



CONFERENCE EVALUATION



SHORT SUMMARY OF THE ANALYSIS OF THE EVALUATION FORMS¹

Restorative Justice in Europe: Where are we heading?
Budapest, Hungary
14-16 October 2004

In order to improve the quality of future events to be prepared by the *European Forum for Victim-Offender Mediation and Restorative Justice* participants of the Budapest conference were asked to fill out an evaluation form and provide some practical feedbacks concerning the content and organisation of the conference. 86 participants out of more than 200 responded to our request and filled in the questionnaire. The data in the evaluation forms have been processed and analysed and the results were very positive.

The first part of the evaluation form was about the people's opinion on the *quality of the content* of the conference. More than 97% of the 86 respondents agreed or strongly agreed that the themes covered by the conference were relevant and well-selected. Only a small percentage of the people (2.3%) remained indifferent concerning the selection of themes. Occasionally, some comments indicated that there was not enough time for discussions during the workshops and café conferences. Nevertheless, the majority of the participants (62,4%) stated that they agreed or strongly agreed that there was enough time for developing discussions and debates during the workshops and café conferences. Concerning the informal meetings, 82,4% of the people reflected that there was enough time provided for informal discussions among the participants, while 9,4% of them thought that there should have been more time provided for informal meetings.

People's opinions were more diverse regarding Question 4 of the evaluation form ("*According to your experiences, which element of the conference contributed mostly in acquiring new knowledge?*"). Most of the participants (46%) indicated that the workshops contributed the most in acquiring new knowledge. Café conferences were the second most preferred type of the sessions (27%), although the distinction was not sharp among these categories.

Concerning Question 5, 81,9% of the 83 participants found the information provided by the plenary sessions and the workshops satisfactory or very satisfactory and 8,4% said that there was a lack of time during these sessions. Some respondents commented that they had wished to have more opportunities for discussions in the workshops, rather than "mini-plenary sessions with 3 presenters at a time".

Most of the respondents (76,2%) stated that the different elements of the conference (plenary sessions, workshops and café conferences) were well-balanced. 16,7% indicated that they felt a gap in the balance due to lack of time of certain conference elements. 75,6% of the participants said that their experiences of participating in the café conferences were satisfactory or very satisfactory. Only 4,9% mentioned that there was a lack of time and the same percentage of people said that the discussions were not structured enough.

¹ The original evaluation forms, the database and the detailed analysis of the data can be found at the Secretariat of the European Forum (see below the format of the distributed evaluation forms)



79,3% of the 82 participants, who answered Question 8, said that they were satisfied or very satisfied with the exchange of ideas between the East and the West. 7,3% said that there was a lack of time. Only 1,2% of them were not satisfied.

The aim of the second section of the conference evaluation forms was to provide us with some practical feedbacks concerning the quality of the organisation. From the data analysed we can see that the respondents were really positive concerning the organisation of this meeting. 100% of those who filled the form were satisfied or very satisfied with the organisation of the conference. 96,4% of the 84 respondents said that their general impression about the preparatory work (information, practicalities, registration, deadlines, administration) was satisfactory or very satisfactory. A very small percentage of the people said that the organisation was poor; there was a lack of practical information or too much administration. Concerning Question 11 (*“What was your experience with the team of people provided to guide you during the conference in case of some practical questions?”*), 96,4% of the respondents were satisfied or very satisfied with the local team and only 1,2% answered that it was not satisfactory. Generally saying, 90,6% of the respondents said that they did not encounter any major problem during the conference, while 9,4% said that they did.

Finally, the third section of the form intended to have a picture about the participants needs for further conferences such as the one held in Budapest. More than 50% of the 81 respondents indicated that organising this type of bi-annual conferences would meet the needs of the participants and more than 40% said that conferences should be held at least once per a year. Only one participant said that there is no need for organising conferences of this type, because it had no real relevance for legal professionals.

