



AMAN UNION

AMAN UNION MEETING TUNIS, November 23-24, 2010

Satisfaction Survey Results

Part I: Organisation and Logistics

1. Coordination by the Secretariat General prior to the Meeting :

	Percentage of responses	Number Of responses
Excellent	52,2%	12
Good	47,8%	11
Fair	0,0%	0
Poor	0,0%	0

2. Logistics:

	Excellent	Good	Fair	Poor	N/A	Number Of responses
Letter of invitation and visa procedures	54,2% (13)	37,5% (9)	4,2% (1)	0,0% (0)	4,2% (1)	24
Reception at airport	68,2% (15)	22,7% (5)	4,5% (1)	0,0% (0)	4,5% (1)	22
Transfers airport/hotel/airport	68,2% (15)	18,2% (4)	9,1% (2)	0,0% (0)	4,5% (1)	22

3. Venue:

	Excellent	Good	Fair	Poor	Number Of responses
Hotel location	45,5% (10)	40,9% (9)	9,1% (2)	4,5% (1)	22
Accommodation	37,5% (9)	50,0% (12)	8,3% (2)	4,2% (1)	24
Food	26,1% (6)	52,2% (12)	21,7% (5)	0,0% (0)	23
Meeting room	16,7% (4)	50,0% (12)	29,2% (7)	4,2% (1)	24

4. Social program :

	Excellent	Good	Fair	Poor	N/A	Number Of responses
Gala Dinner Nov. 23	62,5% (15)	25,0% (6)	8,3% (2)	0,0% (0)	4,2% (1)	24
Tour	34,8% (8)	26,1% (6)	0,0% (0)	0,0% (0)	39,1% (9)	23
Dinner Nov. 24	33,3% (8)	20,8% (5)	4,2% (1)	0,0% (0)	41,7% (10)	24

Part II : The Meeting

1. Opening ceremony :

	Excellent	Good	Fair	Poor	N/A	Number Of responses
Length of the opening ceremony	21,7% (5)	56,5% (13)	17,4% (4)	4,3% (1)	0,0% (0)	23
Quality of speeches	26,1% (6)	60,9% (14)	13,0% (3)	0,0% (0)	0,0% (0)	23

2. Sessions :

	Excellent	Good	Fair	Poor	Number Of responses
Number of sessions	43,5% (10)	47,8% (11)	4,3% (1)	4,3% (1)	23
Length of sessions	18,2% (4)	68,2% (15)	9,1% (2)	4,5% (1)	22
Relevance of presentations	36,4% (8)	50,0% (11)	13,6% (3)	0,0% (0)	22
Discussions	13,0% (3)	69,6% (16)	13,0% (3)	4,3% (1)	23

3. The documentation provided during the Meeting was :

Responses	Excellent	Good	Fair	Poor	Number Of responses
					24
Helpful	54,2% (13)	45,8% (11)	0,0% (0)	0,0% (0)	24
Well presented	47,6% (10)	47,6% (10)	4,8% (1)	0,0% (0)	21

4. Translation :

	Percentage of responses	Number Of responses
Excellent	29,2%	7
Good	41,7%	10
Fair	8,3%	2
Poor	0,0%	0
N/A	20,8%	5

5. The General Assembly (November 24)

	Excellent	Good	Fair	Poor	N/A	Number Of responses
Overall Organization of the GA	33,3% (8)	33,3% (8)	0,0% (0)	0,0% (0)	33,3% (8)	24
Debates	13,0% (3)	43,5% (10)	8,7% (2)	0,0% (0)	34,8% (8)	23
Voting procedure	17,4% (4)	30,4% (7)	17,4% (4)	0,0% (0)	34,8% (8)	23

6. Further comments:

Number of comments

5

1. The seating arrangement in the conference hall was inappropriate allowed the junior staff to seat in front line while CEO and managing director placed in the last line.
2. Voting procedures were somewhat not followed. There were changes at the last minute, just because of suggestion from one or two members. Need to be firm in this area for future meetings.
3. I would suggest that sessions start on time to allow adequate time for the presentations and discussions. There was significant overruns and delays in starting sessions during the main body of the Meeting.
4. This first meeting was a success and will contribute to set up interest cooperation between ECAS
5. The Shape and distribution of delegates' tables were not convenient. I would recommend the U shape table for seating in future meetings.