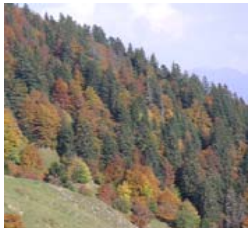


User Survey of UNECE/FAO Timber Section outputs & services



Self Evaluation
May - September 2007

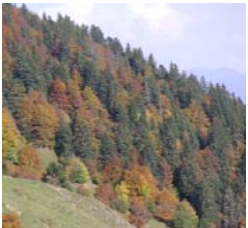
Franziska Hirsch and Kit Prins
UNECE/FAO Timber Section



UNECE Timber Committee - 8 October 2007, Geneva



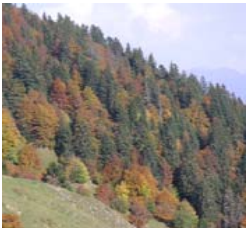
Overview



1. Background
2. Countries & Stakeholder Groups
3. Main Results
4. Follow-up to survey



1. Background

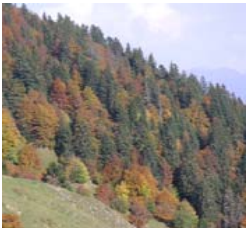


- 1st comprehensive assessment of a selection of UNECE/FAO Timber Section outputs
- Objectives:
 - To **assess and improve knowledge** on the usage of products
 - To **improve performance**, with regard to the quality and relevance of the outputs delivered
 - To gather relevant data for more comprehensive assessment in context of **Strategic Review**

