

SURVEY OF CONFERENCE SERVICES
Results --- 2009

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1. PURPOSE

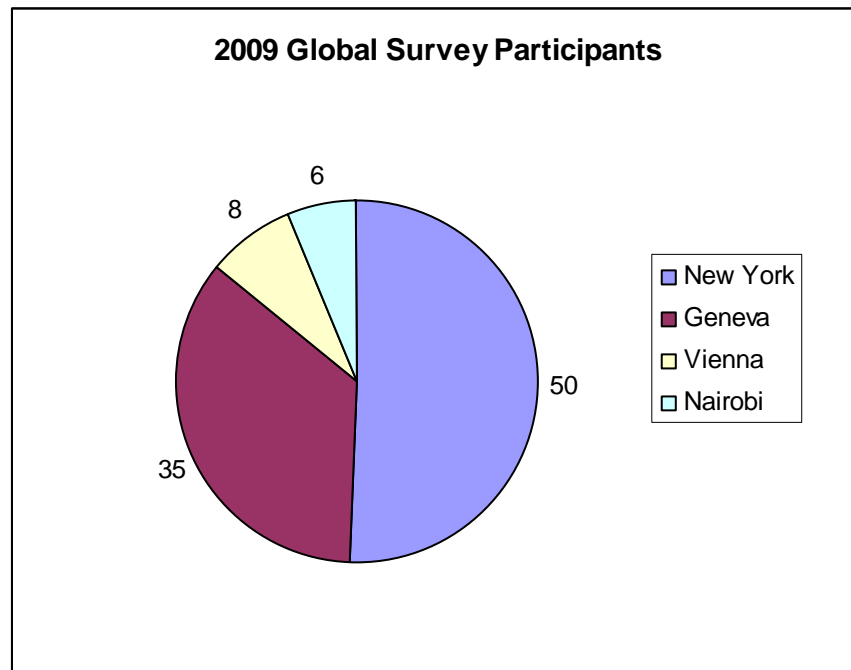
The Survey of Conference Services, originally introduced in 2004 and held annually thereafter, was conducted once again in 2009 to measure the quality of ongoing services provided by the Department for General Assembly and Conference Management (DGACM).

2. BACKGROUND

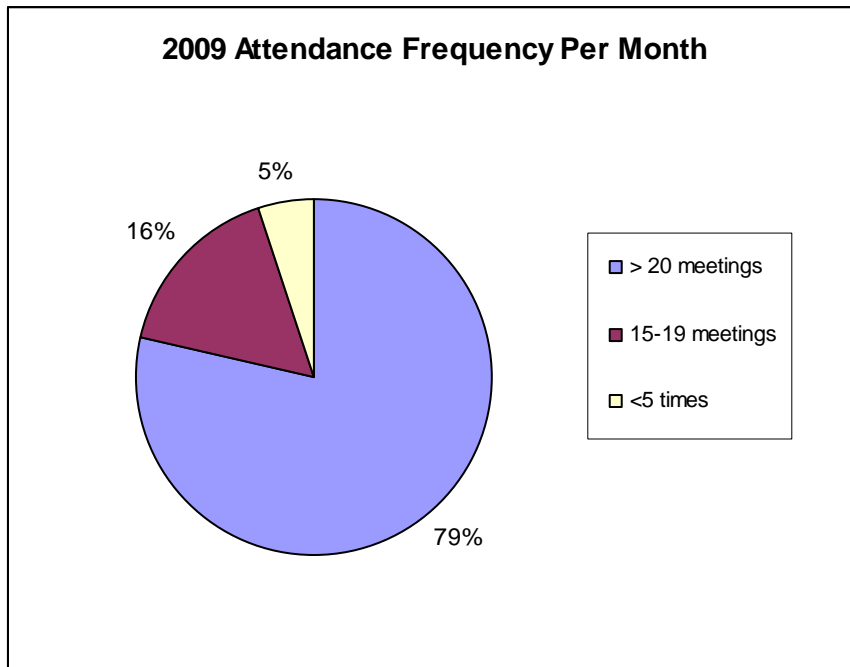
- Previously, the survey was provided by DGACM and administered by the four major duty stations separately and distributed with varying questions. In late 2009, survey questions were collected from each of the individual surveys and redesigned into one consolidated electronic survey (global e-Survey) for simultaneous distribution with respect to global integration and a 'greener UN'. The redesigned questions were aligned with the performance indicators specified in the Department's strategic framework for the period of 2010-2011 [A/63/6 (Prog.1) of 25 February 2008].
- The global e-Survey was made available for participation from 02 November through 8 November 2009 initially with an extension through 15 November 2009.
- The global e-Survey was promoted and distributed to delegations of Member States and Observers (a total of 194) in all four duty stations through email with the link to the survey. As announced in the note verbal by the Under-Secretary-General of DGACM and in the *Journal of the United Nations*, the survey was made available on the Department website, General Assembly website, the Main Committees websites, the Committees QuickPlace (where applicable), *deleGATE* (the iSeek page for Member States) and eMeets.
- The global e-Survey is to be circulated twice a year in the future, running for seven days each time.
- Data from the electronic survey are collected by a centralized database developed by ICTS and further defined and enhanced by MERS. The database categorizes responses by duty station, question, response rate, rating scale. Data analysis and management responsibilities are held by MERS.
- The global e-Survey consists of six parts, relating to the quality of services provided by the Department for General Assembly and Conference Management (DGACM), with the exception of the quality of sound equipment and the search function of the ODS. The technical servicing of inter-governmental bodies and Information Resources Centre are provided for feedback from New York participants only.
- Besides the rating of services currently provided, the global e-Survey also sought to elicit feedback on improving the quality of the services.

