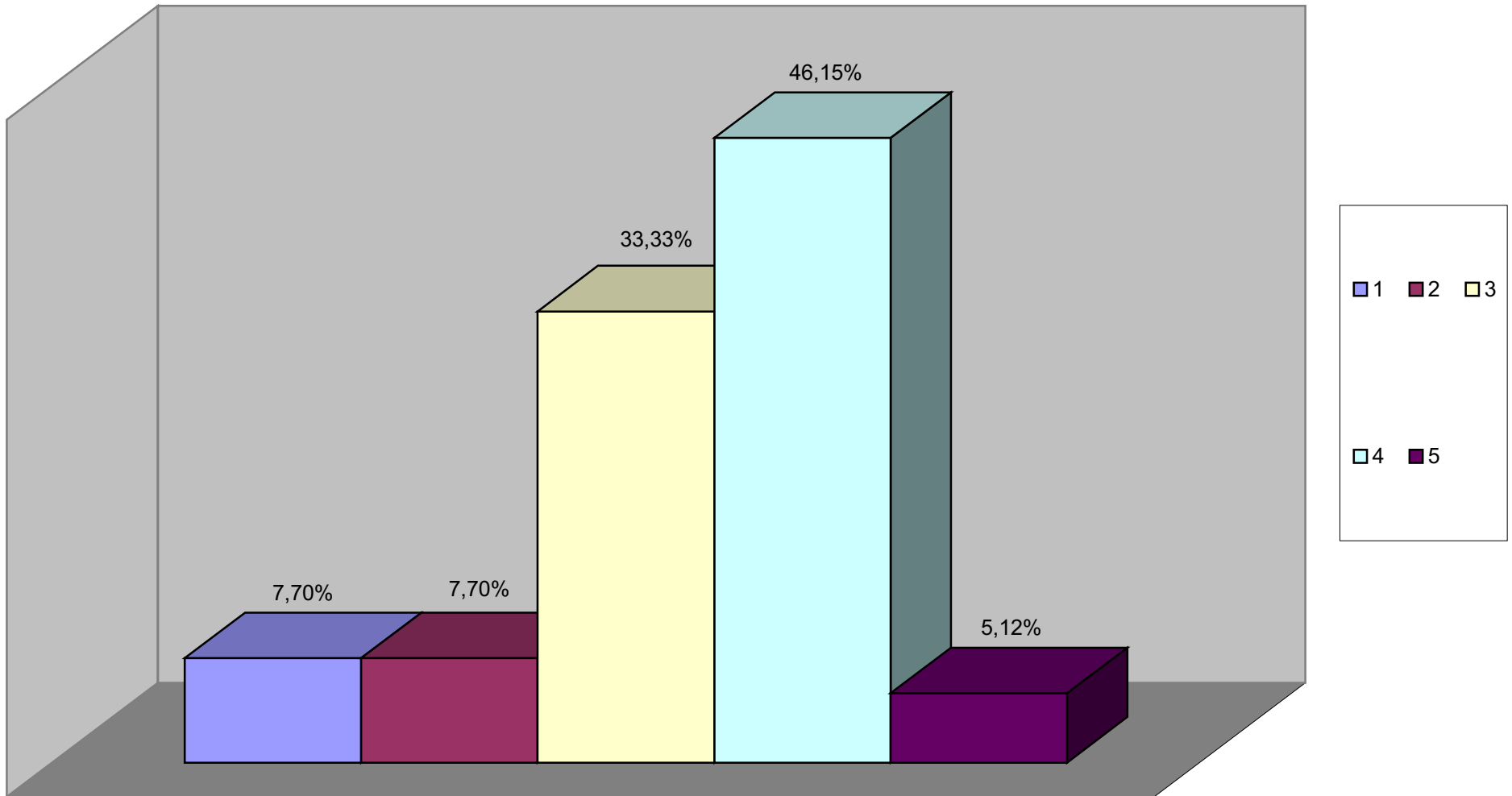
**48. Are any issues still outstanding with regard to ICOM'2001, for instance financial obligations from your part, refunds from ICOM'2001?**



