



# Post-Meeting Feedback Survey

## Second Global Inter-Regional and Parallel Network Meetings for National Ozone Officers 17-20 February 2019

### Introduction

UN Environment Programme (UNEP) OzonAction organized the Second OzonAction Global Inter-Regional and Parallel Networks Meeting for National Ozone Officers from 17-20 February 2019 on the premises of UNESCO headquarters in Paris, France. These events were organised by the Compliance Assistance Programme (CAP) as part of UNEP's work programme as an Implementing Agency of the Multilateral Fund for the Implementation of the Montreal Protocol on Substances that Deplete the Ozone Layer.

This event was designed to help National Ozone Officers from Article 5 (developing) countries address emerging needs under the Protocol's hydrochlorofluorocarbon (HCFC) phase out and to prepare for the ratification and initial implementation phase of the Kigali Amendment, which entered into force on 1 January 2019. The meetings reviewed the progress made in the regions and facilitated the sharing of experiences with regards to the implementation of the Montreal Protocol.

The four-day meeting included both inter-regional discussions with Ozone Officers from all regions in a plenary session setting, as well as parallel meetings of each of the nine Regional Networks:

- Individual meetings of the Regional Networks of Ozone Officers
- Global Inter-Regional Thematic Meeting (plenary)
- Walk-in "Join the Expert" Sessions for Ozone Officers

### Survey

Following the meeting, participants (Article 5 countries, non-Article 5 countries, experts, and Secretariats<sup>1</sup>) were requested, through email, to take part in a quick online survey to enable OzonAction to receive important feedback and guidance from the meeting participants. The survey was made available in English, French and Spanish and was designed to take no longer than a few minutes to complete. It should be noted that this survey concerned only the Inter-Regional and Parallel Network Meetings, not the subsequent *KCEP* meetings.

The survey ran from 21<sup>st</sup> February (26<sup>th</sup> February for the Spanish and French language versions) up until 7<sup>th</sup> March 2019 (extended deadline).

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<sup>1</sup> The Implementing Agencies and Observers were not requested to carry out the survey

## Respondents

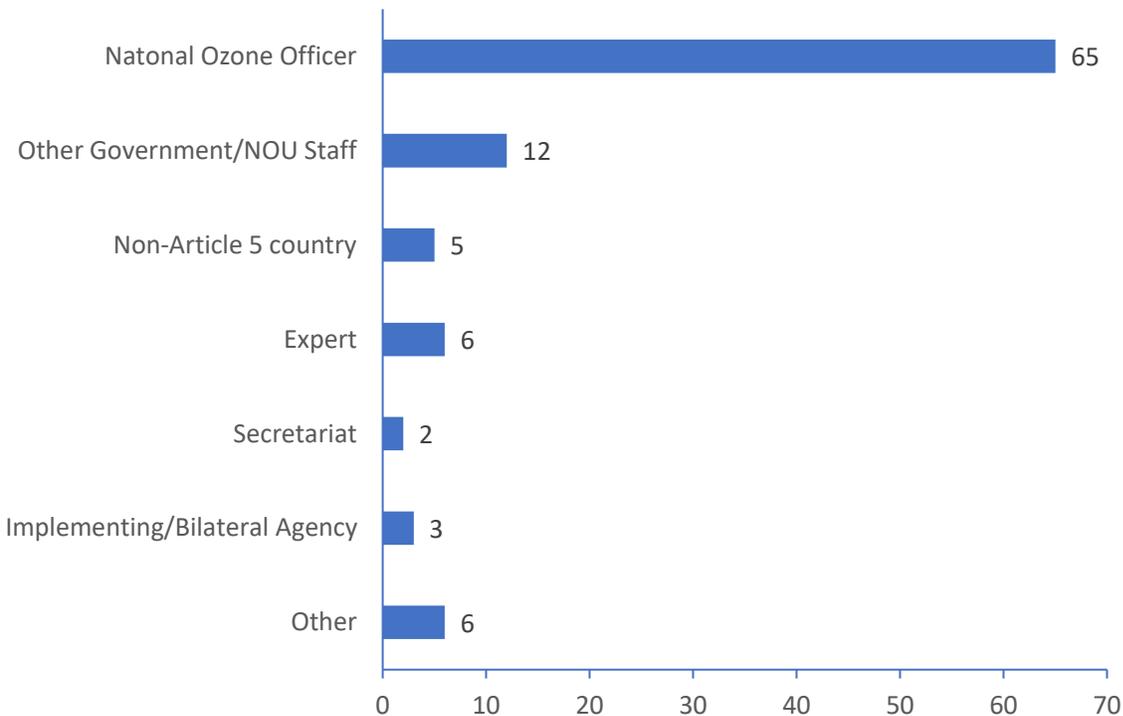
The survey was completed by 100 respondents. This represented approximately 40% of the total number of participants requested to carry out the survey<sup>2</sup>.