3. RESPONSE RATE

- 192 member states plus two observers were eligible to participate in the global e-Survey in all four duty stations.
- **101** responses were received, of which **99** were considered valid. Two responses were dismissed due to the fact that they were not from legitimate participants. One response from New York was missing the country name.
- Only 63 member states and observers responded to the global e-Survey. Annex A provides a detailed breakdown of responses by countries for each duty station. The low response rate may in part be due to the new electronic version as opposed to written surveys distributed during meetings. The top three member states with the highest number of responses are United States (7), Germany (5) and Chile (5), followed by United Kingdom (4) and Mexico (4).
- The breakdown of the 99 responses received by duty station is as follows:



79% (78 out of 99) of the respondents attended more than 20 meetings and conferences per month.

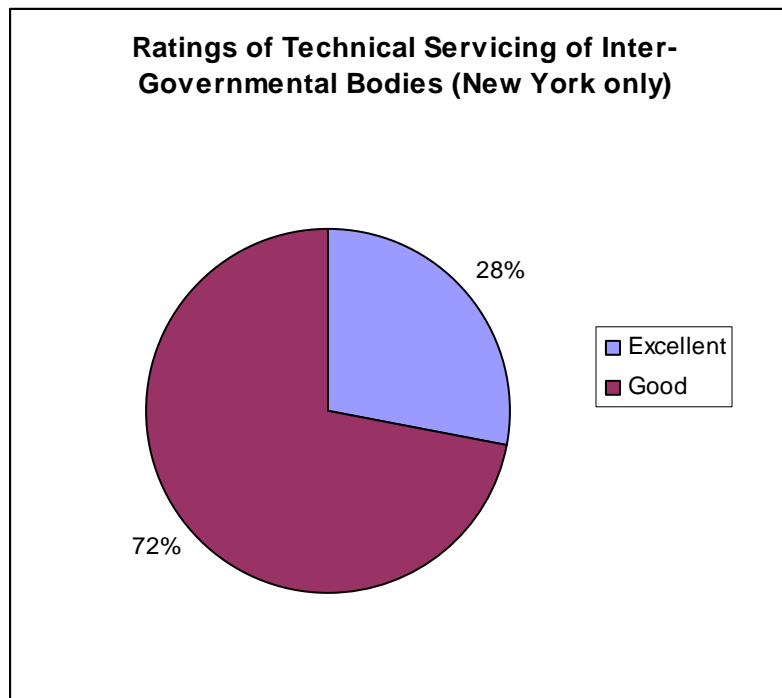


NOTE: Respondents did not always provide answers to each question outlined in the survey. The figures in this document represent the total number of responses received for each question in the survey.

N/A= non-applicable or no answer indicated

4. SURVEY RESULTS – Technical servicing of inter-governmental bodies
[New York only]

This portion of the survey was addressed to delegations based in New York only. The technical servicing of inter-governmental bodies refers to the planning, organizing and servicing by the substantive Secretariat and obtained positive ratings of “excellent” (13) and “good” (34).



This positive perception is without regard to the comments and complaints listed below:

- Minimal support/service was rendered.
- Incorrect version of resolutions circulated at the First Committee.
- Unavailability of documents in certain languages.
- Delayed provision of interpretation service.
- Provide interpretation services after [meetings] and for special events.
- Malfunctioning of technical equipment. For example, equipment powered on only after meeting started.

5. SURVEY RESULTS – Meetings and Documents

a. Quality of service provided by conference officers in conference rooms and document counters

Globally, the majority of respondents rated both the conference room officers and document clerks as “good”.

Table 1. Response ratings for conference services of four major duty stations.

	New York	Geneva	Vienna	Nairobi
CONFERENCE OFFICER				
Responsiveness				
Excellent	23	13	5	0
Good	25	21	3	5
Poor	0	0	0	1
Answering questions				
Excellent	13	5	2	0
Good	32	24	6	5
Poor	3	2	0	1
Knowledge of documentation				
Excellent	13	6	2	0
Good	33	23	6	5
Poor	2	1	0	0
Courtesy				
Excellent	22	16	5	1
Good	24	14	3	5
Poor	1	2	0	0
DOCUMENT COUNTER				
Responsiveness				
Excellent	20	6	4	0
Good	25	26	4	5
Poor	2	2	0	0
Answering questions				
Excellent	15	3	3	0
Good	29	26	5	3
Poor	3	0	0	2
Knowledge of documentation				
Excellent	14	5	3	0
Good	29	24	5	3
Poor	3	1	0	2
Courtesy				
Excellent	17	10	3	0
Good	28	21	5	5
Poor	2	1	0	0

Twenty written comments and complaints were received, 15 of which were negative. Six were complaints about discourtesy of staff; three were about their lack of knowledge of the contents of documents; three concerned inefficient working procedures; and three were related to the unavailability of documents.

b. Accuracy of information

Regarding the accuracy of information in the conference calendars (both global and local), electronic meeting boards, and the *Journal of the United Nations*, an overall “good” rating was received across the duty stations. However, this section of the global e-Survey featured high number of “not applicable” responses, possibly reflecting the low utilization of these information resources.

Table 2. Accuracy of Calendars Across the Four Major Duty Stations.