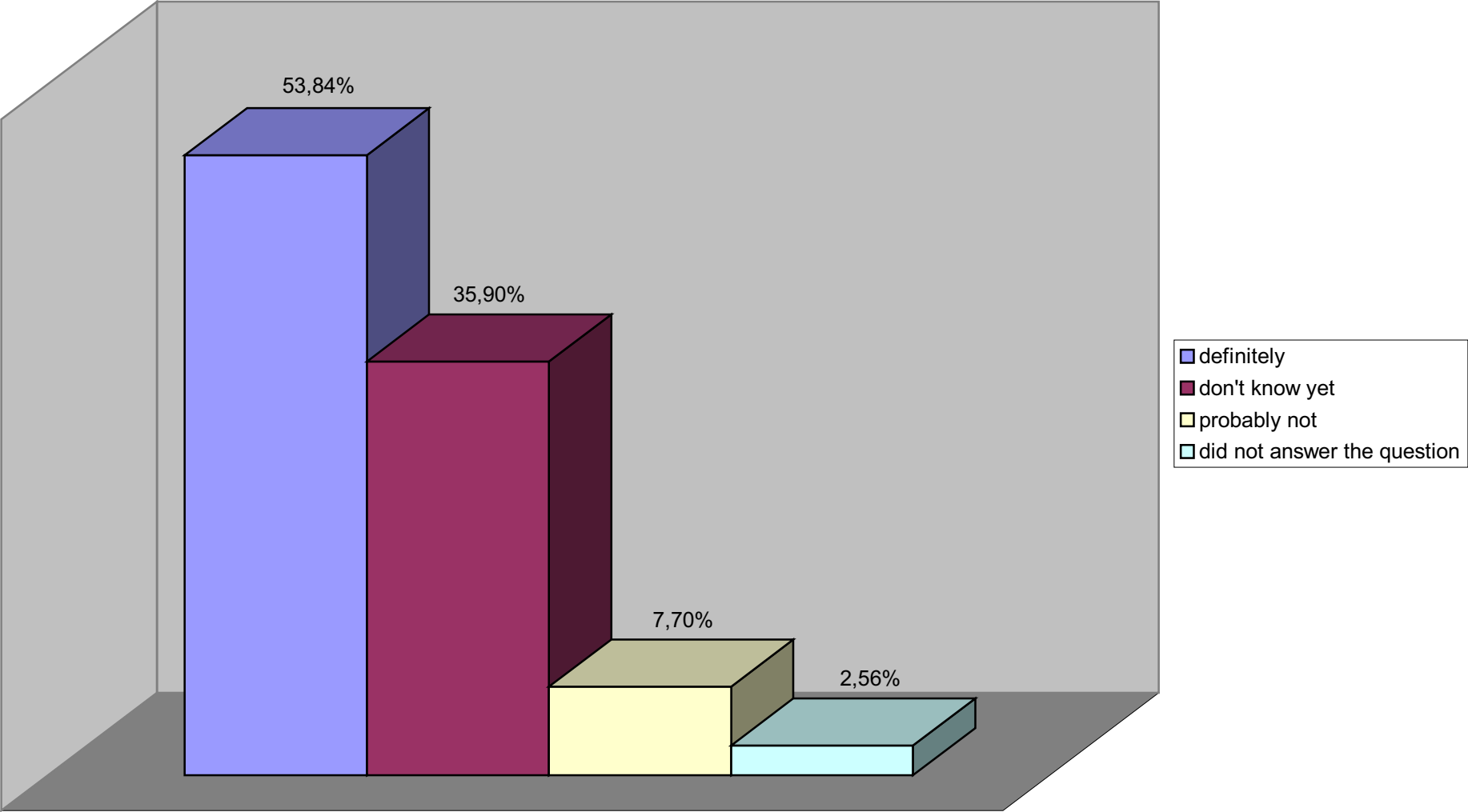
**48. Are any issues still outstanding with regard to ICOM'2001, for instance financial obligations from your part, refunds from ICOM'2001? If any, please indicate the nature of them.**

- ICOM'2001 did not send invoices for equipment hire.
- As far as AVICOM is concerned, it is a financial disaster because each services had to be paid.

49. On a scale of 1 to 5 (with 5 equalling excellent and 1 very poor, how would you rate your overall satisfaction with ICOM'2001?



