



**World Urban Forum IV
Participants Evaluation Report**

**3-6 November 2008
Nanjing, China**

**Monitoring and Evaluation Unit
Office of the Executive Director
UN-Habitat**

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Foreword

The United Nations Settlements Programme (UN-Habitat) is vested with the responsibility for promoting the sustainable development of the human habitat. Owing to its cross-sectoral mandate, its core activities span the development, humanitarian and environmental fields to respond to the urban challenges. The agency's normative policy advocacy and its operational activities aim to raise the profile of the urbanization challenge, including the urbanization of poverty.

Since 2002, the biennial World Urban Forum (WUF) has increasingly aimed to become an advocacy platform for strengthening the coordination of international support for the implementation of the Habitat Agenda and attainment of the human settlements related Millennium Development Goals (MDGs). The fourth session of the WUF, held in Nanjing, China, in November 2008, drew around 8,000 people from 146 countries to learn, exchange experiences and best practices and reinforce partnerships in pursuit of sustainable urbanization, as laid out in the UN-Habitat Medium-term Strategic and Institutional Plan (MTSIP) for 2008-2013.

This report presents an assessment of the WUF IV using the Participants Survey Questionnaire. Its main purpose is to present findings, lessons learned and recommendations to improve planning and organizing of future WUFs from participants' point of view. Its primary intended audience is the Committee of Permanent Representatives, the advisory body of the Governing Council, UN-Habitat senior management and staff, and other relevant stakeholders that can make use of the assessment and suggestions to further enhance WUF programming.

The exercise benefited greatly from the Forum youth volunteers who worked hard in distributing and collecting the completed questionnaires. We also thank the WUF IV Secretariat of the local government of Nanjing, that complied data on WUF participants that forms part of this report. We are grateful to those participants who took time to complete the questionnaire, and for making constructive suggestions on how future WUFs can be improved. Our gratitude also goes to all those who gave inputs to the draft report.

We hope that you will find the evaluation useful, and that its findings and recommendations will feed into programming, thus improving the fifth session of the WUF, to be held in Rio de Janeiro, Brazil, in 2010.



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Acronyms and Abbreviations

GA	General Assembly
GC	Governing Council of UN-Habitat
CPR	Committee of Permanent Representatives
ECOSOC	Economic and Social Council
LDCs	Least Developed Countries
MDGs	Millennium Development Goals
N/A	Not Applicable
NGO	Non-Governmental Organizations
UN	United Nations
UN-Habitat	United Nations Human Settlements Programme
WESS	World Economic and Social Surveys
WUF	World Urban Forum
MTSIP	Medium-term Strategic and Institutional Plan

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Executive Summary

This report presents an evaluation of the forth session of the World Urban Forum (WUF IV) that took place in Nanjing, China, from 3 - 6 November 2008. The theme of the Forum was *"Harmonious urbanisation: The Challenge of balanced territorial development"* which is built on the concept of sustainable urbanization. It was attended by around 8,000 participants from 146 countries. The report has been prepared by UN-Habitat, which was mandated by the UN General Assembly (GA resolution 56/206), to organize the World Urban Forum with a view to strengthen the coordination of international support to the implementation of the Habitat Agenda. The UN-Habitat Medium-term Strategic and Institutional Plan (MTSIP) 2008-2013 calls for a more systematic approach to partnerships and networking, with WUF as one of the advocacy pillars to strengthen relations with civil society and partners by sharing experiences and best practices, and mobilize a broad constituency of support for sustainable urbanization.

The report is the result of analysis of answers to the participant survey questionnaire (Annex A) distributed and completed during the Forum. By the end of the Forum, a total of 1,326 participants had completed and returned the survey questionnaire, representing a 24% response rate (exceeding the statistical minimum sample size required of 360). This response rate is higher than WUF III, which had a response rate of 19%. The profile of survey respondents did not differ significantly from the profile of actual participants. Data was therefore not weighted to correct for biases.

Overall, the results of the survey on all questions are positive. In terms of the Forum attendance, actual participants (7,900 people) exceeded the earlier anticipated number of 4,000 participants. However, the level of participation decreased when compared to WUF III (10,121); and this disrupted the increased growth pattern of attendance since the WUF I held in 2002 as seen in Figure 1. Based on country groupings, emerging and developing countries had the highest participation of 74%, followed by developed countries at 18%, and Least Developed Countries (LDCs) at 8%. In comparison with WUF III, there was a decrease of participants from developed countries as the majority of participants, from 60% to 18%, while participants from emerging and developing countries increased from 29% to 74% in WUFs III and IV respectively.

In terms of inclusiveness, the Forum brought together Government leaders and Habitat Agenda partners, including local authorities, professionals, research institutions, women and youth groups, the private sector, NGOs, Inter-Governmental Organizations, United Nations agencies and other international organizations. Local government had the highest percentage share of participation (23%). By gender, and in accordance with the UN-Habitat Gender Policy (2002) of mainstreaming gender in all its activities, the Forum did not have a satisfactory balance, with only 35% female participants.

Generally, satisfaction with organization and logistics before and during the Forum was high. 80% of respondents were satisfied or very satisfied with organization and logistics prior to the Forum, and 77% satisfied or very satisfied during the Forum. The satisfaction rates on different aspects of substance with the Forum sessions were also high. This is asserted by over 75% of respondents being satisfied or very satisfied with relevance, quality and substance of topics and themes related to quality of keynote speakers and

presentations; substantive information on topics and themes; showcasing of China's achievements in urban policies and strategies; providing practical ideas that may be applied to participants' work; and opportunities to learn from interaction with others.

Usefulness of the Forum sessions was also rated highly. Overall, 86% of respondents rated WUF IV sessions useful or very useful relating to opening of the Forum; networking events; dialogues; roundtables; exhibitions; special sessions; private sector events; UN-Habitat seminars and training events. Perceived utility of the Forum was also high, with more than 90% stating that they are likely or very likely to apply ideas from the Forum in their work, and 89% likely or very likely to participate in WUF V.

Despite good indications of the success of the Forum, there is still need for improvement. Some respondents, 11%, indicated dissatisfaction with the organization and logistics before the WUF, 12% indicated dissatisfaction during the Forum, and 5% were not satisfied with the different aspects of substance and utility of WUF IV sessions. A number of comments and suggestions were also given underscoring the need for improvement.

Based on analysis of the findings and comments and suggestions (Appendix B), the following recommendations are given for improving planning and organizing of WUF V.

Recommendation 1: With one year remaining to WUF V, a planning mechanism should be established immediately, with clear roles and responsibilities within the UN-Habitat Secretariat, and a defined role for the CPR and other relevant stakeholders as appropriate.

Recommendation 2: A clear Action Plan for the planning and implementation of WUF V should be developed with defined expected accomplishments and indicators of achievement in line with MTSIP and work programme results. The plan should also detail:

- Clear roles and responsibilities within the UN-Habitat Secretariat, and clearly defined roles of partners;
- Main activities and outputs to be accomplished;
- Timelines with deadlines for completion of activities and delivery of outputs;
- A comprehensive resource requirement plan, with specification of level of contribution from various sources, as well as outline of resource mobilization actions to address any gaps; and
- Desired participation (including private sector, civil society, youth, women, parliamentarians, LDCs, etc.) of partner groups and their contribution, with clear targets for female participants.

Recommendation 3: Concerning administration and logistics, a cost-benefit analysis should be conducted to explore tasks that would benefit from outsourcing. Interpretation and translation into other languages should be considered. Issues of venue and facility capacity, Forum schedule, registration process, security, information, media, on-site support for sessions, event facilitators, as well as accommodation, meals and transport should be addressed early in the planning and negotiated on time with the host country.

Recommendation 4: Strengthen UN-Habitat's internal management process to ensure quality of Forum sessions, and early involvement of relevant stakeholders for planning of the overall programme. Attention should be paid to:

- Development of a detailed agenda with objectives, justification of the relevance of themes, and appropriateness of the objectives for each session;

- Consideration of the appropriate WUF format: including appropriate session types and balance between session types including training and networking events, one additional day from WUF IV should be considered;
- Examining the extent to which presentations and exhibits, etc., adequately align with the themes and expected accomplishments of the Forum;
- Planning for how the sessions can integrate practical examples and application; and
- Establishing quality assurance procedure for sessions to ensure focus and depth, selection of speakers and facilitators and review of presentations and papers.

Recommendation 5: All WUF sessions should be facilitated by skilled facilitators, with experience to engage diverse groups.