	New York	Geneva	Vienna	Nairobi
Calendar of conferences	Excellent: 15 Good: 26 Poor: 2 N/A: 7	Excellent: 5 Good: 21 Poor: 4 N/A: 5	Excellent: 1 Good: 5 Poor: 0 N/A: 2	Excellent: 1 Good: 3 Poor: 0 N/A: 2
NY calendar	Excellent: 14 Good: 30 Poor: 2 N/A: 4	Excellent: 3 Good: 4 Poor: 0 N/A: 28	Excellent: 0 Good: 0 Poor: 0 N/A: 8	Excellent: 0 Good: 0 Poor: 0 N/A: 6
Geneva calendar	Excellent: 3 Good: 7 Poor: 0 N/A: 40	Excellent: 6 Good: 21 Poor: 6 N/A: 2	Excellent: 0 Good: 0 Poor: 0 N/A: 8	Excellent: 0 Good: 0 Poor: 0 N/A: 6
Vienna calendar	Excellent: 1 Good: 5 Poor: 0 N/A: 44	Excellent: 0 Good: 3 Poor: 0 N/A: 32	Excellent: 2 Good: 5 Poor: 1 N/A: 0	Excellent: 0 Good: 0 Poor: 0 N/A: 6
Nairobi calendar	Excellent: 1 Good: 6 Poor: 0 N/A: 43	Excellent: 0 Good: 2 Poor: 0 N/A: 33	Excellent: 0 Good: 0 Poor: 0 N/A: 8	Excellent: 1 Good: 4 Poor: 0 N/A: 1
Electronic boards	Excellent: 15 Good: 25 Poor: 2 N/A: 8	Excellent: 7 Good: 18 Poor: 2 N/A: 8	Excellent: 1 Good: 5 Poor: 0 N/A: 2	Excellent: 2 Good: 3 Poor: 0 N/A: 1
<i>Journal of the United Nations</i>	Excellent: 20 Good: 25 Poor: 2 N/A: 3	Excellent: 2 Good: 10 Poor: 0 N/A: 23	Excellent: 0 Good: 2 Poor: 0 N/A: 6	Excellent: 0 Good: 2 Poor: 0 N/A: 4

Table 2.1. Global Total of Accuracy of Calendars

	Global
Calendar of conferences	Excellent: 22 Good: 55 Poor: 6 N/A: 16
NY calendar	Excellent: 17 Good: 34 Poor: 2 N/A: 46
Geneva calendar	Excellent: 9 Good: 28 Poor: 6 N/A: 56
Vienna calendar	Excellent: 3 Good: 13 Poor: 1 N/A: 82
Nairobi calendar	Excellent: 2 Good: 12 Poor: 0 N/A: 85
Electronic boards	Excellent: 25 Good: 51 Poor: 4 N/A: 19
<i>Journal of the United Nations</i>	Excellent: 22 Good: 39 Poor: 2 N/A: 36

- *Calendars*. Seven complaints were received. Four regarding the incorrect/incomplete/out-of-date information contained in the calendars; and three about the difficulty in navigating within the calendar and/or website.

- *Electronic meeting boards*. Four comments and complaints were received. Notable submissions focused on mistakes on the electronic meeting boards in Geneva and Vienna.

- *Journal of the United Nations*. Two complaints were received regarding noticeable mistakes and the inconsistency of information between the different language versions.

c. Ease to find information

Table 3 displays the ease of use of each of the scheduling resources available. More than half of the respondents stated that the calendars were “easy” to read. The majority of respondents rated “very easy” for *Journal of the United Nations*. The electronic meeting boards also received an overall “easy” rating.

Table 3. Ease of use of calendars across the four major duty stations.

	New York	Geneva	Vienna	Nairobi
Calendar of conferences	Very Easy: 15 Easy: 28 Not Easy: 3 N/A: 4	Very Easy: 0 Easy: 21 Not Easy: 8 N/A: 6	Very Easy: 1 Easy: 4 Not Easy: 1 N/A: 2	Very Easy: 1 Easy: 1 Not Easy: 2 N/A: 2
NY calendar	Very Easy: 16 Easy: 29 Not Easy: 2 N/A: 3	Very Easy: 1 Easy :5 Not Easy: 1 N/A: 28	Very Easy: 0 Easy: 0 Not Easy: 0 N/A: 8	Very Easy: 0 Easy: 1 Not Easy: 0 N/A: 5
Geneva calendar	Very Easy: 2 Easy: 6 Not Easy: 1 N/A: 41	Very Easy: 0 Easy: 24 Not Easy: 9 N/A: 2	Very Easy: 0 Easy: 0 Not Easy: 0 N/A: 8	Very Easy: 0 Easy: 1 Not Easy: 0 N/A: 5
Vienna calendar	Very Easy: 2 Easy: 5 Not Easy: 1 N/A: 42	Very Easy: 0 Easy: 2 Not Easy: 0 N/A: 33	Very Easy: 2 Easy: 4 Not Easy: 1 N/A: 1	Very Easy: 0 Easy: 1 Not Easy: 0 N/A: 5
Nairobi calendar	Very Easy: 1 Easy: 6 Not Easy: 0 N/A: 43	Very Easy: 0 Easy:1 Not Easy: 0 N/A: 34	Very Easy: 0 Easy: 0 Not Easy: 0 N/A: 8	Very Easy: 0 Easy: 4 Not Easy: 1 N/A: 1
Electronic boards	Very Easy: 20 Easy: 19 Not Easy: 2 N/A: 9	Very Easy: 6 Easy: 13 Not Easy: 2 N/A: 14	Very Easy: 2 Easy: 2 Not Easy: 1 N/A: 3	Very Easy:1 Easy: 4 Not Easy: 0 N/A: 1
<i>Journal of the United Nations</i>	Very Easy: 23 Easy: 18 Not Easy: 3 N/A: 6	Very Easy: 1 Easy: 6 Not Easy: 1 N/A: 27	Very Easy: 0 Easy: 0 Not Easy: 0 N/A: 8	Very Easy: 0 Easy: 3 Not Easy: 0 N/A: 3