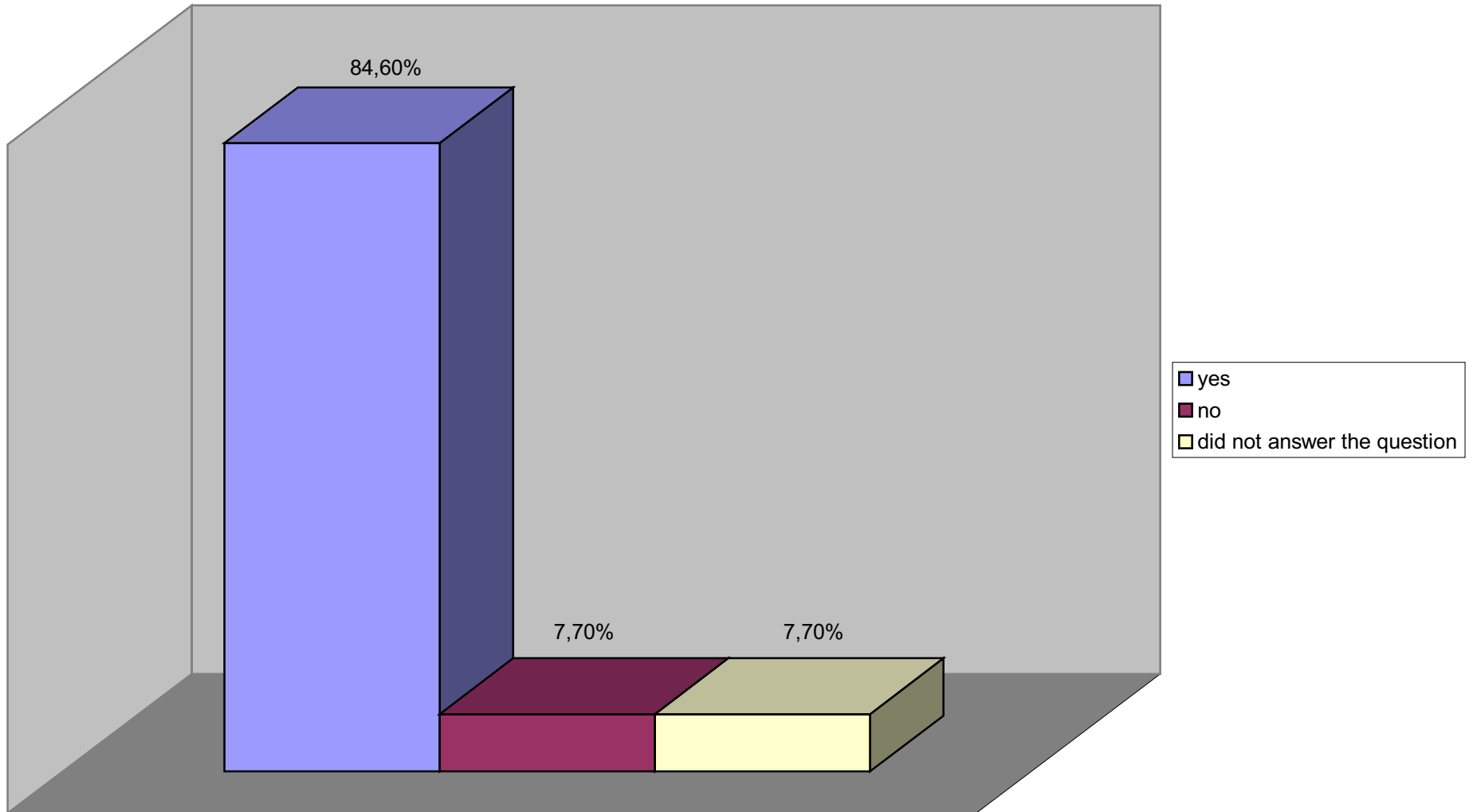
50. Do you plan to attend the General Conference in 2004 in Seoul?