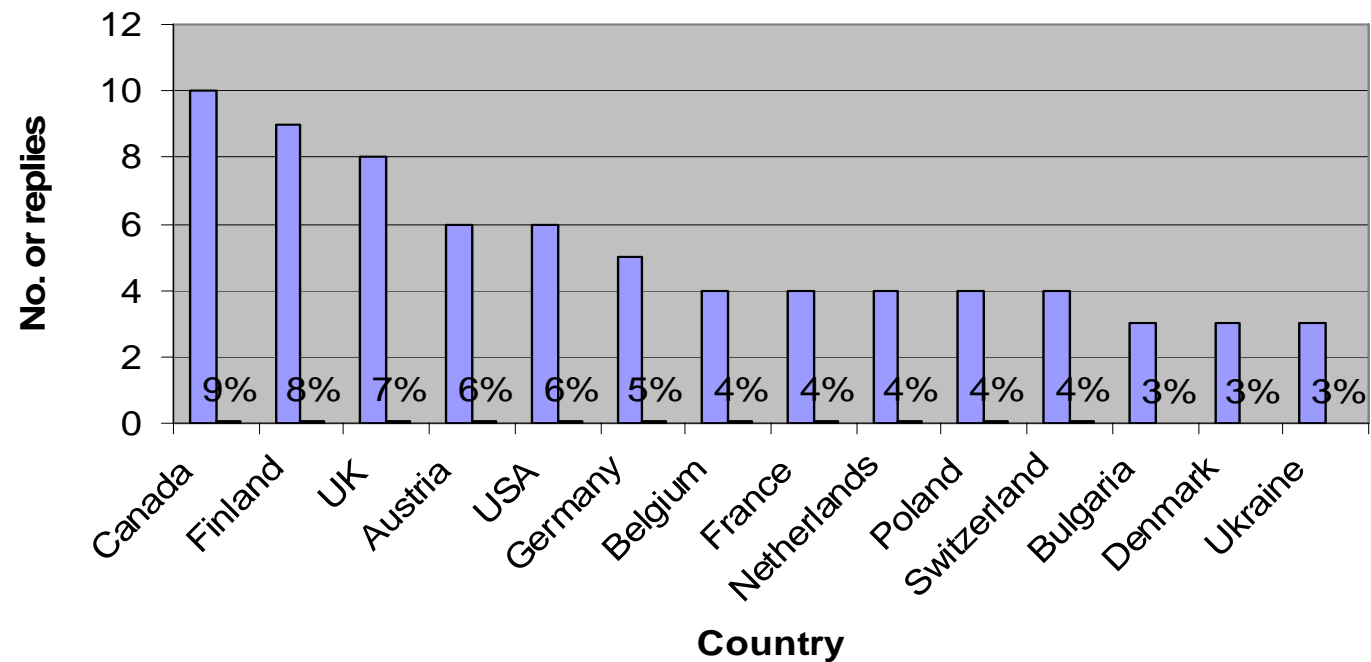


2. Results: Countries

- 148 replies from **39 countries**

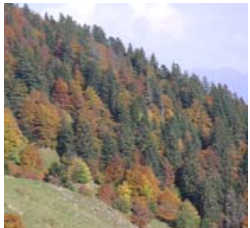
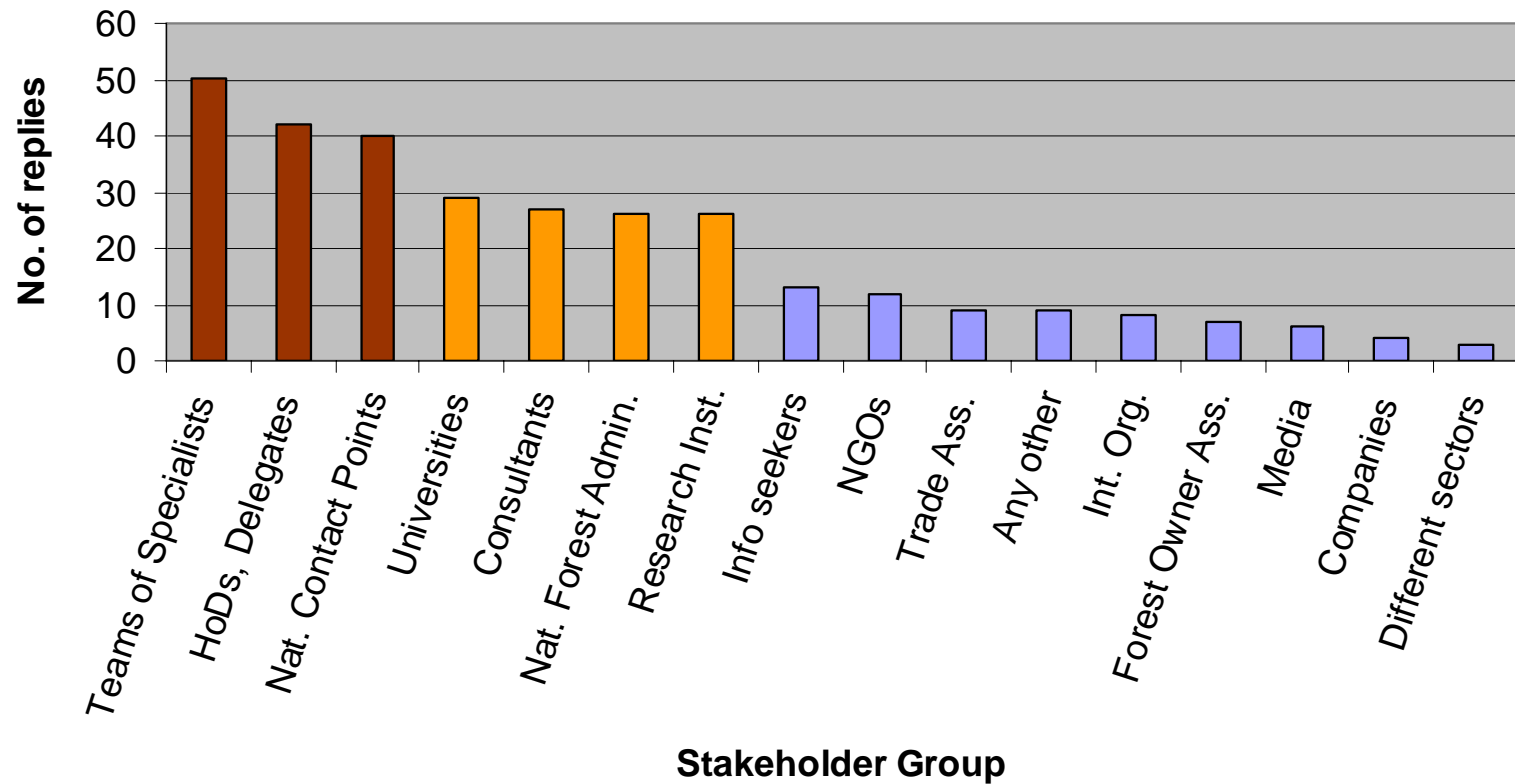


Highest Country Response

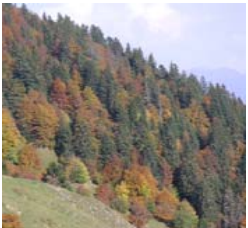


2. Results: Stakeholder Groups

Responses by Stakeholder Group



3. Main Results



- Publications (1)
- Newsletter (2)
- Press releases (3)
- Website, and online data (4)
- Meetings, seminars, workshops (5)



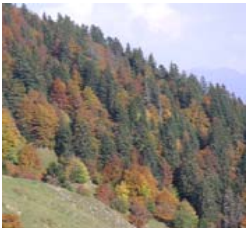
3. Publications (1)



- High **usage and distribution** rate for all types of publications
- Good - excellent **content & quality** of “flagships” (FPAMR, FRA, EFSOS); Satisfactory - good for less widely known publications
- Comments/Suggestions:
 - Excellent for background research and University teaching, *“very current”*
 - **FPAMR:** excellent content and timetable: *“unbelievably fast”*; new authorship/ideas
 - **Country Profiles:** inconsistent quality, limited information for certain countries, outdated easily, web-based system suggested; *“should either be done systematically or not at all”*