Table 3.1. Global Total Ease of use of calendars

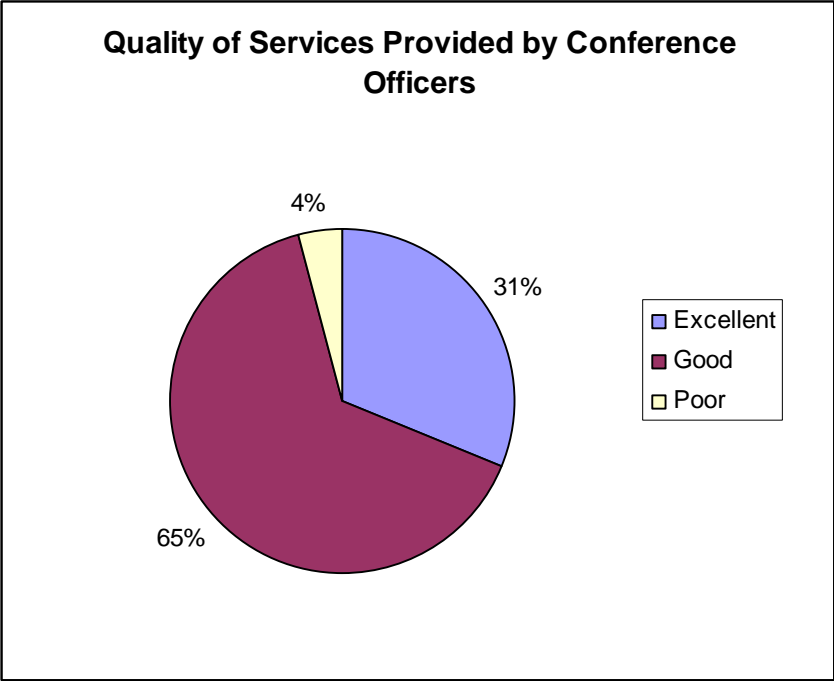
	Global
Calendar of conferences	Very Easy: 17 Easy: 54 Not Easy: 14 N/A: 14
NY calendar	Very Easy: 17 Easy: 34 Not Easy: 3 N/A: 44
Geneva calendar	Very Easy: 2 Easy: 31 Not Easy: 10 N/A: 56
Vienna calendar	Very Easy: 4 Easy: 12 Not Easy: 2 N/A: 81
Nairobi calendar	Very Easy: 1 Easy: 11 Not Easy: 1 N/A: 86
Electronic boards	Very Easy: 29 Easy: 38 Not Easy: 5 N/A: 27
<i>Journal of the United Nations</i>	Very Easy: 24 Easy: 27 Not Easy: 4 N/A: 44

-*Calendars.* A total of twelve comments and complaints were received regarding the ease to find information in both global calendar and local calendars, mainly about the difficulty of navigation, delayed updating and user-unfriendliness.

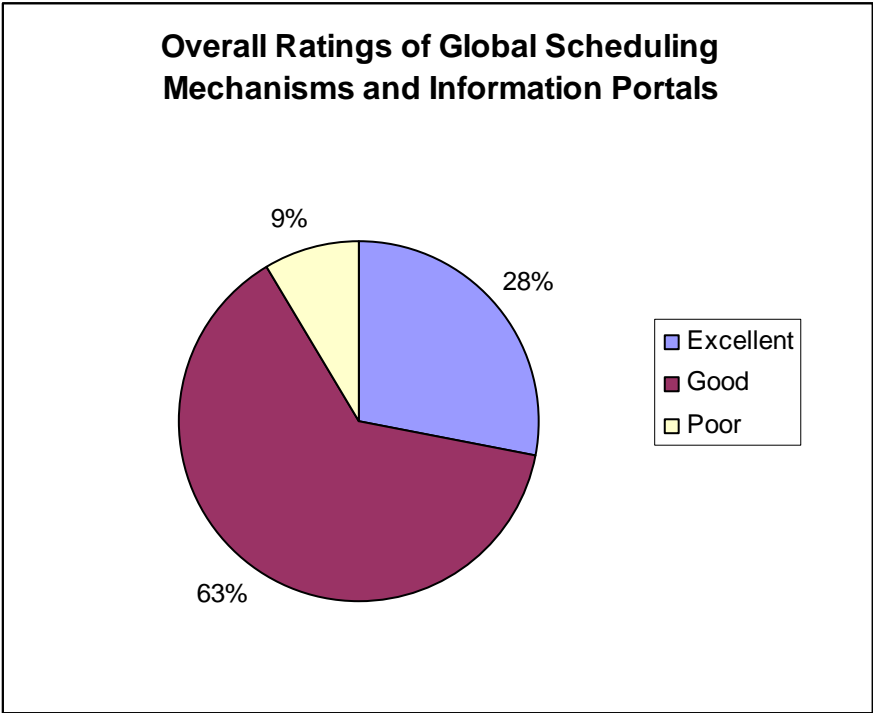
-*Electronic meeting boards.* Respondents were more apt to offer suggestions on the electronic boards; namely, an addition of a French version of the posted schedules and special speakers listed by respective meeting, faster scrolling speed, and the availability of screens in more locations.

-*Journal of the United Nations.* One respondent suggested the *Journal* be divided not by bodies and issues but by both bodies and their issues and vice versa. Two respondents commented on the lack of timely availability of *Journal*.