For details of the evaluation, kindly read the entire report

1 Introduction

In its resolution 18/5 of 16 February 2001, the Governing Council of the United Nations Human Settlements Programme (UN-Habitat) requested the Executive Director to promote a merger of the Urban Environment Forum and the International Forum on Urban Poverty into a new urban forum, with a view of strengthening the coordination of international support to the implementation of the Habitat Agenda. In December 2001 (resolution 56/206), the UN General Assembly decided that the Forum – the World Urban Forum (WUF) – would be a “non-legislative technical Forum in which experts can exchange views and advise the Executive Director of UN-Habitat on issues of shelter and sustainable urbanization”. It is convened by UN-Habitat every two years, in the years that the Governing Council of UN-Habitat does not meet.¹

The UN-Habitat Medium-term Strategic and Institutional Plan (MTSIP) 2008-2013, adopted by the Governing Council in April 2007,² calls for a more systematic approach to partnerships and networking in order to “dramatically increase the number of partner networks engaged in supporting the sustainable urbanization agenda.” It calls for partnerships to be mainstreamed in a better integrated normative and operational framework. As outlined in MTSIP Focus Area 1, Advocacy, Monitoring and Partnerships, WUF is an advocacy and normative debate activity to contribute to mobilizing a broad constituency of support for sustainable urbanization. WUF forms one of four pillars for global outreach of UN-Habitat: “The strengthening of relations with civil society and partners by sharing experiences and best practices at global meetings such as the World Urban Forum.” The MTSIP also stresses the need for a results-orientation in all activities, as outlined in Focus Area 6 of the MTSIP, Excellence in Management.

The first session of WUF was held in Nairobi, Kenya, in 2002 and was attended by 1,200 participants. The second session was held in Barcelona, Spain, in September 2004 and attracted 4,389 participants. The third session was held in Vancouver, Canada, in June 2006 and attracted 10,121 participants from 109 countries. The fourth session of WUF, held in Nanjing, China, 3 - 6 November 2008, attracted 7,900 participants from 146 countries, of which 5,623 attended Forum sessions.³

The theme of the fourth session of WUF was *"Harmonious urbanization: The Challenge of balanced territorial development"*. The Forum had six sub-themes: Territorial balance in urban development; Promoting social equity and inclusiveness; Making cities productive and equitable; Harmonizing the built and natural environments; and, A city for all generations. It was organized around six dialogues, eight roundtable discussions and more than 140 networking events and habitat seminars. Participants represented Governments and a range of Habitat Agenda partners including parliamentarians, local authorities, NGOs, private sector, professionals, international organizations, research institutions, foundations and the media.

This evaluation report has been prepared as part of the monitoring and evaluation functions of UN-Habitat. It is in accordance with Rules and Regulations Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the

¹ Rule 1 of the Rules and Procedures of the GC of UN-Habitat (2005) specifies that the GC shall normally hold one regular session every two years.

² Medium-term Strategic and Institutional Plan for UN-Habitat for the period 2008–2013, HSP/GC/21/5/Add.1.

³ The additional 2200 attended the exhibition, but not sessions.

Methods of Evaluation (ST/SGB/2000/8).⁴ The report provides UN-Habitat management, governing bodies and other relevant stakeholders with the evaluative assessment of WUF IV, from participants' point of view.

The report outlines the purpose and scope of the evaluation, and then discusses issues of methodology and limitations. The findings are presented, starting with different aspects of participation in the Forum, followed by satisfaction with organization and logistics, satisfaction with programme content and utility, usefulness of types of Forum sessions, and applying ideas, maintaining networks and participating in the WUF V. Lastly, the report provides a synthesis of the findings before presenting a conclusion with recommendations.

2 Purpose and scope

The main purpose of the participant evaluation was to assess the relevance, usefulness and organization of WUF IV, especially in relation to the MTSIP objective of a systematic approach to partnerships and networking to mobilize a broad constituency for sustainable urbanization, and promote excellence in management within UN-Habitat. It was a study to find out what worked, what didn't work and to reflect on findings, through evaluative evidence, to improve future World Urban Forums. The findings and recommendations of this report will be presented to UN-Habitat senior management, the CPR and other relevant stakeholders for consideration and appropriate actions.

3 Methodology and limitations

In order to assess participant satisfaction with the WUF IV, a survey questionnaire was designed by UN-Habitat (Appendix A). The questionnaire was prepared in four languages: English, French, Spanish and Chinese. Distribution of the questionnaires to participants was done in various ways: distributed in strategic places like networking, training, seminar and dialogue rooms, exhibition hall entrance, and at the evaluation desk by the main entrance. UN-Habitat staff and organizers associated with the local government of Nanjing, were not targeted by the questionnaire. Volunteers, vendors as well as visitors to the exhibition that did not participate in Forum activities beyond the exhibition were not part of the sample in order to reduce bias in the assessment.

Although the profile of survey respondents did not differ significantly from the profile of the actual participants, the report uses actual demographic data from the participant database where possible. This was done to increase the accuracy of the data. The participant data was provided by the WUF IV Secretariat in Nanjing, and quality checked.

The questionnaire consisted of 34 closed-ended and two open-ended questions to assess participant satisfaction. Participants were requested to complete and return the questionnaires. Volunteers assisted in distributing and collecting completed questionnaires. At the end of the Forum, 1,326 participants had responded to the questionnaire (exceeding the statistical minimum sample size required of 360), representing a 24% response rate which was higher compared to 19% at the WUF III.

Information from respondents was computerized and analyzed. The data was cleaned to correct any inconsistencies.⁵ A variable was constructed – “Countries level of development”

⁴ ST/SGB/2000/8 is the UN Secretary-General's Bulletin that consolidates the General Assembly decisions on the Monitoring and Evaluation functions in the United Nations.

to group respondents in Developed, Developing or Least Developed Countries (LDCs) based on country of residence reported by the respondent.⁶ The grouping of countries was done using UN World Economic and Social Surveys (WESS),⁷ and statistics of Least Developed Countries found on: www.un.org/ohrrls.

The profile of 1,326 survey respondents differed insignificantly from the profile of 5,623 participants targeted by the survey. As a consequence data were not weighted to correct for known biases. Having 1,326 respondents of a total of 5,623 targeted participants, a confidence level of 95% and confidence interval of ± 2.42 were established. In a layman's language this means that if 50% of the respondents said "yes" to a question, the actual response lies between 47.58% and 52.42% with 95% of certainty.

Limitations of evaluation methodology included inadequate human and financial resources to apply a triangulation of methods through systematic interviews and observation of a significant sample of sessions. In addition, there could have been limited time for participants to appropriately respond to the questionnaire and reflect their full set of opinions in terms of how future Forums can be improved.

Although data was representative on demographic variables, this does not eliminate all sources of bias. For instance, some participants who may not have been pleased with the Forum may have chosen not to respond to the survey. Furthermore, participants who were sponsored to attend the Forum might have felt more compelled to provide a positive assessment. Participants from the host country might also have felt inclined to provide a positive assessment. These limitations raise questions on the representativeness of the data and, consequently, they should be interpreted with care.

4 Findings

4.1 Participation at the Forum

The Forum drew 7,900 people, about half of them from China (48%) and the remainder from 146 countries. A total of 5,623 participants to the Forum attended sessions, and a further 2,277 visited the exhibitions. These numbers exclude the organizing staff and volunteers, who were more than 1,000, as well as UN-Habitat staff. The initial estimated number of participants to attend WUF IV was 4,000.

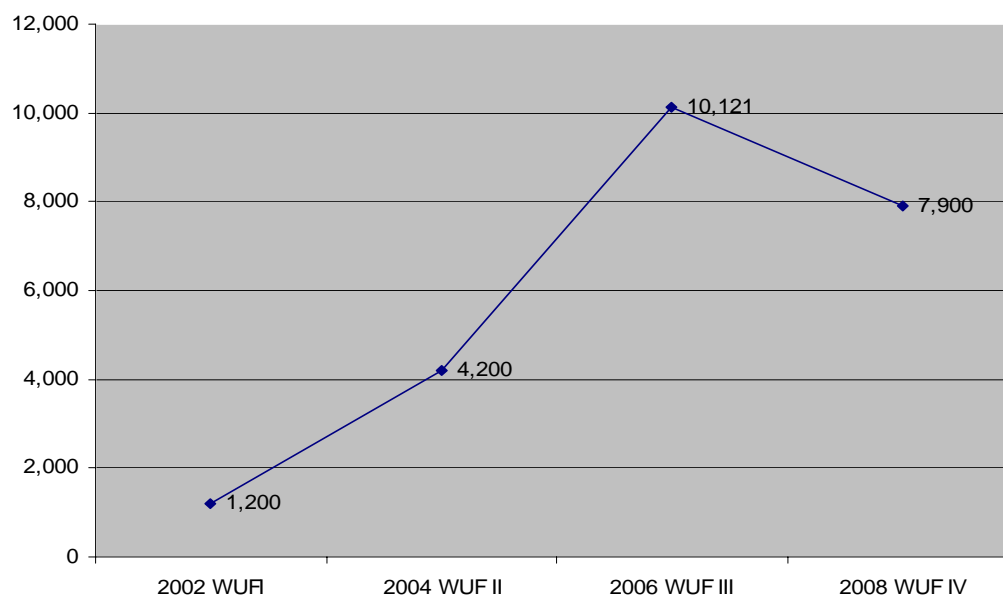
However, attendance at the WUF IV represented a 22% decrease from attendance at WUF III, which attracted 10,121 participants. The decrease disrupted the increased growth pattern of attendance from the first session of WUF in 2002 that was attended by 1,200 participants to the third session in 2006 that attracted 10,121 participants. The decrease in attendance seems to have had some advantage in terms of satisfaction and utility, since the participant survey at WUF III found more dissatisfaction in terms of overcrowding and limited space for events than the WUF IV. Figure 1 displays the trend of attendance from WUF I to WUF IV.