The results of the survey are presented below. The full details of the comments provided are attached as Annex 1.

## Results

### 1. Distribution of Respondents

Of the respondents to the survey, 66% were National Ozone Officers. This and the distribution of responses by other categories of participants broadly reflected the distribution of participants in the meeting requested to carry out the survey. The distribution is displayed in figure 1.



*Figure 1 Respondent Distribution*

Figure 2, below illustrates the respondents to the survey, separated by region. This figure also indicates the relative proportion of respondents to the survey in each of the three languages. English was the most commonly used language for the survey (74%) with both the French and Spanish used by 13% of respondents. The 'Other' category included the donor countries, global organisations or secretariats.

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<sup>2</sup> There were 315 participants participating in the meetings, the survey was sent to approximately 250 participants (see footnote 1 for details)

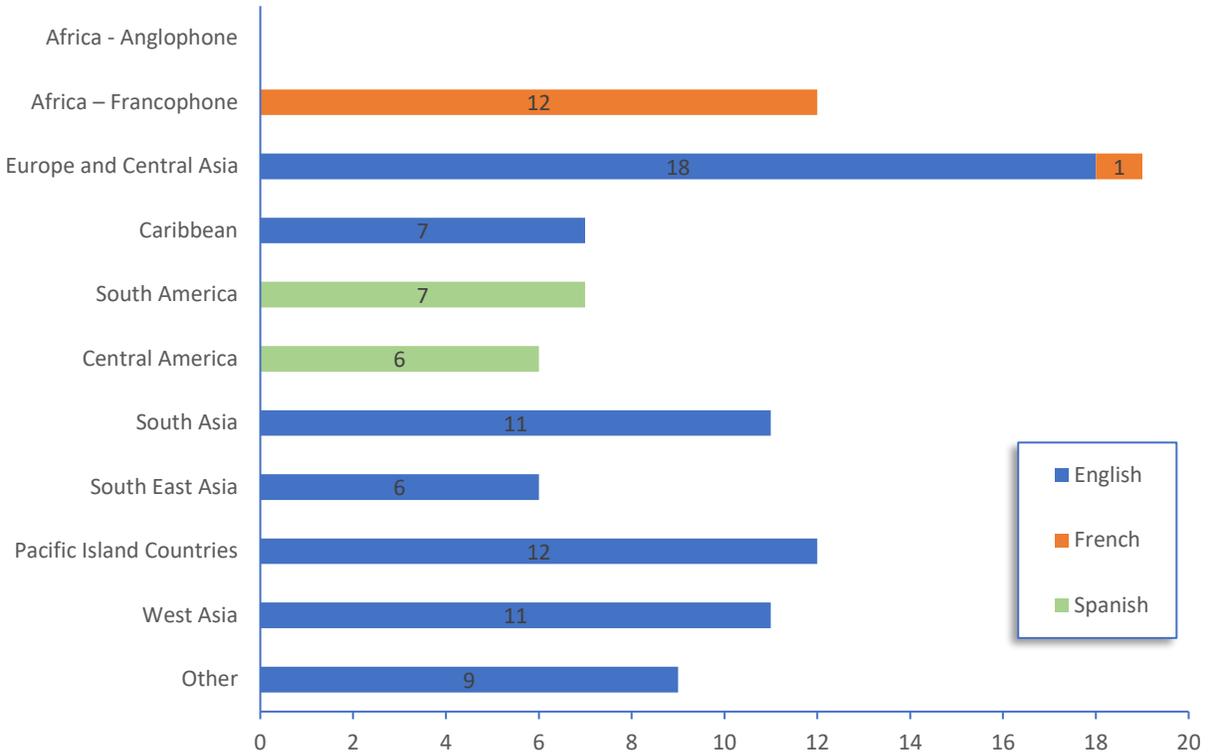


Figure 2 Respondents by region

## 2. Meeting content

The survey asked a series of questions to solicit simple feedback on a number of issues relating to the opinions of the meeting participants as to the success or otherwise of specific components or elements of the meetings. For each of the questions the respondent was asked to provide a numerical rating, through the use of a 'slider', of between zero (for 'poor'/'poorly', 'not at all useful', etc) to the maximum score of 10 (for 'excellent', extremely useful', etc) as illustrated below.



The 'scores' provided by averaging all the responses for each question are presented below, with more detailed and specific feedback in section 3.

## Evaluation Questions

Question (original number)		Average Score (out of 10)
4	What was your overall opinion of the Inter-Regional and Parallel Network Meetings (17-20 February)?	9.0
5	Did you find that there was enough time for discussion?	8.1
6	What was your opinion of the Plenary Session (The five Panel Discussions on Monday 18 February)?	8.7
7	What was your opinion of the 'Join the Expert' Session (Tuesday morning 19 February)?	8.7
8	What was your opinion of the Regional Network Meetings (17, 19 afternoon and 20 February)?	9.1
9	Have these meetings been useful to help you become more familiar with the OzonAction Tools and Partnerships created to assist Article 5 Countries?	9.6

In general, the feedback was very positive with participants scoring the meeting with an overall score of 9.0 (out of a total score of 10). All scores were higher than those received from a similar survey following the 2018 First Inter-Regional Thematic Technical Workshops and Regional Network Meetings for National Ozone Officers.