It was also suggested that there should be a *Journal* in Geneva.



Globally, the Conference Officers obtained a “good” reception from respondents. The chart above reflects averages of Conference Officers located in both conference rooms and document counters. Measurements also include ratings of staff’s responsiveness, ability to address concerns, knowledge of meeting documents, and overall courtesy and professionalism.



Finally, the Global Scheduling Mechanisms and Information Portals obtained a “good” rating. The chart above reflects averages of calendars of conferences per duty station, electronic meeting boards, and the *Journal*. These figures include average ratings of accuracy and user friendliness.

6. SURVEY RESULTS – Translation

a. Linguistic quality of documents

English received the highest number of responses, featured by 29 “excellent” ratings and 26 “good”. The second language with the most populated responses, Spanish, received 13 “good” ratings, three “excellent” and two “poor”. French, with the third most populous responses, received eight “good” ratings, two “excellent” and one “poor”.

Table 4. Linguistic Quality of translated documents by language.

	New York	Geneva	Vienna	Nairobi
Arabic	Excellent: 0	Excellent: 1	Excellent: 0	Excellent: 0
	Good: 2	Good: 2	Good: 0	Good: 0
	Poor: 0	Poor: 0	Poor: 1	Poor: 0
Chinese	Excellent: 1	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 0	Good: 0	Good: 0	Good: 0
	Poor: 0	Poor: 0	Poor: 0	Poor: 0
English	Excellent: 17	Excellent: 8	Excellent: 2	Excellent: 2
	Good: 11	Good: 12	Good: 1	Good: 2
	Poor: 0	Poor: 0	Poor: 0	Poor: 0
French	Excellent: 2	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 5	Good: 2	Good: 1	Good: 0
	Poor: 1	Poor: 0	Poor: 0	Poor: 0
Russian	Excellent: 1	Excellent: 1	Excellent: 0	Excellent: 0
	Good: 1	Good: 0	Good: 0	Good: 0
	Poor: 1	Poor: 0	Poor: 0	Poor: 0
Spanish	Excellent: 3	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 3	Good: 6	Good: 2	Good: 2
	Poor: 1	Poor: 0	Poor: 1	Poor: 0
German	Excellent: 1	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 0	Good: 1	Good: 0	Good: 0
	Poor: 0	Poor: 0	Poor: 0	Poor: 0

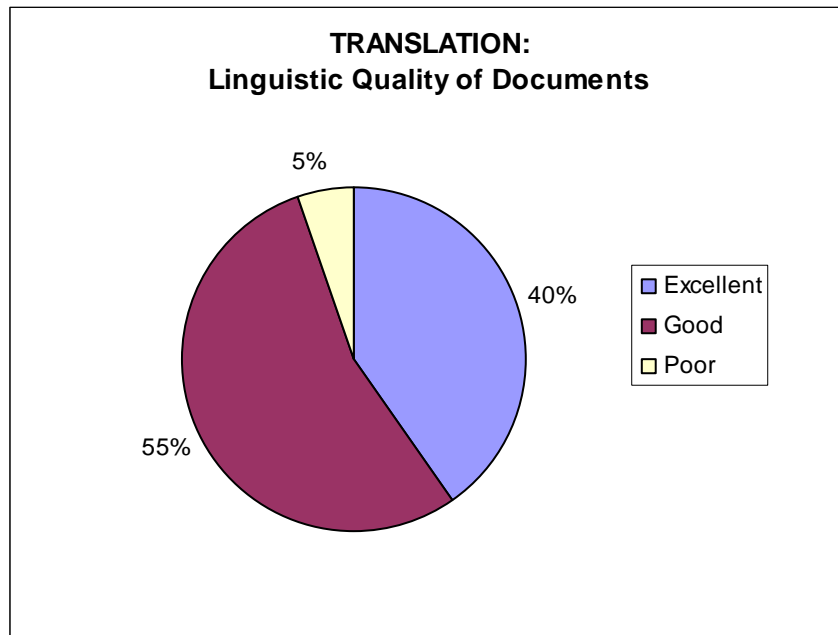
Table 4.1. Global Ratings of Linguistic Quality of Translated Documents

	Arabic	Chinese	English	French	Russian	Spanish	German
Excellent	1	1	29	2	2	3	1
Good	4	0	26	8	1	13	1
Poor	1	0	0	1	1	2	0
N/A	93	98	44	88	95	81	97

Despite an overall “good” perception, it should be noticed that Spanish translation received four complaints regarding critical mistakes and poor linguistic quality.

Some complaints and comments issued were not entirely related to the linguistic quality of documents, such as the late issuance of documents and unavailability of documents in Arabic.

Globally, the Translation Service obtained a “good” reception from respondents. The chart below reflects averages of the linguistic quality of documents for all six languages as well as the German Translation Services.



7. SURVEY RESULTS – Interpretation

a. Linguistic quality of interpretation.

Overall, the English Interpretation Units received the highest number of responses, attributed by 23 “excellent” ratings, 29 “good” and one “poor”. Spanish, with the second most populated responses attained four “excellent” ratings, 14 “good”, and two “poor” French, the language with the third most acquired responses, received two “excellent” ratings, eleven “good” and one “poor”.

Five complaints were issued to Spanish interpretation, three to Arabic, and one to English. Many of the complaints submitted concerned the inconsistency of vocabulary, errors, incomplete interpretation and incomprehensiveness of speech.