⁵ Of a total of 1,326 responses received, 35 responses were excluded due to inconsistencies and when completed by non-targeted respondents. A further 21 blank responses were excluded, making 1,270 the actual sample size for analysis.

⁶ The first question of the survey questionnaire asked the participants the country they normally reside in.

⁷ The UN World Economic and Social Survey is the United Nations annual analysis of current developments in the world economy and emerging policy issues.

Figure 1: Trend in WUF attendance, WUF I through WUF IV, absolute numbers

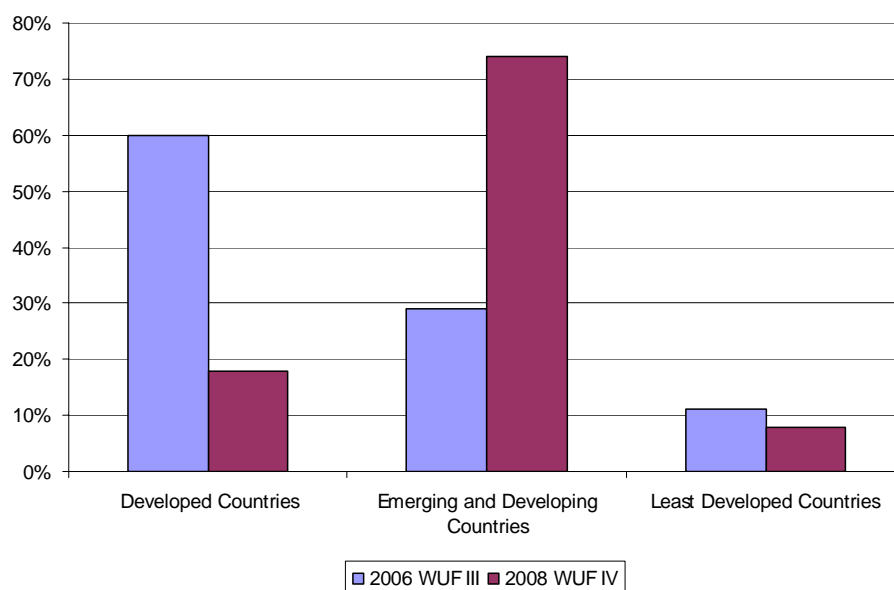


4.1.1 Participation by country groups

UN-Habitat's activities target developing countries, with priority assigned to LDCs. This was emphasised by the GC resolution 21/2 paragraph 5 on MTSIP, requesting the Executive Director to initiate plans for turning ideas into action at regional and national levels in order to assist the developing countries to achieve their human settlement-related MDGs. In this context, WUF IV saw a shift in terms majority of participants residing in emerging and developing countries. During WUF III, 60% of the participants resided in developed countries, while 29% resided in developing countries. At WUF IV, only 18% of the participants resided in developed countries and 74% of the participants resided in emerging or developing countries.⁸ The number of participants from LDCs dropped from 11% to 8%. Figure 2 summarizes participation by country groups for WUF III and WUF IV.

⁸ The shift from WUF III to WUF IV can partly be explained by the high number of host country participants.

Figure 2: Participation by country groups WUF III and WUF IV, percentage



4.1.2 Participation by organizational affiliation

Effective implementation of Habitat Agenda, achievement of MDGs and other internationally agreed goals, takes into account cooperation and partnership. UN-Habitat works with Governments and Habitat partners, including local authorities, NGOs, the private sector, the media, youth and women groups, research institutions and other partners. The MTSIP identifies strategic partnering as a renewed focus of UN-Habitat. Table 1 shows participation by organization affiliation, comparing WUF IV and WUF III.

Table 1: Participation, WUF III and WUF IV, by organizational affiliation, percentage

Partner category	Attendance at WUF IV, percentage	Attendance at WUF III, Percentage
National government	12.7 %	15.7%
Local government	23.1 %	15.9%
Non-governmental organizations	12.0 %	25.2%
Private sector	12.8 %	13.4%
Research institutions	14.6 %	12.5%
Foundations	0.8 %	N/A%
Media	2.3 %	3.4%
Inter-Governmental organizations	2.5 %	N/A%
United Nations/international organizations	5.8 %	3.8%
Others	12.4 %	10.2%
	100%	100%

As evident in Table 1, local government had the highest percentage share of participation at 23.1%. This was an increase of 7.4 percentage points from WUF III (15.9%). Research institutions composed 14.6% of total participants, an increase of 2.1 percentage points from the 12.5% of WUF III. The proportion of national government and private sector participants were 12.7% and 12.8% respectively. This was a decrease from 15.7% and 13.4% respectively. NGO participation dropped from 25.2% to 12%. There was a slight

growth in UN/international organization participation, from 3.5% to 5.8% (excluding UN-Habitat staff). The media participation dropped from 3.4% to 2.3%.

Suggestions to improve planning for the WUF V in relation to participation focused on community organizations, private sector, and youth. Some suggestions follow:

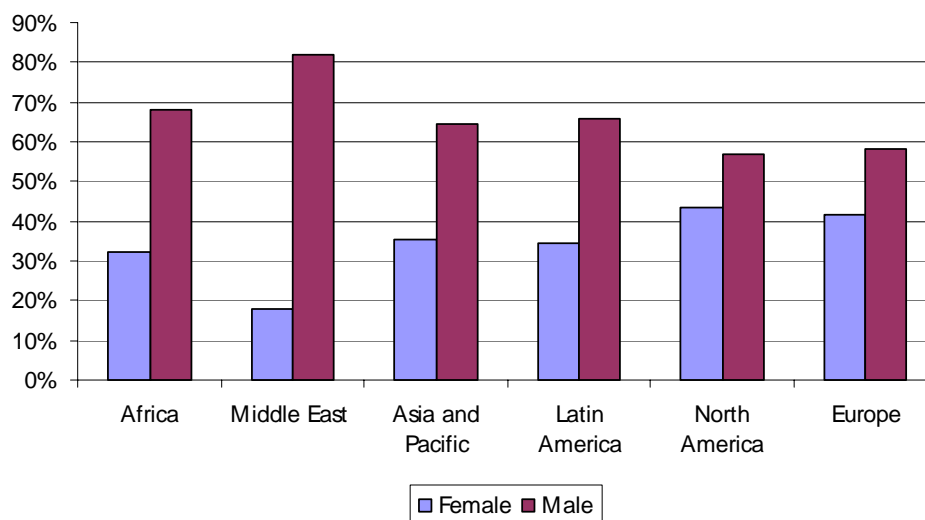
- *More poor peoples associations and Community Based Organizations need to be invited to share their knowledge and experiences, if the objective is to make equitable and humane cities. Presentations by planners and decision makers need to be balanced with presentations by grass roots organizations because it is the poor who are most affected by bad cities.*
- *Include representatives of community organizations in the mainstream sessions of WUF. The gap between planners and government on one hand and NGOs on the other needs to be bridged.*
- *More participation of the private sector at the next WUF.*
- *Increase youth participation and involvement.*

4.1.3 Participation by gender

UN-Habitat mandates for gender equality and advancement of women in human settlements development are enshrined in the Habitat Agenda, the Beijing Declaration and Platform of action, Millennium Declaration, and specific resolutions by the governing bodies of UN-Habitat. The UN-Habitat Gender policy (2002) stresses: (i) women's right to empowerment through participation in human settlements development; and (ii) gender mainstreaming in human settlements development. Advancing women's equal participation in UN-Habitat's normative and operational activities has been reaffirmed in the MTSIP by resolution 21/2.

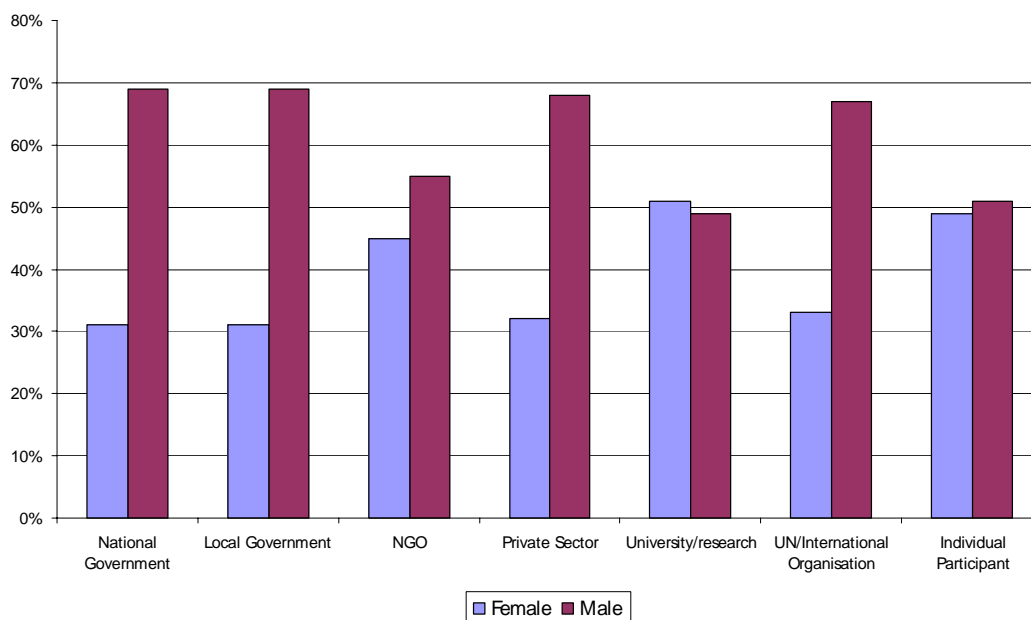
The level of female participation in WUF IV was 35%. This was a 13 percentage point drop from 48% female participation in WUF III. On cross tabbing the survey data on gender with regions, female participation from the Middle East was the lowest (18%), followed by Africa (32%), Latin America and the Caribbean (34%), and Asia Pacific (35%). Europe and North America, though below 50%, had relative good female representation of 42% and 43% respectively, as indicated in Figure 3.