Some other comments indicated that:

- the conference booklet “provided an excellent source of information”;
- next time more input from the criminal justice system would be useful;
- more provocative speeches could have been used for starting debates;
- more critical approaches to restorative justice would have been welcome in order to see the way further;
- more attention should have been paid to select such presentations that are not only disseminations and descriptions of information but also provide in-depth analysis of certain issues;
- the use of English language caused some difficulties for some participants;
- topics of a future conference could be the role of RJ in cross-cultural contexts; in group conflicts and the issue of risk assessment in general and in specific cases (e.g. in domestic violence).

While asking about general comments, several participants expressed their gratitude to the European Forum for being able to participate in such a good conference.

To conclude, it is a real pleasure to see that most of the participants, who provided feedbacks, were happy and satisfied with the content as well as with the organisation of the conference.

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For the Secretariat of the
European Forum for Victim-Offender Mediation and Restorative Justice*



In order to improve the quality of the future events to be prepared by the *European Forum for Victim-Offender Mediation and Restorative Justice* we kindly asked the participants of the Budapest conference to fill out the evaluation form and provide us with some practical feedback concerning the content and organization of this conference. 86 participants participated. The evaluation forms have been analysed and the results are as following:

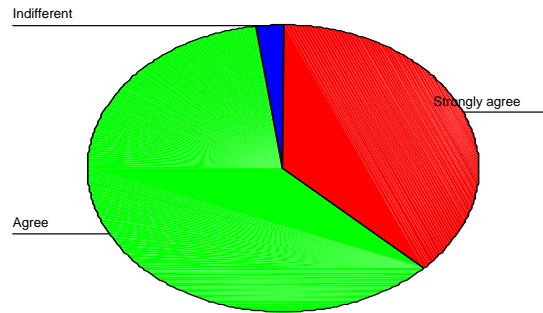
I. QUALITY OF THE CONTENT OF THE CONFERENCE

Q1: The themes covered during the conference were relevant and well selected:

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	32	37,2	37,2	37,2
	Agree	52	60,5	60,5	97,7
	Indifferent	2	2,3	2,3	100,0
	Total	86	100,0	100,0	

Q1 Themes



More than 97% of the participants that answered this question (86) agreed or strongly agreed that the themes covered during the conference were relevant and well selected.

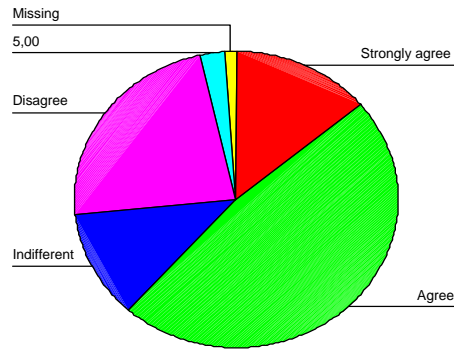
Q2: There was enough time for developing discussions and debates during the workshops and cafe conferences:

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	12	14,0	14,1	14,1
	Agree	41	47,7	48,2	62,4
	Indifferent	10	11,6	11,8	74,1
	Disagree	20	23,3	23,5	97,6
	Strongly disagree(5)	2	2,3	2,4	100,0
	Total	85	98,8	100,0	
Missing	System	1	1,2		
Total		86	100,0		



Q2 Time



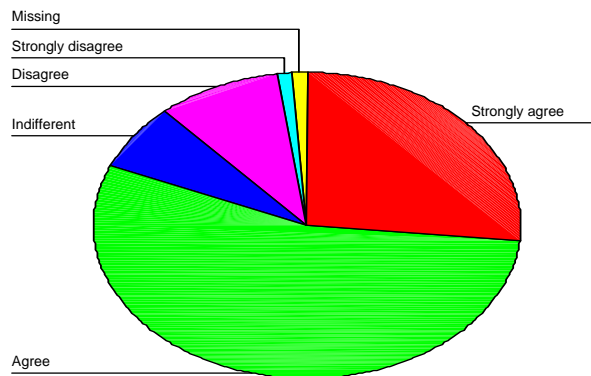
62,4% of the participants agreed or strongly agreed that there was enough time for developing discussions and debates during the workshops and cafe conferences. 23,5% disagreed with the above statement.