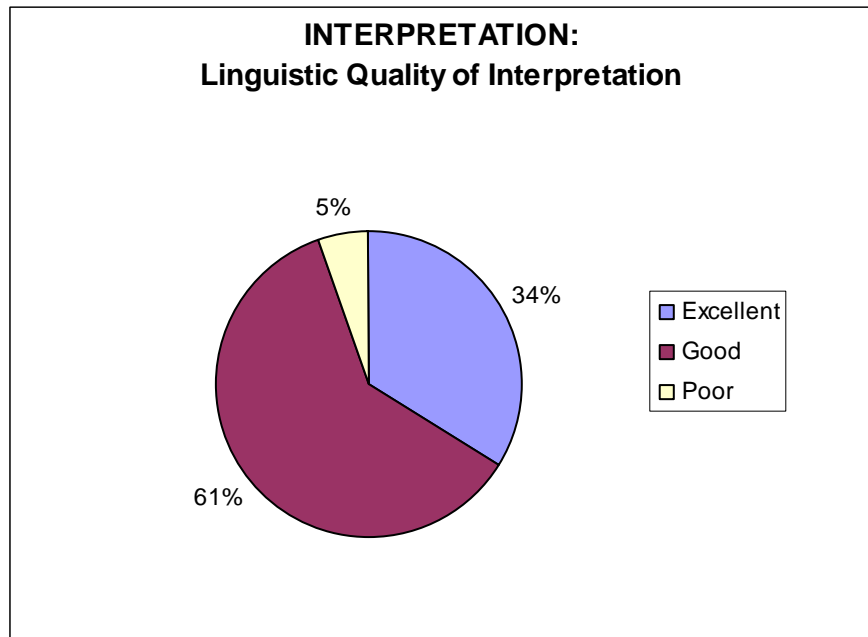
Table 5. Linguistic Quality of interpretation by language.

	New York	Geneva	Vienna	Nairobi
Arabic	Excellent: 0	Excellent: 2	Excellent: 0	Excellent: 0
	Good: 2	Good: 1	Good: 1	Good: 0
	Poor: 0	Poor: 0	Poor: 1	Poor: 0
Chinese	Excellent: 1	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 0	Good: 0	Good: 0	Good: 0
	Poor: 0	Poor: 0	Poor: 0	Poor: 0
English	Excellent: 12	Excellent: 7	Excellent: 2	Excellent: 2
	Good: 14	Good: 14	Good: 0	Good: 1
	Poor: 0	Poor: 0	Poor: 0	Poor: 1
French	Excellent: 2	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 7	Good: 3	Good: 1	Good: 0
	Poor: 1	Poor: 0	Poor: 0	Poor: 0
Russian	Excellent: 1	Excellent: 0	Excellent: 0	Excellent: 0
	Good: 0	Good: 1	Good: 0	Good: 0
	Poor: 0	Poor: 0	Poor: 0	Poor: 0
Spanish	Excellent: 3	Excellent: 1	Excellent: 0	Excellent: 0
	Good: 5	Good: 6	Good: 1	Good: 1
	Poor: 0	Poor: 0	Poor: 2	Poor: 1

Table 5.1. Global Ratings of Linguistic Quality of Interpretation

	Arabic	Chinese	English	French	Russian	Spanish	German
Excellent	2	1	23	2	1	4	0
Good	4	0	29	11	1	13	0
Poor	1	0	1	1	0	3	0
N/A	92	98	46	85	97	79	99

The global reception of the linguistic quality of the Interpretation Service holds an overall rating of “good”.



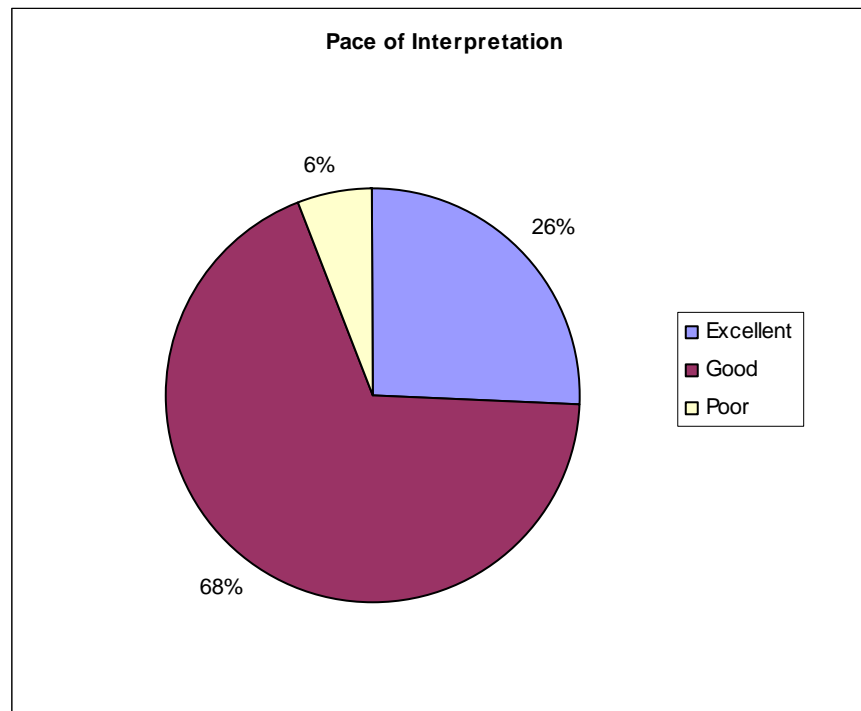
b. Pace of interpretation

The majority of ratings were “good” (48), followed by “excellent” (18), and “poor” (4). Two complaints were received, both concerning Spanish interpretation, on the lagging pace and misinterpretation of the original speech.