The highest score was associated with the question regarding the meetings being useful to help participants becoming more familiar with the OzonAction Tools and Partnerships created to assist Article 5 Countries (with a score of 9.6).

Respondents to the survey, the great majority of which were National Ozone Officers (NOOs) and National Ozone Unit (NOU) staff (see figure 1) scored the Regional Network Meetings as the most favoured component (with a score of 9.1). The Plenary session and 'Join the Expert' Sessions were scored equally favourably, with an average score of 8.7 each.

The lowest score was assigned to the question regarding the meetings providing adequate time for discussion (with a score of 8.1). This score was higher than that received from the 2018 meetings, but despite the 'discussion panel' approach adopted for the meeting, with all the sessions being led by Article 5 countries, the innovative 'Join the experts' session, the response to this question, and as noted in the some of the comments, participants still felt more time was needed for discussion. It was interesting to note that the spread of scores for this question, was the highest of all the questions posed (established from a comparison of the standard deviations of the means). With a few participants

scoring 3 or 4 for this element, the average was slightly pulled down, indicating that while the majority of participants were satisfied, a few (6 or 7) were not at all content with the balance.

It was interesting to note that there was a small but significant difference in the relative levels of satisfaction with the meeting depending on the language in which the survey was carried out. The most positive responses, with an average overall score of 9.3 was obtained from the Spanish version of the survey (principally representing NOOs in ROLAC). The responses from the French version and English versions of the survey had a slightly lower average score of 8.6.

### 3. *Comments and suggestions*

Question 10 in the survey allowed respondents to provide any additional comments and suggestions. The full details of the comments provided, unedited and in the original language, are attached as Annex 1.

The additional 56 comments and suggestions provided by the respondents to the survey included statements of thanks and appreciation as well as comment, criticism and suggestions. The most frequently made comments and statements can be summarised as follows:

#### *Thanks:*

- A great many very positive, full of praise and grateful reactions to the meeting and its organisation were received
- The meeting structure and new approach was much appreciated
- The meeting portal for documentation was appreciated
- The access to international experts was much appreciated
- The ability to share experiences between regions was highlighted
- Many notes of thanks to OzonAction were received.