Figure 3: Gender participation by region, percentage



Cross tabbing survey data on gender with organizational affiliations, research institutions and individual participants had the closest gender balance of 51% and 49 % respectively. NGOs had good representation of 45%, while national governments and local governments had the lowest proportion of women participation with 31%. Figure 4 summarizes the gender balance by organizational affiliation.

Figure 4: Gender participation by organizational affiliation, percentage

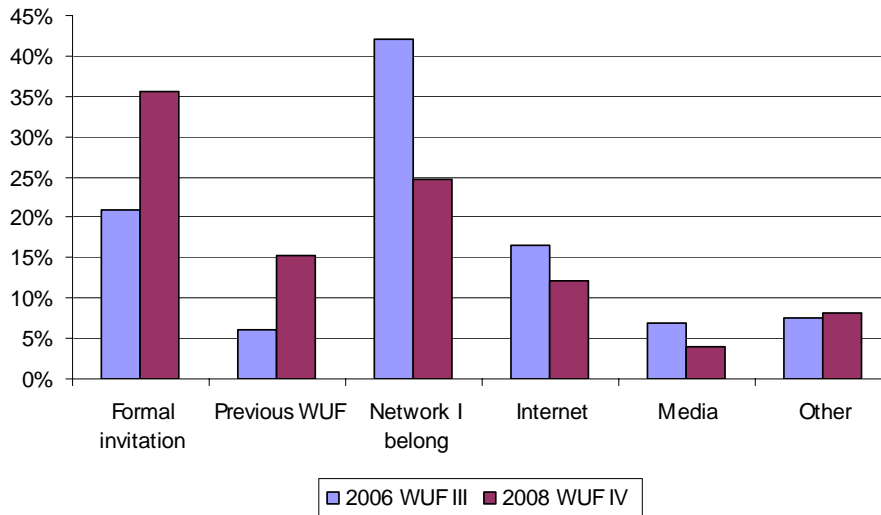


Suggestions by respondents in relation to gender include: future Forums to ensure that women are given equal voices; gender mainstreamed into all sessions; and more gender mainstreaming topics at grassroots level.

4.1.4 Forum information sources

In order to establish the relative importance of different outreach channels to potential participants regarding the Forum, participants were asked to indicate the most important source of learning about the Forum. Figure 5 shows responses in percentages comparing WUF III and WUF IV.

Figure 5: Sources of hearing about WUF III and WUF IV, percentage



The most common source of hearing about WUF IV was through formal invitation, at 36%. This proportion increased significantly from WUF III at 21%. The number who learned about it from previous WUFs also increased from 6% to 15%. Networks provided relatively good channel of communication at 25%, although this was a decrease from 42% of WUF III. Respondents that learned about the event through the Internet were 12%, and through media were 4%. Suggestions to improve preparation and communications include:

- *Enhance the information flow to all stakeholders.*
- *Improve on communication strategy to cover all types of participants.*
- *Reaching out to more people to attend the meeting.*
- *Ensure adequate publicity and information.*

4.2 Organization and logistics before and during the Forum

A set of twelve questions were asked to assess whether participants were satisfied with the Forum organization and logistics. Table 2 indicates the degree to which respondents were satisfied with organization and logistics before WUF IV.

Table 2: Satisfaction with organization and logistics before WUF IV, percentage

	Very Unsatisfied	Unsatisfied	Undecided	Satisfied	Very Satisfied
Timeliness of information on the Forum	2.7%	10.1%	7.5%	53.6%	26.2%
Usefulness of information on Forum content	1.7%	8.4%	10.3%	53.8%	25.8%
Organization and content of Forum website	2.0%	8.6%	15.3%	48.6%	25.6%
Ease of registration	2.7%	6.8%	5.4%	42.8%	42.2%
Ease of obtaining a visa⁹	6.2%	8.6%	6.6%	41.4%	37.2%
Finding accommodation	1.7%	6.2%	10.8%	48.3%	33.0%
Averages	2.8%	8.1%	9.3%	48.1%	31.7%

Overall, satisfaction with pre-session logistics was high. 80% of respondents were satisfied or very satisfied with pre-session logistics. While the overall rate of satisfaction with timeliness about information on the Forum was high at 80%, this is a decline from WUF III at 91%. Around 80% of the respondents were satisfied or very satisfied with usefulness of information on the Forum. Around 74% of respondents were also satisfied or very satisfied with organization and content of the Forum website. 85% were satisfied or very satisfied with ease of registration for the Forum. 78% were happy with ease of obtaining visa; and 81% satisfied or very satisfied with finding accommodation. The percentage of those dissatisfied or very dissatisfied increased from the previous WUF III from 9% to 13%. About 15% of respondents were very unsatisfied or unsatisfied with the visa process, and this is also reflected in the comments and suggestions. Another recurrent theme of suggestions from the respondents is that the programme should be sent earlier.

The following are specific comments:

- *Avail information to potential participants six months in advance to enable them prepare for the forum.*
- *More information to be given earlier before the event.*
- *To have programme (detailed) more in advance and with a description of each session. There is so much to choose from, hence, this type of information would help participants in their choice.*
- *Decisions on events need to be taken much earlier to enable contributors to agree and prepare.*
- *More information about the forum should be made on the website much earlier.*
- *Make issuance of visas easy.*
- *Make hotel prices and city maps available through the website.*

⁹ Residents in China who responded to this question were excluded from the analysis.

Table 3 indicates the degree to which respondents were satisfied with the Forum organization and logistics during WUF IV.

Table 3: Satisfaction with organization and logistics during WUF IV, percentage

	Very Unsatisfied	Unsatisfied	Undecided	Satisfied	Very Satisfied
The ease of obtaining Forum badge	5.2%	6.5%	9.1%	41.5%	37.8%
Quality of facilities (i.e., room, lighting, sound)	1.9%	2.8%	5.7%	46.0%	43.7%
Communication facilities (including internet access)	3.6%	12.7%	17.2%	42.1%	24.4%
Support and assistance	2.4%	4.5%	6.2%	38.8%	48.3%
Transport logistics	2.6%	8.2%	8.1%	41.3%	39.8%
Ease of obtaining food and refreshments	7.5%	16.3%	18.0%	35.8%	22.3%
Averages	3.8%	8.5%	10.7%	40.9%	36.1%

Overall, the satisfaction with facilities and logistics during the Forum was high, with 77% being satisfied or very satisfied. 79% were satisfied or very satisfied with ease of obtaining forum badges; 90% were happy with quality of facilities; 66% satisfied or very satisfied with communication facilities; 87% satisfied and very satisfied with support and assistance; and 81% were happy with transport logistics. The lowest percentage of satisfaction was on ease of obtaining food and refreshments at 50%. Several participants commended the volunteers in their comments, including: *“It would be useful if the volunteer arrangement is also applied in Brazil.”*

Though satisfaction rate is high, there is a need for improvement. Almost a quarter, 24%, were dissatisfied or very dissatisfied with the ease of obtaining food and refreshments. This was also reflected in the number of comments suggesting “better food” in the next Forum. Several comments noted the lack of programmes to all participants, as well as the need for further documentation during the Forum related to session presentations and topics. Typical comments and suggestions related to organization and logistics were:

- *Improve registration and issuance of badges and collection process.*
- *Provide message board for people to find others.*
- *Better catering services and arrangements for lunch.*
- *Improve distribution of information within the forum.*
- *Handouts from key speakers to be circulated on time.*
- *Make sure that during the sessions there is printed information and produce enough programmes for every one.*
- *Provide everything on CDs.*
- *Session briefs should be availed immediately on the web so that those who do not attend get to know the content of what was discussed.*
- *Ease of obtaining information from sessions of interest must be improved.*
- *Suggest daily newsletters.*
- *Better transport in Future forums.*
- *Consider French translation.*
- *Improve communication strategy on SIM cards, internet etc.*
- *Improve ways of paying DSA.*

4.3 Satisfaction with the programme, content and utility

The participants were asked questions related to satisfaction with regards to relevance, quality and content, as well as perceived usefulness of the Forum. Six questions were asked to assess satisfaction on key variables related to relevance and usefulness. Table 4 summarizes the responses.