Q3. There was enough time provided for informal meetings and discussions:

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	23	26,7	27,1	27,1
	Agree	47	54,7	55,3	82,4
	Indifferent	6	7,0	7,1	89,4
	Disagree	8	9,3	9,4	98,8
	Strongly disagree	1	1,2	1,2	100,0
	Total	85	98,8	100,0	
Missing	System	1	1,2		
Total		86	100,0		

Q3 Informal



For Q3, 82,4% of the people agreed that there was enough time provided for informal meetings and discussions. 9,4% disagreed with the statement.

Q4. According to your experiences, which element of the conference contributed mostly in acquiring new knowledge?

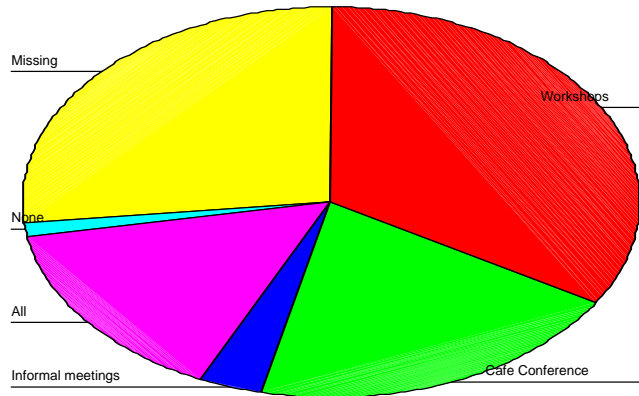
- Plenary sessions
- Workshops
- Cafe conferences
- Informal meetings
- All
- None



- Other(specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Workshops	29	33,7	46,0	46,0
	Cafe Conference	17	19,8	27,0	73,0
	Informal meetings	3	3,5	4,8	77,8
	All	13	15,1	20,6	98,4
	None	1	1,2	1,6	100,0
	Total	63	73,3	100,0	
Missing	System	23	26,7		
Total		86	100,0		

Q4 Element



Most of the participants (46%) indicated that the workshops contributed mostly in acquiring new knowledge. The second category were the café conferences (27%). It seems that the opinions on this question were divided among the participants.

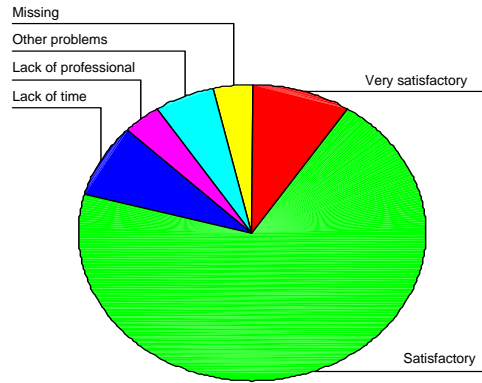
Q5: How did you experience the information shared with you during the plenary sessions and the workshops?

- Very satisfactory
- Satisfactory
- Only partly, due to:
 - Lack of time
 - Too much time
 - Lack of professionalism
 - Other(specify)
 - Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	8	9,3	9,6	9,6
	Satisfactory	60	69,8	72,3	81,9
	Lack of time	7	8,1	8,4	90,4
	Lack of professionalism	3	3,5	3,6	94,0
	Other problems	5	5,8	6,0	100,0
	Total	83	96,5	100,0	
Missing	System	3	3,5		
Total		86	100,0		



Q5 Info



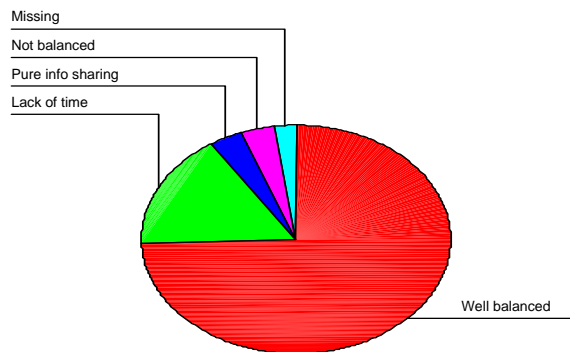
In this question 81,9% of the 83 participants agreed that they experienced the information shared with them during the plenary sessions and the workshops satisfactory or very satisfactory. 8.4% said that there was a lack of time.