*“Outstanding organization and discussions”*

#### *The main issues highlighted were:*

- There were quite a number of comments suggesting that more time needed for discussions and questions, although some noted this was adequate and much improved on last year
- There were a number of suggestions that the ‘Join the Experts’ sessions could have been longer
- It was suggested to have more time for discussion between participants from different regions

*“It served to spark my creativity, and re-energised me for the work ahead”*

#### *The main suggestions were:*

- To focus in more detail on fewer topics
- Greater diversity on the NOU panels (rather than the same officers)
- To reduce workload, some presentations instead of being repeated in separate Regional Groups could have been done once in an extra plenary session.
- To have French translation for all sessions and the documents provided in French
- There were many requests for more frequent/annual or bi-annual similar meetings

*“Maybe, consider less topics and more time for discussion”*

### **Conclusions**

The feedback received from respondents to the survey on the *Second Global Inter-Regional and Parallel Network Meetings for National Ozone Officers* was in general very positive. The input was provided by the

100 respondents to the survey, which represented approximately 40% of the total number of participants and well reflected the distribution of categories of participant and the results of the survey are therefore considered to be representative of the overall participation.

The respondents rated the meeting very highly indeed, with the general satisfaction measured at **9.0** (out of a total score of 10). The scores for the individual component meetings (Plenary Session, 'Join the Expert' Session, Regional Network Meetings) also received high scores: **8.7**; **8.7**; and **9.1** respectively. This positive feedback was further strengthened through the individual comments which included much praise and thanks to the CAP team and very positive statements about the meeting.

The main comment related to the meeting was the issue of the time for discussion. This was borne out by the response to the specific question related to having sufficient time discussion (with a score of 8.1) and the individual specific comments which frequently highlighted this issue.

The positive feedback and multiple requests for more frequent similar meetings received through this survey and other avenues are encouraging to the CAP that this *Second Global Inter-Regional and Parallel Network Meetings for National Ozone Officers* was a success, including the new innovative approaches, such as the 'Join the Expert', and validated the colossal effort need to prepare and run it.

## ANNEX 1

This annex provides the full details of the comments provided to Q10 of the survey which asked: “Any other comments?” These are unedited and in the original language provided.

### ENGLISH SURVEY

- I left the Join the Experts sessions with a feeling that they were a bit rushed
- There were meetings or sessions attended that I think they need more time. For instance, the join the expert sessions.
- The plenary discussions were interesting but it was difficult to address issues in a substantive matter given the range of issues addressed and the large number of participants. For large multi-lingual groups such as these, it may be more effective to focus on no more than 2-3 key issues.
- I am responsible for Policy and Legal Division and was attached to Climate Change Division and Planning, Statistics and GIS Division. Therefore, I'd like to know how to implement the Ozone projects which supported by UN organizations such as UNEP/UNIDO and to compliance with the obligations of all international environmental agreements which Myanmar is a Party. This is my first experience to attend this meeting but I was really satisfy because I was meeting with many representatives from A5 countries and learn form and share with their experiences and also know UN environment tries to assist all countries to easily compliance with MP and Kigali Amendment. Therefore, Myanmar would like to join NOO and one alternate representative as an NOU also wants to join like this meeting if funding is available.
  - More times for discussion - Availability of French documents(Presentations)
- Sorry to miss 17 Feb. session. I already had my air ticket before the Sunday session was added.
- This meeting open eye on thinking about various dimension of Energy.
- Very useful and fruitful opportunity to interact with key officials from MLF, I.As, Ozone Sect. and others associated with the MP specially in the backdrop of Kigali Amendment.
- I would prefer more time for discussions in within the PIC region because most of our experiences are similar and it is much more easier to learn from their experience since were kinder developing in the same area and on a small scale but otherwise it is also good to be joined in on the expert sessions to learn from the experts on our work as NOOs.
- Well planned with good subjects and time for discussion
- Everything was perfect. Only a small note on the last Parallel network meeting for Latin America which was a bit short in time. Interpreters should be slightly more flexible with timing but I understand it is out of your control. Thank you for the good meeting!
- thank you .Was useful .
- Regarding 'Join the Expert' Session I think that it should be better organized because I as panellist couldn't have opportunity to visit any of other Sessions.
- The meet the experts sessions and panel discussions were good in that they allowed for lessons learned and shared experiences. However, the time allotted was not adequate to address all questions and topics satisfactorily. There needs to be greater diversity on the NOU panels, most experiences were shared at the last meeting from the same officers.
- In terms of the Global Inter-regional Meetings, while I am thankful for this fantastic opportunity to interact with other Ozone Officers in a positive and progressive atmosphere of learning and camaraderie, more time needs to be allocated for having more focused, solutions oriented, think tank sessions. We need to find a way to precipitate out more specific ideas and solutions for tackling challenges. Too much time is spent by participants rehashing the same