Table 4: Satisfaction with WUF IV on different aspects of substance and utility, percentage

	Very Unsatisfied	Unsatisfied	Undecided	Satisfied	Very Satisfied
Relevance of topics and themes	1.1%	3.7%	6.8%	62.9%	25.5%
Quality of keynote speakers and presentations	0.8%	4.9%	14.2%	61.0%	19.1%
Substantive information on topics and themes	0.9%	6.4%	15.0%	59.8%	18.0%
Showcasing China's achievements in urban policies and strategies	2.0%	3.9%	16.2%	45.5%	32.5%
Providing practical ideas that you may apply in your work	0.9%	6.4%	16.7%	55.3%	20.6%
Opportunities to learn from interaction with others	1.3%	3.4%	8.6%	55.1%	31.7%

Overall satisfaction with relevance of topics and themes was high, with more than 88% being satisfied or very satisfied. As for keynote speakers and presentations the satisfaction rate was 80%, and for substantive information on topics and themes the satisfaction rate was 78%. Showcasing China's achievements received a satisfaction rate of 78%. As for opportunities to learn from interaction with others and provision of practical ideas that they could apply in their work, 76% were satisfied or very satisfied. 86% of respondents reported that they had opportunities to learn from interaction with others.

Even though the satisfaction rate of Forum relevance and content, as well as the different types of sessions were high, several participants offered suggestions as to how the Forum could be improved, and this included participants that rated most Forum sessions as satisfactory. The main themes emerging from the comments relates to the structuring of the programme, quality control of the content, and practical application. On the structure of the programme, most comments related to the need for less parallel sessions, as well as suggestions to extend the Forum. Some respondents felt that with similar sessions running at the same time, the programme did not allow participants to attend most of sessions that were of interest to them.

- *Organize sessions on the same theme in a longitudinal way in WUF V - too many were in parallel. Perhaps lengthen the event to have more sessions and less in parallel.*
- *Not to organize sessions on same/similar themes at the same time. Much more useful to spread the themes throughout the forums programme so that one can attend all or at least most of the events on a particular theme.*
- *Fewer sessions with a higher number of days to enable a higher participation*
- *Event should be planned for 6-7 days otherwise it becomes too hectic.*
- *Too many important sessions running at the same time - try to organize the sessions so that similar topics do not come together.*
- *A less confusing agenda next time.*

Another typical type of comment related to the sessions quality, and mostly suggestions for improved planning and quality assurance:

- *Agenda with clear objectives for each session needed.*
- *Check in advance the correspondence between announced content and presentations in seminars and networking events.*
- *Schedule did not reflect events that were held.*
- *The sessions are all structured similarly (no difference between dialogues and networking events). Too many speakers, too little room for discussion.*
- *Better selection of facilitators.*
- *Screen speakers for quality.*
- *Be sure of differences in content delivering (networking, training – the presentations not always adapted). Check level of presentation beforehand.*
- *Suggest introduction of Quality Control for sessions, better skills in presentations.*
- *More structured dialogue - review the role of moderators in the events.*
- *The concept of using work papers for sessions will effectively scope and direct the discussion on key issues to be addressed.*

4.4 Usefulness of types of Forum events

The questionnaire also attempted to determine the usefulness of the different types of Forum sessions to participants. Respondents were asked to rate how useful each type of Forum sessions was. Table 5 summarizes the responses in percentages.

Table 5: Perceived usefulness of WUF IV sessions, percentage

Session type	Not useful	Somewhat useful	Useful	Very useful
Opening of the Forum	7.1%	12.9%	39.0%	41.0%
Networking events	1.3%	9.2%	39.8%	49.7%
Dialogues	1.8%	11.4%	43.6%	43.2%
Roundtables	1.8%	11.7%	41.8%	44.8%
Exhibition	2.1%	11.6%	36.5%	49.9%
Special sessions	1.2%	11.8%	44.9%	42.1%
Private sector events	2.8%	16.8%	41.6%	38.9%
UN-Habitat seminars	1.2%	9.4%	36.9%	52.5%
Training Events	1.9%	10.5%	35.1%	52.6%
Averages	2.4%	11.7%	39.9%	46.1%

On average for all sessions, 86% of participants rated them as useful or very useful. All session types had over 80% rating as usefulness or very useful, which is a slight increase from WUF III. The opening session was intended to provide the Forum participants with inspiring and relevant messages. 80% of respondents rated the opening session as useful or very useful. This was an increase of 15 percentage points from the rating of WUF III (65%). 89% of respondents rated the Forum networking events as very useful or useful. Roundtables also had a significant increase in perceived usefulness from the last WUF from 78% to 86%. Habitat seminars and training events were rated useful or very useful by 88%, the special sessions by 87%. Comments included suggestions to increase the number of networking and training events, and make them more focused (see above). A majority of respondents (86%) found exhibitions to be useful or very useful. A suggestion was made for the issuance of early guidelines for exhibitors on how to develop a useful exhibit.

4.5 Applying ideas, maintaining networks and participating in the WUF V

The questionnaire asked about the likelihood of applying ideas and maintaining networks, and how likely participants of WUF IV were to participate in WUF V. The results are summarized in Table 6.

Table 6: Likelihood to apply ideas, maintain networks and participate in next WUF, percentage

	Completely Unlikely	Unlikely	Likely	Very Likely	Not Applicable
Apply ideas learned at the Forum in your work	0.6%	4.9%	41.4%	51.9%	1.2%
Maintain networks and contacts established at the Forum	0.6%	2.7%	41.0%	54.2%	1.4%
Participate in next Forum	1.0%	7.0%	36.9%	52.1%	3.0%

The proportion of participant rating it “very likely” to attempt to apply ideas in their work increased from 47.5% at the WUF III to 51.9% at WUF IV. The proportion who said they were likely or very likely to attempt to apply ideas increased from 83.4% to 93.8%.

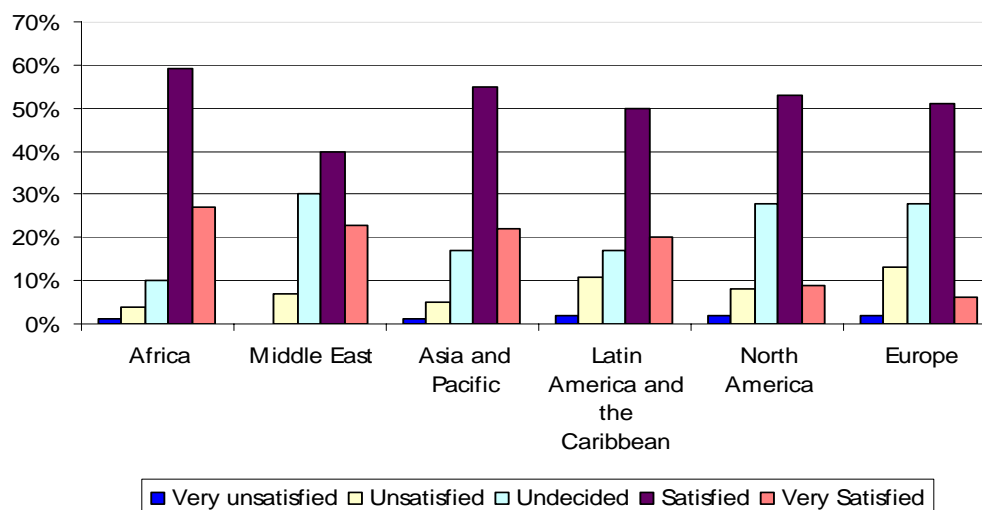
To investigate the perceived usefulness of the Forum among different partner groups, organizational affiliation was cross tabbed with application of ideas as seen in Table 7.

Table 7: Providing practical ideas that you may apply in your work, by organizational affiliation, percentage

	Very unsatisfied	Unsatisfied	Undecided	Satisfied	Very Satisfied
Individual Participant	0%	5%	18%	63%	15%
Local Government	0%	4%	14%	57%	24%
National Government	1%	7%	14%	58%	20%
NGOs	1%	6%	23%	50%	19%
Private Sector	0%	10%	16%	55%	19%
UN/international organization	0%	8%	15%	53%	24%
Research institutions	1%	7%	17%	56%	19%
Other	4%	8%	25%	38%	25%

As seen in Table 7, all UN-Habitat partners were satisfied or very satisfied that the Forum provided practical ideas for application with percentage satisfaction of between 70% and 81%. 23% of NGOs participants, 18% of individual participants and 17% representing research institutions were undecided. 10% of the private sector participants were unsatisfied with whether they could apply ideas. Cross tabbing regions with application of ideas resulted in Figure 6.

Figure 6: Providing practical ideas that you may apply in your work, by region, percentage



The number of satisfied or very satisfied with obtaining practical ideas that can be applied in their work is highest in Africa (86%), followed by Asia Pacific (77%), Latin America and the Caribbean (70%), Middle East (63%), North America (62%) and Europe (57%).