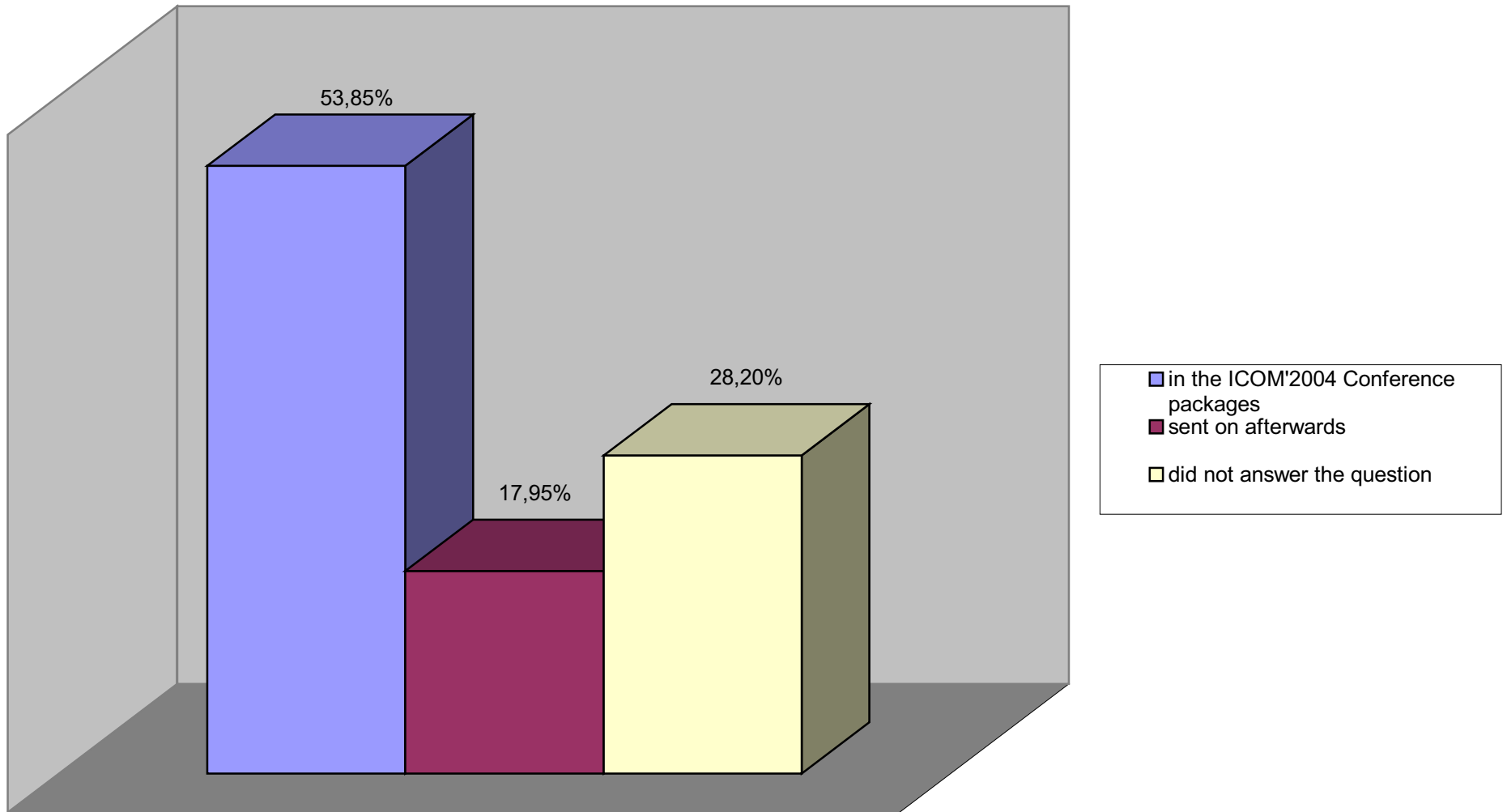
#### 50. If not, why?

- Due to financial reasons (high travel expenses).
- Being a member of ICDAD, less museums and activities on these subject in Seoul. General Conferences are too confusing, only a small group is planning to attend.

51. Should we have a questionnaire prepared for ICOM'2004?



52. If yes, should this be?



## 52. Comments

- In Conference packages, it will particularly draw the participants attention concerning such evaluation which is difficult to establish 6 months alter.
- Questionnaire should be shorter.
- Questionnaire and results should be made by professionals.
- Sent afterwards would be better to avoid participants to forget it or throw it away.
- There should be pre (Market Research) and posyt (Evaluation) documents provided.
- It is essential to have the views of those not attending especially those who never received the necessary Conference documentation.

## Do you have any suggestions to improve the General Conference?

- It should be possible to pay accommodation 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. With this basic statement:
  - 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 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.
  - ICOM should work with the committees to revamp how they 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 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 the 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.
- 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.