Table 6. Pace of interpretation

	New York	Geneva	Vienna	Nairobi
Pace of Interpretation	Excellent: 9	Excellent: 6	Excellent: 2	Excellent: 1
	Good: 25	Good: 17	Good: 4	Good: 2
	Poor: 3	Poor: 0	Poor: 1	Poor: 0
	N/A: 13	N/A: 12	N/A: 1	N/A: 3

On a global level, the pace of interpretation obtained a “good” rating.



c. Sound system

The sound systems are maintained by the Facilities Management Service, unrelated to the quality of services provided by DGACM.

The quality of sound was granted six “excellent” ratings, 52 “good”, and 18 “poor”. Although the table below shows a majority of acceptable ratings globally, it should be noticed that the technical difficulties/malfunctions of headsets generated 18 written comments and complaints.

Table 7. Quality of sound systems

	New York	Geneva	Vienna	Nairobi
Quality of sound system	Excellent: 1	Excellent: 3	Excellent: 1	Excellent: 1
	Good: 28	Good: 18	Good: 4	Good: 2
	Poor: 11	Poor: 5	Poor: 2	Poor: 0
	N/A: 10	N/A: 9	N/A: 1	N/A: 3

8. SURVEY RESULTS – Official Document System (ODS)

a. Frequency of use

The survey results revealed that a majority of respondents from the duty stations used the ODS on an “occasional” basis (29) with “daily use” as a close second (28).

Table 8. ODS – Frequency of use across duty stations

	Number of respondents
Daily	28
Twice a week	19
Once a month	10
Occasionally	29
Never	10
N/A	3

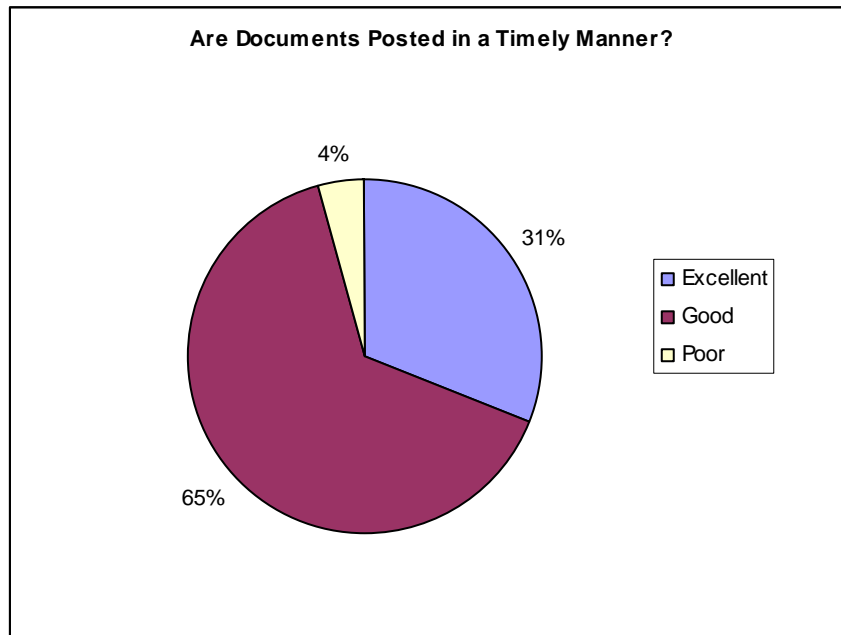
b. Timely posting of documents on the ODS

Thirty-five respondents rated that documents were posted in a timely manner on the ODS system, 17 respondents did not agree, and 34 respondents were not sure of the timeliness.

Table 9. ODS – timely posting of documents on the ODS

	New York	Geneva	Vienna	Nairobi
Timely posting of documents on ODS	Yes: 24	Yes: 7	Yes: 3	Yes: 1
	No: 10	No: 5	No: 1	No: 1
	Don't know: 13	Don't know: 17	Don't know: 3	Don't know: 1
	N/A: 3	N/A: 6	N/A: 1	N/A: 3

Globally, respondents have observed that documents are posted in a sufficient timeframe according to their needs.



c. Ease to find documents on the ODS

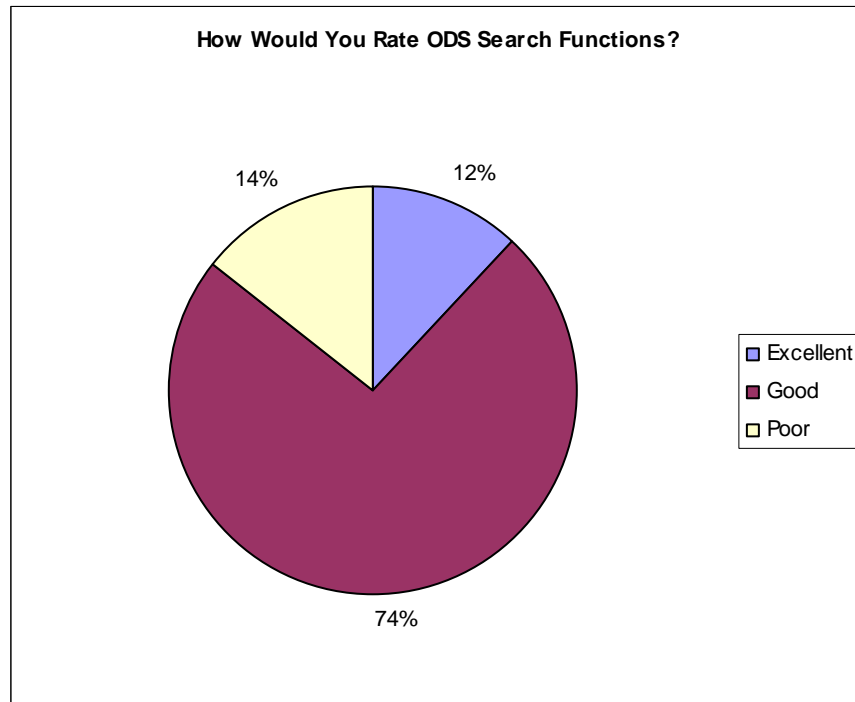
Globally, with over 50% in agreement, the database is satisfactory in the amount of time and effort necessary to utilize the system.