Q6: Were the different elements of the conference (plenary sessions, workshops and café conferences) well balanced?

- Yes they were well balanced
- Only partly, due to:
 - Too much pure information sharing
 - Too much open exchange
 - Lack of structure
 - Too rigidly structured
 - Other(specify)
- Not balanced at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Well balanced	64	74,4	76,2	76,2
	Lack of time	14	16,3	16,7	92,9
	Pure info sharing	3	3,5	3,6	96,4
	Not balanced	3	3,5	3,6	100,0
	Total	84	97,7	100,0	
Missing	System	2	2,3		
	Total	86	100,0		

Q6 Balance



76,2% of the participants stated that the different elements of the conference (plenary sessions, workshops and café conferences) were well balanced. 16,7% said that there was a lack of time.

Q7: What was your experience of participating in café conferences?

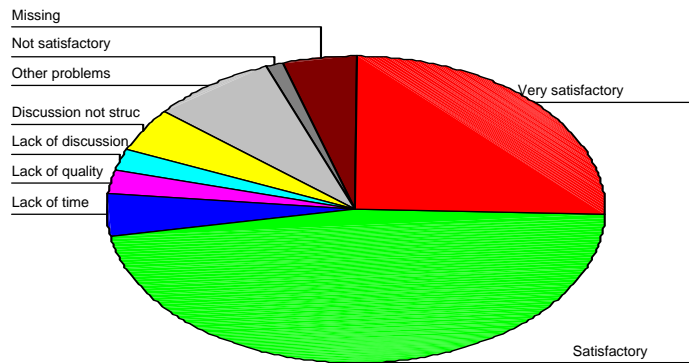
- Very satisfactory
- Satisfactory
- Only partly, due to:
 - Lack of time
 - Lack of quality
 - Lack of discussion
 - Discussion not structured enough
 - other(specify)



- Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	22	25,6	26,8	26,8
	Satisfactory	40	46,5	48,8	75,6
	Lack of time	4	4,7	4,9	80,5
	Lack of quality	2	2,3	2,4	82,9
	Lack of discussion	2	2,3	2,4	85,4
	Discussion not structured	4	4,7	4,9	90,2
	Other problems	7	8,1	8,5	98,8
	Not satisfactory	1	1,2	1,2	100,0
	Total	82	95,3	100,0	
Missing	System	4	4,7		
Total		86	100,0		

Q7 Cafe



75,6% of the participants said that their experience of participating in café conferences was satisfactory or very satisfactory. 4,9% explained that there was a lack of time and the same percent of people also said that the discussions were not structured.

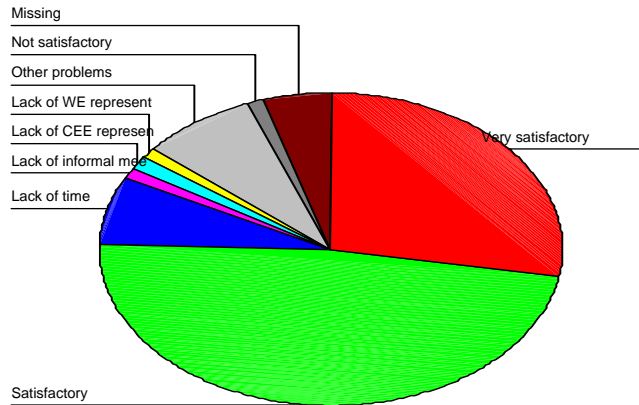
Q8: What was your experience of exchange of ideas between the East and the West?