3. Newsletter (2)

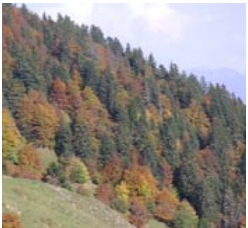


- **High level of readership (73%)**
- To be continued quarterly

- Suggestions:
 - More **stakeholder written articles**
 - Reporting on important new **UNECE/FAO publications**
 - More analysis of **trends and forecasts**
 - **Current news and policy developments**
 - **Short studies on specific subjects or countries**
 - **Market data, statistics**



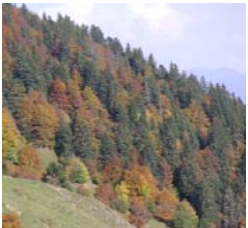
3. Press releases (3)



- **High level of awareness (76%)**
- **Interest** in various topics (highlights from workshops/seminars, market discussions, new publications)
- Mostly occasional **readership**
- Suggestions:
 - More market updates
 - Information on forest policy



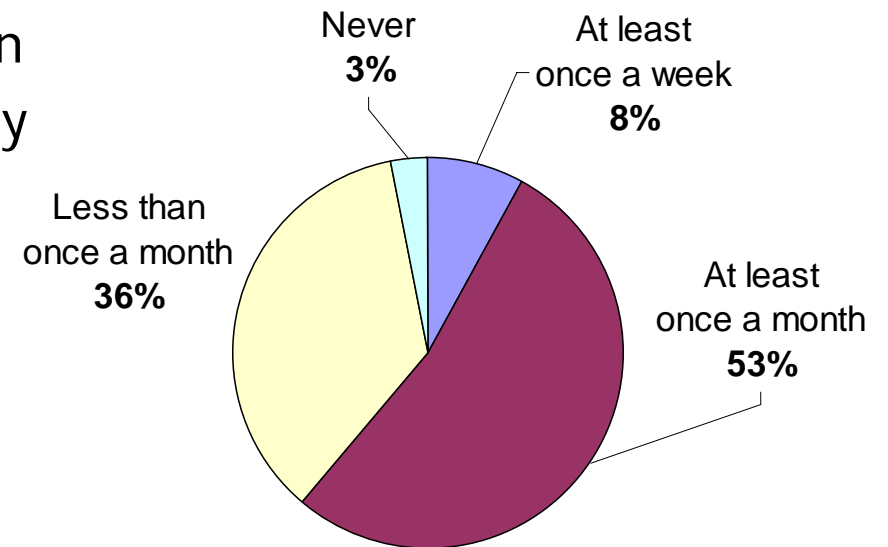
3. Website, online data (4)



■ Comments/Suggestions:

- Immense amount of information
- Useful primarily for those closely aware of the issues
- Need for more structure, stability, better organization
- More visual aspects
- Direct access to most relevant publications/statistics
- Downloadable statistics

Frequency of Website Consultation



www.unece.org/trade/timber



3. Meetings, Workshops, Seminars (5)

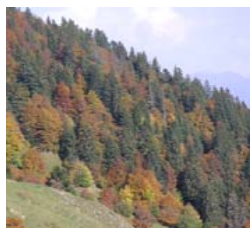
■ Comments/Suggestions:

- Generally well prepared, improved during past years
- „shorter snappier smarter ... more focused“
- Need to involve as many countries as possible
- Follow up often poor and often impractical when unfunded

■ Meetings mostly achieve their stated **objective**

■ Most common reasons for **not participating** in meetings:

- Lack of funding for travel and participation



3. Meetings (5)



■ Format of meetings:

- Good organization/time allocation
- More time for discussion (!)
- More flexibility in agenda



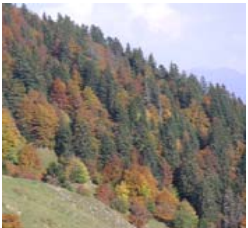
■ Background Documents:

- Well prepared and up to date
- Some too formal and tedious to read
- Shorter concise summaries
- More in depth analysis



3. Meetings (5)

■ Aspects most liked:



- Interaction with delegates (*„Discussions with delegates of other countries coping with the same problems“*)
- Meeting qualified experts
- Good update and information by secretariat and experts
- Interface theory/practice
- Market discussions (!)
- *„Open and fruitful discussions“*
- *„Environment, atmosphere, enthusiasm of both, participants and organizers“*



4. Follow-up to survey



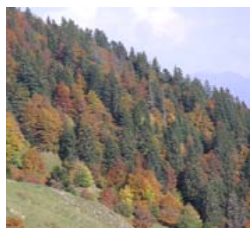
- Distribution of results to interested users
- Decision-making through strategic review process
- First Response to recommendations:
 - Continue focus on high-quality & content outputs
 - Revisit areas of concern
 - Invest more in communication
 - Newsletter: major information or communication tool? (resources)
 - Website: Restructuring under way
 - Some difficult quality/resource trade-offs, e.g. country profiles



4. Follow-up to survey



- **Thank you for your input...
... and for helping us improve our outputs!**



- Please address additional comments/suggestions to:
 - Survey-timber@unece.org
 - Christopher.Prins@unece.org, +41 (0) 22 917 28 74
 - Franziska.Hirsch@unece.org, +41 (0) 22 917 24 80