challenges over and over. In terms of the Caribbean Ozone Officers Meeting, I am thankful for this opportunity to interact with my Caribbean colleagues. However, this time around once again the agenda was so packed that we spent a lot of time discussing matters which were deemed to be extremely important and seemed to have to rush others in order to be able to cover everything. Overall the meeting was very productive, it served to spark my creativity, and re-energised me for the work ahead. Thank you to the MLF, Ozone Secretariat and UN Environment for this tremendous opportunity.

- Much better this time than the first Global network meeting. Much more time for discussion with the network and more relevant topics. panel sessions can be improved
- This questionnaire is mainly good for feedback from the participating National Ozone Officers, less from the participating Experts, consequently answers that could not be provided have been rated with "5"
- The inter-regional format was of little interest to me, no new messages taken back home. Among six "Ask the Expert" sessions, liked the session on customs most of all. The Regional Network Meeting had really some fresh wind, new experts who delivered lots of food for thought, in general this regional meeting was extremely useful.
- Thank you to the OzonAction team supporting the PICs. You did an excellent job. well done!
- thanks
- Outstanding organization and discussions. More time was required during the plenary session. Maybe, consider less topics and more time for discussion
- I hope to give more time for discussion next time.
- Excellent organizing, thanks
- Meeting organized very good, very useful meeting, but it would be better if Countries with economical transition like Azerbaijan, Belarus, Ukraina, Kazakhstan also receive financial support to attending regional meetings. Because such meetings is very useful to learn practices of other countries
- Thank you for this meeting. It was very useful meeting which organized very excellent and also I appreciate you for provided materials in your web-site in time. In some stages when I indicated low value, there was not enough time to discussions. For example after the presentation of World Bank we can't ask our questions to rapporteurs.
- no
- Thanks for organizing. Thanks for innovating with the organization. Thanks for asking for feedback. Thanks for being willing to evolve these. They are a great opportunity for many.
- It is my pleasure honor and sincere to acknowledge the UN Environment and the key leaders to organized this fruitful workshop to our Pacific Islands Countries to partake in the important workshop to expand our knowledge in regards to safeguard our Earth and environment.
- Need some other field trip for sharing experiences
- Would have preferred a longer session for Join the Experts
- Would have been nice with a bit of time for discussion between participants from DIFFERENT regions (now that everyone is in the same place).
- K-CEP should continue to support countries in preparation of National Cooling Plans, countries of ECA region have strong interest for this kind of technical assistance, since energy efficiency is of crucial importance and not mandatory under MP therefore not eligible for financing under MLF
- Should consider high level segment as most issues involve new concepts that now need to be introduced as priorities in respective countries. We cannot do much on operational level if government does not recognise as priority

- Some of the repeated bits done 9 times in separate Regional Groups could have been done once in an extra plenary.
- PICs should be recognised as a region with differentiated needs in comparison to the other networks. There should be certain flexibility in financial mechanism and funding utilization to meet the overall objective of compliance to the Montreal Protocol.
- Excellent meeting
- It would be beneficial to repeat the same structure in future meetings.
- The meeting was very successful perfectly balancing between the information on Kigali, partnership opportunities and case studies from ECA countries. Thanks a lot to the organizers.