Several participants made comments as to how to enhance the usefulness of sessions. Typical comments made regarded the relevance of topics, substantive depth, and the need for more focus:

- *The forum should focus on strategic issues only. More inspiring topics with new ideas.*
- *Provide more relevant topics.*
- *More focused training events desirable.*
- *Prepare substantively on topics.*
- *Not focused enough, theme was too broad.*
- *More substance to session content/discussions, sessions for technical exchange between practitioners/specialists, more emphasis on showcasing host country achievements/issues.*
- *Topics were either repetitive or superficially explored – this needs to change.*
- *The next forum should focus on specific issues.*
- *Many presentations were simply reinforcing the conventional wisdom and lacked punch. It should have better speakers and a more incisive critique of current practice would be significant improvement.*
- *Discussions need to be more sophisticated and cutting edge. Many discussions reiterated known issues and did not discuss solutions or show case examples for success or failure. Some forums had too many speakers who repeated points already made by each other. Less is more sometimes.*
- *Develop the programme and inputs with past forum participants from Now. Sustainable global finance should take centre stage.*

Another recurrent theme in comments was the need to make the sessions more practical. Typical comments were:

- *Have more practical topics that are burning issues.*
- *The forum needs to be more practical and problem solving oriented. More emphasis on regional planning and development.*
- *More seminars and networking events with examples from practice.*
- *Not enough examples of actual application of policy and academic theory.*
- *Little information on how to implement practice.*

The number who reported that they were likely to maintain networks and contacts established at the Forum was also high, slightly up from the last Forum. 54% responded that they would very likely maintain contacts and networks established at WUF IV, and 95% as likely or very likely. However, many participants provided suggestions as to how the organization could be more conducive to networking:

- *Message board for delegates.*
- *A better sense of "place" where people can congregate/meet.*
- *More places for people to sit and meet – cafeteria was too far away.*

52.1% of respondents reported that they are very likely to participate in the next Forum, and 89% said they were likely or very likely to participate. 8% reported that it was unlikely or very unlikely.

5 Synthesis

Participation

WUF IV attracted a high number of participants (7,900 people). By country groupings, emerging and developing countries had the highest participation of 74%, followed by developed countries at 18% and LDCs at 8%. The gender balance was not satisfactory, with 35% being women, a significant reduction of 13 percentage points from WUF III. The Forum was inclusive and reached out to Governments and a number of Habitat Agenda partners, including local authorities, mayors, youth groups, the private sector, urban planners, NGOs, research institutions, and United Nations and other international organizations. The majority of respondents (87%) indicated that they are likely or very likely to attend WUF V. However, there is a need to review participation in terms of the MTSIP objective of mobilizing a broad constituency of support for sustainable urbanization.

Organization and logistics

Overall, satisfaction with organization and logistics before and after the Forum was high. However, several comments pointed to areas for improvement. In line with focus area 6 of the MTSIP, excellence in management, UN-Habitat should explore how logistical pre-planning can be improved, to improve efficiency, and to facilitate achievement of results. Similarly, the flow of information during the Forum, both in terms of logistics and programme, needs to be addressed.

Programme and utility

The satisfaction rate for sessions and utility of the Forum is high, with a slight increase in perceived utility since WUF III. Yet, given the number of comments from participants underscoring the need for improvement in the structure of the programme, design of session types, focus, substantive depth, quality of presentations, and attention given to practical application, future planning phases must address measures that can enhance utility, such as a better balance between presentation and discussion, professional facilitation, and focus fewer more in-depth prepared topics.

6 Conclusions and recommendations

The World Urban Forum IV was assessed using participation data and responses to the survey questionnaire. The survey aimed at assessing participant's satisfaction with the Forum. Overall results are positive in terms of organization, attendance, logistics, programme relevance, content, and utility. However, there is a need for improvement, and the following recommendations, if implemented, will help to improve preparations and organization of the World Urban Forum V.

Recommendation 1: With one year remaining to WUF V, a planning mechanism should be established immediately, with clear roles and responsibilities within the UN-Habitat Secretariat, and a defined role for the CPR and other relevant stakeholders as appropriate.

Recommendation 2: A clear Action Plan for the planning and implementation of WUF V should be developed with defined expected accomplishments and indicators of achievement in line with MTSIP and work programme results. The plan should also detail:

- Clear roles and responsibilities within the UN-Habitat Secretariat, and clearly defined roles of partners;
- Main activities and outputs to be accomplished;
- Timelines with deadlines for completion of activities and delivery of outputs;
- A comprehensive resource requirement plan, with specification of level of contribution from various sources, as well as outline of resource mobilization actions to address any gaps; and
- Desired participation (including private sector, civil society, youth, women, parliamentarians, LDCs, etc.) of partner groups and their contribution, with clear targets for female participants.

Recommendation 3: Concerning administration and logistics, a cost-benefit analysis should be conducted to explore tasks that would benefit from outsourcing. Interpretation and translation into other languages should be considered. Issues of venue and facility capacity, Forum schedule, registration process, security, information, media, on-site support for sessions, event facilitators, as well as accommodation, meals and transport should be addressed early in the planning and negotiated on time with the host country.

Recommendation 4: Strengthen UN-Habitat's internal management process to ensure quality of Forum sessions, and early involvement of relevant stakeholders for planning of the overall programme. Attention should be paid to:

- Development of a detailed agenda with objectives, justification of the relevance of themes, and appropriateness of the objectives for each session;
- Consideration of the appropriate WUF format: including appropriate session types and balance between session types including training and networking events, one additional day from WUF IV should be considered;
- Examining extent to which presentations and exhibits, etc., adequately align with the themes and expected accomplishments of the Forum;
- Planning for how the sessions can integrate practical examples and application; and
- Establishing quality assurance procedure for sessions to ensure focus and depth, selection of speakers and facilitators and review of presentations and papers.

Recommendation 5: All WUF sessions should be facilitated by skilled facilitators, with experience to engage diverse groups.

Appendix A: Participant Satisfaction Survey

Introduction

The purpose of evaluating the Fourth Session of the World Urban Forum (WUF4) is to assess relevance, usefulness and organization of the Forum. The findings will assist in planning future World Urban Forums. We would be very grateful if you could take a few minutes to complete this questionnaire.

1. Which country do you normally reside in?

2. Participant's Gender:

Male

Female

3. What is your organizational affiliation? (please tick only one)

National government

Local government

Private sector

Non-governmental organization (NGO) (including

Community-based organization, Faith-based organization, foundation)

Academia/Research

United Nations/International Organization

Individual participant

Other: (please specify)

4. How did you hear about WUF4? (please tick only one)

I received a formal invitation

From the previous WUFs

From a network to which I belong

I am an organizer of WUF4

The Internet

Media coverage (television, print, etc.)

Other: (please specify)

5. How satisfied were you with WUF4 organization in terms of:

Very Unsatisfied Unsatisfied Undecided Satisfied Very Satisfied

Before the forum:

Timeliness of information on the forum

Useful information on the forum content

Organization and content of WUF4 website

Ease of registration

Ease of obtaining visa

Finding accommodation

During the forum:

Ease of obtaining forum badge

Quality of facilities (i.e. rooms, lighting, sound)

Communication facilities (including Internet access)

Support and assistance available

Transportation logistics

Ease of obtaining food

	Very Unsatisfied	Unsatisfied	Undecided	Satisfied	Very Satisfied
Relevance of topics and themes					
Quality of keynote speakers and presentations					
Substantive information on topics and themes					
Showcasing China's achievements in urban policies and strategies					
Providing practical ideas that you may apply in your work					
Opportunities to learn from interaction with others					

	Not Useful	Somewhat Useful	Useful	Very Useful	Not Applicable
Opening of the forum					
Networking events					
Dialogues					
Roundtables					
Exhibition					
Special sessions					
Private sector events					
UN-Habitat seminars					
Training events: (indicate title)					
Other: (please specify)					

	Completely unlikely	Unlikely	Likely	Very Likely	Not Applicable
Apply ideas learned at the forum in your work					
Maintain networks and contacts established at WUF4					
Participate in the next World Urban Forum					

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Appendix B: Comments made in the questionnaire responding to the question: “Kind tell us how you think the next WUF could be improved”

Pre-Forum information

- More information given by email.
- Invitations should be sent earlier enough to enable participants to prepare for the event.
- Send invitations early.
- Website earlier on-line.
- Please give information in advance.
- Early information on dates of programmes with no changes, to allow for better planning
- Needs information on building effective exhibition booths and conducting training/networking events in the future.
- More information on the website before the forum.
- Better information on the website.
- More information should be provided on the difference between dialogues and habitat seminars and networking events and training giving an indication of the intended audience.
- Avail information to potential participants six months in advance to enable them prepare for the forum.
- More information to be given earlier before the meeting.
- To have programme (detailed) more in advance and to give a little description of each session. There is so much to choose from, hence, this type of information would help participants in their choice.
- The circulation of information should be done earlier.
- The program should be sent earlier.
- More detailed information on session content should be provided in advance.
- Early invitations.
- Arrange for early registration.
- More information on forum content including schedules and session information (including names of panel members) should be circulated before the conference.
- To ensure that applications for the forum are sent early.
- Website with better local information.
- Enhance the information flow to the all stakeholders.
- Improve on communication strategy to cover all types of participants.
- By reaching out to more people to attend the meeting.
- More electronic information should be made available.
- Ensure adequate publicity and information.