- Very satisfactory
- Satisfactory
- Only partly, due to:
 - Lack of time
 - Lack of informal meetings
 - Lack of representatives from CEE
 - Lack of representatives from WE
 - Other(specify)
- Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	24	27,9	29,3	29,3
	Satisfactory	41	47,7	50,0	79,3
	Lack of time	6	7,0	7,3	86,6
	Lack of informal meetings	1	1,2	1,2	87,8
	Lack of CEE representatives	1	1,2	1,2	89,0
	Lack of WE representatives	1	1,2	1,2	90,2
	Other problems	7	8,1	8,5	98,8
	Not satisfactory	1	1,2	1,2	100,0
	Total	82	95,3	100,0	



Q8 EW



79,3% of the 82 participant who answered this question said that their experience of exchange of ideas between the East and the West satisfactory or very satisfactory. 7,3% said that there was a lack of time. Only 1,2% were not satisfied.

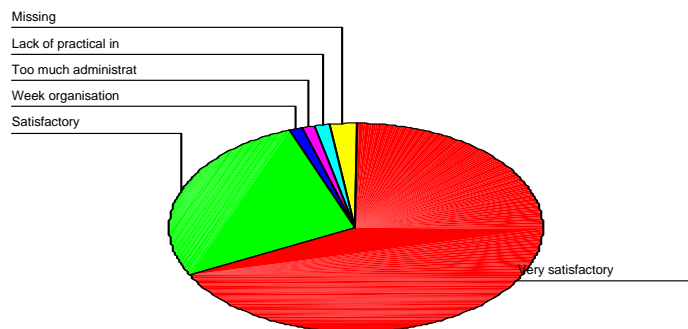
II. ORGANISATIONAL QUALITY OF THE CONFERENCE

Q9: What was your general impression of the preparatory work done (information, practicalities, registration, deadlines, administration) concerning the conference?

- Very satisfactory
- Satisfactory
- Only partly, due to:
 - Unclear structure of programme
 - Weak organisation
 - Too much administration
 - Not informed on time
 - Lack of practical information
 - Others (specify)
- Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	58	67,4	69,0	69,0
	Satisfactory	23	26,7	27,4	96,4
	Week organisation	1	1,2	1,2	97,6
	Too much administration	1	1,2	1,2	98,8
	Lack of practical info	1	1,2	1,2	100,0
	Total	84	97,7	100,0	
Missing	System	2	2,3		
Total		86	100,0		

Q9 Prepare



96,4 % of the 84 respondents said that their general impression of the preparatory work done (information, practicalities, registration, deadlines, administration) concerning the conference was satisfactory or very satisfactory. Very small percent of people said that there was week organisation, lack of practical info and too much administration.

Q10: Rank the overall satisfactory level of the organization of the conference

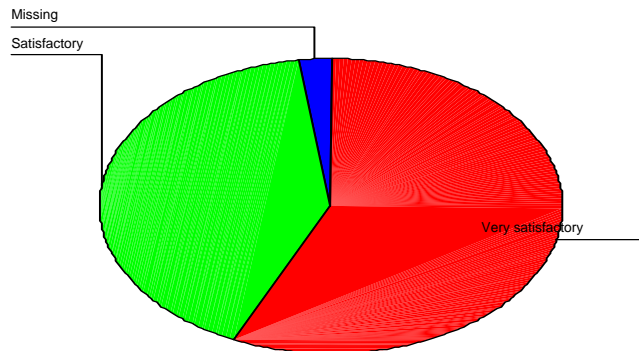
- Very satisfactory
- Satisfactory



- Only partly, due to:
 - Weak organization
 - Lack of quality
 - Lack of supporting staff
 - Lack of professionalism
 - Other(specify)
- Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	49	57,0	58,3	58,3
	Satisfactory	35	40,7	41,7	100,0
	Total	84	97,7	100,0	
Missing	System	2	2,3		
Total		86	100,0		

Q10 Organisa



From the 84 participants that answered this question 100% agreed that the organization of the conference was excellent and they were satisfied or very satisfied.