#### FRENCH SURVEY

- Renforcer le lien entre les Coordonnateurs Ozone et les experts en énergie.
- Je suis vraiment satisfait, reste dans le futur de laisser un temps plus après les présentations pour permettre aux participants de poser les questions nécessaires et de recevoir les réponses qui conviennent. je vous encourage beaucoup et je vous félicite beaucoup pour le travail qui a été préparé par nos collègues de ONU Environnement/ozonation.
- les organisateurs doivent prendre en compte les langues des différents pays, surtout des pays francophones, dans la traduction des document et des présentations avec les différents experts
- A mon avis je pense qu'il faut que ces réunions regionaux soient régulier et plus q'une fois par anée.
- Ces réunions ont été fort utiles en termes de partages d'expériences entre les participants, surtout en ce qui concerne les systèmes de licences et des quotas pour les importations des SAO, y compris les HCFCs. Cela nous permettra d'intégrer les HFCs dans ces systèmes qui fonctionnent bien. La rencontre a renforcé davantage les relations entre les Coordonnateurs des Unités Ozone et les responsables chargés de l'efficacité l'énergétique . Nous souhaitons la continuité de ces rencontres pour l'avenir.
- En ce qui concerne la réunion à Paris, j'ai une seule recommandation et / ou un suivi selon lequel les sessions d'experts ont une traduction française et les documents ont été fournis en français.
- Cette nouvelle façon de faire a permis aux pays de s'exprimer mieux et d'échanger sur des sujets très pertinents pour l'opérationnalisation du PM.
- Il faut plus de temps pour les échanges. Le contenu était très bon, mais le programme était un peu plus chargé, avec beaucoup d'information. Il aurait fallut plus de temps, sinon prendre juste quelques thème, pour permettre plus d'échange.
- Dans l'ensemble, je pense que cette rencontre de Paris a été fructueuse. S'il faut parler des insuffisances au cours de cette rencontre, je déplore le fait de ne pas assurer la traduction en langue française au cours de la session du mardi 19 février 2019 "Rejoignez les experts". Si la traduction était assurée les participants francophones allaient tirer plus de cette session.
- Je pense que l'on doit reformuler les échanges avec le fonds multilatéral la session dite petit déjeuner aura toujours un cadre de discrimination de même que la session échanges avec les experts pouvaient autrement

#### SPANISH SURVEY

- a Reunión fue espacio muy útil para los oficiales de ozono ya que nos permite actualizarnos y conocer sobre los avances y los proyectos exitosos para replicar en nuestros países y cumplir con los compromisos establecidos en el marco del Protocolo de Montreal.
- La reunión fue excelente de muy alto contenido que nos permitirá seguir buscando las mejores formas para asumir los compromisos del Protocolo de Montreal. Felicitaciones a todos por la organización del evento.
- Felicidades
- En terminos generales la reunión considero fue muy valiosa y exitosa, escuchar las actividades y proyectos que se ejecutan otros países siempre es enriquecedor e inspirador para ejecutar acciones similares, así como para hacer contactos y crear relaciones de coordinación con otros países. Es bueno escuchar que se tienen las mismas inquietudes y como todos juntos podemos construir las soluciones. La organización, el manejo de la palabra y la coordinación muy buena, brindando espacio para el debate y la exposición de casos. Presentaciones muy valiosas para conocer dónde estamos y para dónde vamos. Desde el Gobierno de Costa Rica agradecemos el espacio brindado de participación.
- La dinámica de las reuniones y las nuevas metodologías ayudaron a interactuar más con todos los involucrados y los Oficiales de Ozono.
- Excelentes las sesiones con los expertos. Para la siguiente vez, podría durar el día completo.
- Me pareció todo excelente sin embargo considero necesario incluir practicas sobre las partes mas importantes de los sistemas de refrigeración y aire acondicionado , es mi sugerencia para complementar las parte teóricas.
- Excelente organización y temática. Estos espacios con muy valiosos para intercambiar experiencias y ampliar los conocimientos.