Visa

- The problem with this years forum is proper organisation on the issues of invitations and visa to people that were supposed to be at the forum. Had so many of these problems in Nigeria.
- Improve visa applications.
- To ask relevant embassies to provide visas.
- Visas to be issued on arrival at the airports.
- Make visa application simpler.
- Communication of grant of visa should be improved.
- Visa process was long because it was dependent on invitation letter.
- Host country should be satisfied with minimum visa requirements supplied by prospective participants. Scanned invitation letters should be proof of invitation to the forum.
- Improve on obtaining invitation letter which would lead to easy obtaining of visa.
- Improve the visa application.
- Ease of getting visa.
- Invitations should be sent earlier enough to enable participants obtain visas.
- Alert the embassies on visa issues.
- Make the issuance of visas easier.
- Make visa processing easier.
- There is need for early invitations and ease on how to access visas.

Registration during the Forum

- Simplify registration.
- Faster registration.
- Improve registration and badge collection process.
- Improvement of the registration process.
- A faster registration process.

Food

- Better food.
- Better availability of lunch option.
- Improvement in the area of ease of refreshments and food, and providing variety of indigenous delicacies for across the globe.
- Variety to include halal food.
- Better catering services.
- More food options.
- Better food.
- Better food needed.
- More outlets for food, vegetarian options.
- Make arrangements for lunch.
- Better arrangements for lunch.
- Please provide more convenient food that reflects local style, we don't all have Chinese food.
- Improve catering facilities.
- Food arrangements within the venue at the conference (day time) to be improved in quality and quantity.
- Better food (not just KFC food with high calorie but no nutrition).
- Provide much more food and drink facilities.
- Better catering system.
- The participants should be provided with good and varied food snacks.
- Better quality food please.
- Better food and diverse food made available.
- Better food and beverages - more conducive forstaying at the venue.
- Better choice in terms of food.
- The food is really horrible.
- The system of food supplied by different small providers was very good but very far from where we have sessions.
- Special emphasis on food.
- Better quality food.
- A greater variety of food.
- Refreshments - there should be a variety thereof.
- Refreshments were not offered enough.

Transport and accommodation

- Ensure hotels are near the venue.
- Better transport, less time overlaps.
- Provide more affordable accommodation.
- Improve flexibility in transport.
- Shorter distance to the Forum.
- Improve accommodation.
- Make public transportation for free.
- Make hotel prices and city maps available through the website.
- Have more social events.
- To improve the distribution of information within the forum.
- More information about the city centre.
- Transport arrangements to the hotels to be provided.
- Produce enough programmes so that everybody can get the description of the different seminars.

- VIP should be treated as such at the airport, more transportation provided.
- More information about the forum should be made on the website much earlier
- I commend the Government for providing transport and their hospitality.
- Conference in the city centre to facilitate people meeting and going on "networking".
- Downtown location of conference centre to ease informal meetings in evenings.
- Improve on the accessibility of conference areas, have sufficient transport system.
- Closer to city centre to save costs in transportation.
- People running from one session to another (noise, confusion but above all difficult to meet and get in touch).
- Place it in city centre.
- Volunteers to be put right from the bus stations.
- Field visits. Timing of buses.
- A more flexible bus system.
- Ensure easy, readily and accessible transportation.
- Easy access to transport.
- Hotel bookings to be relaxed.

Information and communication during the Forum

- Allow free Internet.
- Better communication.
- More Internet access.
- Programme should be handled at the registration.
- Not enough Internet access and no China mobile office and sale for SIM cards.
- Better communication process.
- Internet and information dissemination during forum.
- Better information on tours in main programme. Post office facility.
- Ensure there is more Internet access and that the forum is located in the city centre, close to food establishments.
- Take people/youth assisting in the administration for basic English speaking training. Interpreters to be there in network sessions.
- Free wireless Internet.
- More information on the booklets on how to access phones outside.
- An easier way of organising events by subjects so that they could be easy to locate.
- Improve on communication strategy, on SIM cards, Internet.
- A place with Internet connection where people can use computers.
- More regular shuttle buses every hour, to hotels, include cheaper hotels and list to choose from, and where shuttle buses will also be available.
- Proper documentation and report compiled.
- The food hall was not clearly signposted, many people did not get to eat because they did not know it was in Hall E.
- Handouts from key speakers to be circulated on time.
- Provide more information in session, more detailed programmes. Make sure that during the sessions there is printed information.
- Daily newsletters.
- Provide internet facilities.
- Names of presenters at events in the programme itself.
- Provide everything on CDs.
- Meeting briefs should be availed immediately on the web so that those who do not attend get to know the content of what was discussed.
- Ease of obtaining information from sessions of interest.
- More interactions on all sessions.
- The sessions should be put on CDs so that people can buy.
- Make presentations available on sessions that people have not attended given the many events that people cannot attend.
- Have enough information bags in the next forum.
- Provide a list of speakers at each session.
- I will suggest having more documentation and indication on site.

- All forum materials should be on CDs.
- More access to computers and Internet.
- More options for Internet access.
- Not clear where to find events.
- Need free Internet for more participants. It needs to be communicated clearly to all where and how to get free Internet.

Language

- Have translation in many languages.
- Consider French translation and summaries of each session.
- I think the next forum could be improved in terms of language because in this forum during sessions people speaking French were not considered in translation.
- The languages!!! All has been in English!!!
- Organize more French sessions.
- Also the next forum you must translate in other languages like French or Spanish for a good comprehension for everyone.
- Have dialogue sessions in other languages.
- Language interpreters to be increased.
- The options providing translations for networking events.
- If the National language is not English efforts should be made to have the exhibition material translated.
- Organizers and volunteers must be fluent in English.
- A country with better English background.
- Language.
- Have more translation in French.
- Have more documents written in French.
- Have many translators.
- Have more information in French.
- Many translators.

Networking

- Provide a message board for people to find others
- Improve networking. Provide morning and afternoon coffee breaks for networking (as in Vancouver) spread the forum out one more day. Provide themes running through so people can follow their interests not putting many workshops or same topic at same time. Better places for delegates to meet and concentrate. List of participants. No message board to meet delegates.
- A better sense of "place" where people can congregate/meet i.e. less disparate.
- Have more places for people to sit and meet.

Other logistical issues

- Good facilities here in China.
- A lockup facility.
- DSA should be more organized and more efficient.
- It would be useful if the volunteers arrangement is also applied in Brazil.
- The Forum is well organized! Volunteers are really helpful and careful. All facilities are available.
- Organizers should be available at the airport all the time, organisers should be contactable 24 hours.
- Limit the background noise.
- DSA to be planned better.
- DSA system to be better improved.
- Participants should be paid in advance in their country of origin.
- People should avoid staying for long hours in the queue.
- Bigger meeting rooms.
- Payment of DSA should be improved.
- Improve on the DSA services.
- Have access to the disabled.

- More advanced timing for logistical arrangements.
- The Forum overlay was poorly organized.
- There should be an online registration for trainings.
- Capitalize on the use of volunteers (I know they are not paid but their potential should be honoured).

Participation

- More poor Peoples Associations and Community Based Organizations need to be invited to share their knowledge and experiences, if the objective is to make equitable and humane cities. We already know what planners are thinking. Presentations by Planners and decision makers need to be balanced with presentations by grass roots organizations because it is the poor who are most affected by bad cities. In reality the “Educated” and “Learned” need to be Re-Educated by the poor. The SDI event is a good example.
- More participation of the private sector.
- Increase participation of the private sector.
- Have more mayors to participate in the Forum.
- Include representatives of community based organizations in the mainstream sessions of WUF. Gender issue and its right over housing and land remains an issue of women seminars or events - time to bring this in main event (opening, dialogues etc. The gap between planners and government on one hand and NGOs on the other needs to be bridged.
- Invite people from relevant fields like global development.
- Private sector participation.
- Participation of different countries.
- Organize and support the poor urban councillors to attend, e.g., town clerks.
- More private sector events and participation.
- More participants from the developed countries should be invited.
- Get commitment from private sector.
- More participation from the LDCs.
- Increase of Youth Participants.

Programme structure and approach

- Reduce the number of sessions or events, so that people may choose which sessions would be good for them.
- Reduce conflict in schedule with other sessions.
- Reduce activities to reduce available opportunities to attend and participate in activities one is interested in.
- Fewer sessions with a higher number of days to enable a higher participation.
- Too many important sessions running at the same time. Try to organize the sessions so that similar topics do not come together.
- Less events with similar topics, a well organized programme.
- Organize sessions on the same theme in a longitudinal way in WUF 5 too many were in parallel. Perhaps lengthen the event to have more sessions and less parallel sessions.
- Reduce number of events, networking events should give a chance for participants to discuss and not just listen.
- Speakers to be given more time, participatory two way debates to be given more time, programs to be minimised and more specific with more detailed discussions, have more inclusion for developing countries.
- Presentations should be selected from different regions not depicting only one or 2 areas or regions.
- More interactions.
- More semi-structural events encouraging. Less formal interactions (and thereby participation of non-experts). More events led by grass roots participants.
- More time to be allocated for participants to give out their country experience.
- More interactive sessions.
- Bigger distinction between organized events.
- Have a clear distinction between seminars and networking events, it would be good to have sessions organized into tracks so that themes could be unified and not duplicated.