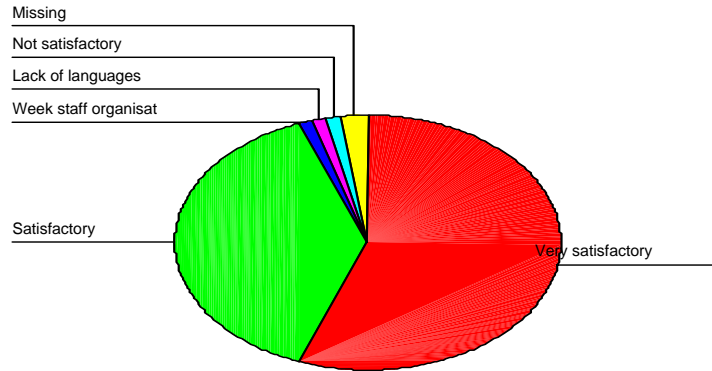
Q11: What was your experience with the team of people provided to guide you during the conference in case of some practical questions?

- Very satisfactory
- Satisfactory
- Only partly, due to:
 - Lack of supporting staff
 - Lack of professionalism
 - Unavailability of staff
 - Weak organisation of the staff
 - Lack of language knowledge
 - Other(specify)
- Not satisfactory at all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfactory	48	55,8	57,1	57,1
	Satisfactory	33	38,4	39,3	96,4
	Weak staff organisation	1	1,2	1,2	97,6
	Lack of languages	1	1,2	1,2	98,8
	Not satisfactory	1	1,2	1,2	100,0
	Total	84	97,7	100,0	
Missing	System	2	2,3		
Total		86	100,0		



Q11 Help

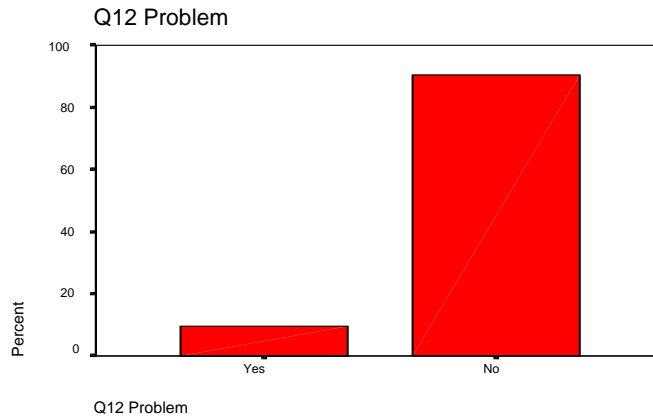


Concerning Q11, 96,4% of the participants that answered the question (84) said that the experience with the team of people provided to guide them during the conference in case of some practical questions was very satisfactory or satisfactory. Only 1,2% answered that it was not satisfactory.

Q12: Did you encounter any major problems during the conference? If yes, please provide details in the comment box bellow.

- Yes
- No

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	9,3	9,4	9,4
	No	77	89,5	90,6	100,0
	Total	85	98,8	100,0	
Missing	System	1	1,2		
Total		86	100,0		



90,6% of the respondents said that they did not encounter any major problem during the conference. 9,4% said that they did.

III. LOOKING AT THE FUTURE

Q13: In your opinion, is there a need for organising more then one conference bi-annually?

- The conference should be organised more then once per year
- The conference should be organised at least once per year
- Organising the conference bi-annually meets the needs of the participants
- There is no need of organising conferences of this type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More then once per year	1	1,2	1,2	1,2
	At least one per year	35	40,7	43,2	44,4
	Bi-annual meetings	44	51,2	54,3	98,8
	No need of organizing such	1	1,2	1,2	100,0



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	conferences				
	Total	81	94,2	100,0	
Missing	System	5	5,8		
Total		86	100,0		

More than 50% of the 81 respondents believe that organising conferences of this type bi-annually would meet the needs of the participants and more than 40% said that the conference should be held at least once per year. Only one participant (1,2%) said that there is no need of organizing conferences of this type.