- Provide more training events.
- Have a more favourable allocation of time.
- Fewer speakers and more interaction.
- There should not be many parallel events especially when ministers are in session.
- An additional day would be nice.
- More interaction during network events, seminars, etc. More discussion.
- Reduction in concurrent activities in order to give chance to participants to attend.
- Dialogues and networking events to be more flexible to enable participants to attend.
- Limit the number of parallel events, and expand the number of days in the forum.
- More time for discussions and dialogue during networking events and habitat seminars!
- Clear definitions of the thematic areas, and more real dialogue between the sectors of the society.
- Provide more space in networking sessions.
- There should be more effort to encourage interaction between issues and positions which involve trade-offs and compromise.
- Limit the number of panellists, avoid too many simultaneous activities.
- Decongest the parallel events.
- A less confusing agenda next time.
- Reduce parallel sessions.
- Fewer sessions should be offered at each time slot; and more days will provide opportunities to attend and participate in more sessions; allow audience to discuss real issues; and more synergy between presenters, and better responses from organizers.
- Fewer sessions to allow more participation.
- Spread over more days, people should only register on the day of the forum to avoid people signing up and not coming along.
- Develop the programme and inputs with past forum participants from Now.
- More sessions should be developed.
- More specialist sessions.
- Next forum should give people more opportunity to participate in all the topics especially people from relevant organisations in different countries.
- To come up with new methods and ideas in order to move forward.
- More breakthroughs within sessions for recommendations. Though it was a huge improvement compared to Vancouver.
- I propose that NGOs and Government Representatives be brought together in network and seminar events to have a balanced view.
- More time allocated on the sessions.
- Less speakers at the seminars. More discussion in forum.
- Fewer events.
- Not to organize sessions on same/similar themes at the same time. Much more useful to spread the themes throughout the forum's programme so that one can attend all or at least most of the events on a particular theme.
- The next forum could be held in a poor country so we could see different problems for us to find solutions.
- A need for greater presentation from many countries in dialogues, seminars and networking events.
- It would be good to focus on developing countries with some commitment from representatives of developed countries to support.
- The sessions should include different organizations.
- Too many sessions running concurrently.
- Focus on fewer meetings.
- Encourage participants to attend on time. Event should be planned for 6-7 days otherwise it becomes too hectic. Therefore, participants attend late or not at all.
- More emphasis on showcasing host country achievements/issues.
- More emphasis on developing countries in content.
- Add poster sessions. Add preparatory working networks prior to WUF5 open for participation.
- Speakers to be allocated more time.
- Dialogues should have presentations for ease of understanding.

- Presentations should cover both developed and developing countries.
- Get more grass root examples and hear more from community members involved in these initiatives.
- Include more site visits to accentuate certain themes, i.e., public transportation, neighbourhoods, urban renewal areas.
- Take account of the transition time from one event to another.
- Having an additional day (i.e., 5 days in total), so that events can be better distributed.

Programme topics

- Have a major topic on slums and poverty reduction.
- The next forum should focus on specific issues that benefits everyone.
- Sharing of success stories to reduce poverty.
- More programmes on gender.
- There is no single session on city of the dead (cemetery) this is also part of urbanization and cities components. I am of the opinion this should be part of the discussion to learn from the practice in various countries. This is the climax of harmonious settlement.
- To have more topics on hard economic development, to address other MDGs related topics.
- More gender mainstreaming topics particularly on grassroots level.
- To cover affordable building materials and technologies.
- More emphasis on regional planning and development.
- To define the focus starting/based in a group of questions - reflections about democracy participation in a process of decision; urban governance; green governance.
- Topic on Youth employment should be discussed in the next forum.
- The forum should focus on strategic issues only. More inspiring topics with new ideas.
- Have more practical topics that are burning issues.
- Provide more relevant topics.
- More substance to session content/discussions, sessions for technical exchange between practitioners/specialists.
- Greater variety of topics and themes.
- Strong focus on urban design e.g. impact of spatial issues on safety maintenance, ownership well being.
- Problem that I face is the offering of topics of interests at the same time slot. There may be participants that are from a sector only. E.g. Local Government Housing, Urban Poor etc. For some of us who deal with all most urban sector issues of planners (urban) I miss quite a lot. If this/these types of group(s) be identified before the next forum and provided for in Networking Habitat Presentation, Roundtable discussions etc. (2) Success stones of participation and how that was achieved after this forum.
- Involve gender mainstreamed penalties. Support pilots that caved are showcased on women and housing and land rights. Conduct gender training of UN-Habitat and other agencies involved.
- More diversified topics (e.g. renewable energy and city environment). City modernization, U.S Historical city.
- I think the topics should improve. How is it possible that there are only two sessions on health and one on education when the cities are responsible for these topics?
- GC should choose the theme in order to offer practical applicable and affordable solutions for existing problems.
- Sustainable global finance should take centre stage.

Session quality

- Check in advance the correspondence between contents and presentations in seminar, networking events.
- Have more practical applications in the forum.
- The sessions are all structured similarly (no difference between dialogues and Networking events). Too many speakers, too little room for discussion. Not focused enough, theme was too broad.
- Standard structure on all presentations.
- More practical ideas for further engagement.
- Better focus on events.

- More practical presentations as opposed to theories.
- Seminars should be a selected few and more focused.
- Future forums should be substantive and present cutting information and bring innovative ways and methods of implementing development, they should avoid a lot of description but encourage analysis and synthesis.
- Create events for research and practical actors.
- More practical examples of good practice less theory.
- More focused training events, with no overlapping.
- By maintaining quality of speakers and preparing substantive topics.
- Introduction of Quality Control, better skills in presentations.
- The forum needs to be more practical and problem solving oriented.
- Be sure of differences in content delivering (networking, training). Check level of presentation beforehand.
- Reduce Habitats role in planning designing and controlling events
- Schedule did not reflect events that were held. Topics were either repetitive or superficially explored.
- Agenda with clear objectives. Including academic events and urban inputs.
- Better selection of facilitators. Be specific in the theme. Provide guidance questions instead of having always presentations.
- Screen quality of speakers.
- Many presentations were simply reinforcing the conventional wisdom and lacked punch. It should have better speakers and a more incisive critique of current practice would be significant improvement.
- Content of presentation not defined, not enough examples of actual application of policy and academic theory.
- Discussions need to be more sophisticated and cutting edge. Many discussions reiterated known issues and did not discuss solutions or show case examples for success or failure. Some forums had too many speakers who repeated points already made by each other. Less is more sometimes.
- More information on how to implement practice.
- The concept of using work papers for sessions will effectively scope and direct the discussion on key issues to be addressed.
- More structured dialogues review the role of moderators in the events, more information in the preparation of the dialogues, events, in order to have more diversity.
- More seminars and networking events with examples from practice.
- Decisions on events need to be taken much earlier to enable contributors to agree and prepare.
- The training was great.

Other

- Better than the present one.
- No need to hold another forum.
- The organisers should convince governments on the importance of this meeting.
- Please prepare more organized agenda for youth participants than this time had a bad timing to come to the elections result.
- By holding the next forum in Southern American countries so that we may compare their Habitat achievements, compare with the Asian/China continents and learn from their experiences.
- More funds for many participants.
- Apply an action plan on specific countries, and report progress in the next forum.
- The next forum should be a follow up evaluation that will respond to the issues revised at the previous forum.
- Improve the political relevance of the forum to include the adoption of the political binding agreements or recommendations.
- Show more local characteristics of the host place.
- The next forum could be improved if the initiative and ideas gotten from this forum is used and added to the next forum.

- Good job UN-Habitat!
- Having an official office for the Youth caucus throughout the forum.
- Improve on assistance to affected countries (Northern Uganda by LRA) and others which are less developed to crowded-Special sessions.
- Appropriate transportation/connections to venue country. If necessary special flights be introduced to ease communication.
- More exhibition stands.
- The resolutions of the conference to be communicated to relevant organisation for implementation, review previous and implementation.
- Security should be improved; the selection of youth participants should be thoroughly assessed for valuable participation. The day for departure should be after last day of forum for people to completely participate.
- I am really mouth-filled as to what to say for the improvement of the next Forum. But anyway, I think the next forum should also look into the progresses made thus far from previous forums and also looking at some challenges (if any), thereby finding measures of menacing them in the subsequent future.
- The frequency of the forum should be held after every 5 years to allow for serious evaluation, introduce a regional urban forum on a bi-annual basis.
- UN-HABITAT should provide an in-depth follow up to all major problems in writing and make it available to the internet.
- Personally I feel that all measures were put in place to ensure that the preparations and the functions are well arranged. I don't think it could have been any better.
- Please do not repeat so many times "THE POOR URBAN PEOPLE"!!! In the documents, seminars and speeches!! Please!!