Table 10. ODS – ease to find documents on the ODS

	Number of respondents
Very Easy	7
Easy	51
Not Easy	21
N/A	20

d. ODS search function

The majority of respondents (61) found that the ODS has a “good” search function. Twelve respondents considered its search function “poor”, ten rated it “excellent”.



Sixty-two respondents were not interested in receiving more information on the ODS and its functions, 37 respondents requested information.

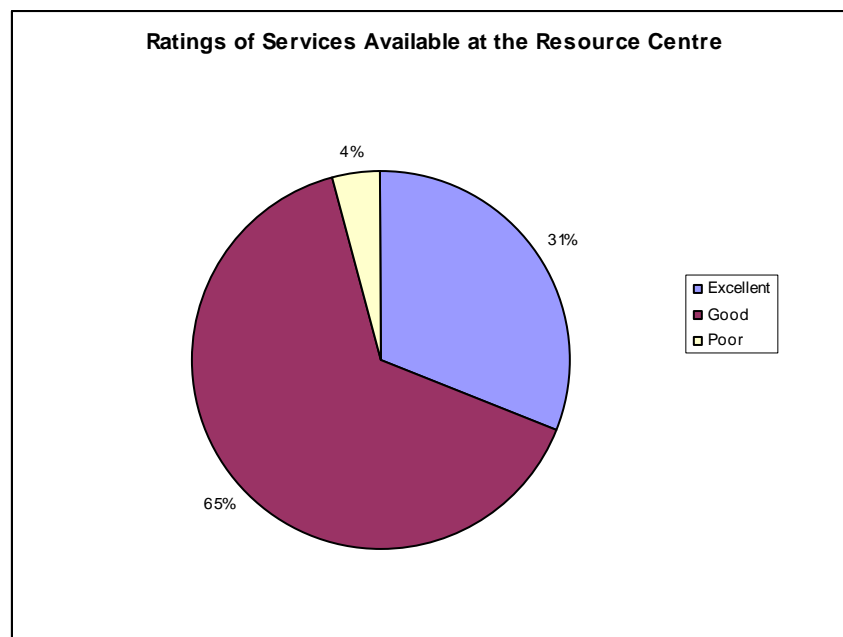
Nineteen written comments or complaints were received on the ease to find documents on the ODS and its search functions, mainly in the following areas:

- The documents are not available on the ODS in a timely manner.
- The search functions are not strong enough, particularly when performing title or subject search (without symbols).
- The system is often slow and/or unresponsive.
- Better organization of data in the system is needed.
- Interface not self-explanatory to allow full utilization of the functions.
- The ODS should offer more options to display search results (for example: sort documents by date in ascending or descending order).

9. SURVEY RESULTS – Information and Information Technology Resource Centre [New York only]

A new addition to the survey was to collect users' opinions on the Information Technology Resource Centre. Currently the Centre is only available in New York. Twenty-two responded as having used the Centre, 25 had not used the Centre.

The chart below displays ratings of services available at the Centre. There is a small discrepancy in the numbers with regards to the respondents who rated the services (24) and those who have actually utilized the Centre's resources (22). Thirteen respondents rated "excellent", nine rated "good", and two rated "poor".



It is of interest to state that 19 New York respondents requested more information regarding the resources available at the Centre and 3 respondents from other duty stations also shared the interest.

Overall, three positive comments on the Resource Centre were provided. One request was the addition of computers and printers. The other comments promoted the need for more information/training offered by the Resource Centre.

10. OVERALL

Overall, respondents rated DGACM services positively with a majority of “good” ratings globally.

The questions that elicited the most responses globally were related to the sound systems provided in conference rooms (i.e., malfunctions, unavailability, advanced options for customizing listening, etc.) and the ODS (i.e., timeliness of documents posted on the ODS and its search functions). The following, in order of populated responses, were also areas for improvement:

- linguistic quality and consistency of translated documents;
- linguistic quality and consistency of interpretation;
- accuracy of information in calendar;
- courtesy of and quality of support services elicited from conference room officers and document clerks.

11. ANNEX A: Breakdown of responses by countries and duty stations

	New York	Geneva	Vienna	Nairobi	All
Afghanistan	1	0	0	0	1
Albania	1	0	0	0	1
Argentina	1	0	0	0	1
Armenia	1	0	0	0	1
Austria	0	0	0	1	1
Belarus	1	1	0	0	2
Benin	1	0	0	0	1
Brunei	1	0	0	0	1
Chile	1	3	0	1	5
China	1	0	0	0	1
Congo (DR)	2	0	0	0	2
Croatia	1	0	0	0	1
Denmark	1	0	0	0	1
Ecuador	1	0	0	0	1
Egypt	0	0	1	0	1
Estonia	0	1	0	0	1
Finland	0	1	0	1	2
France	1	0	1	0	2
Germany	1	2	1	1	5
Grenada	1	0	0	0	1
Guatemala	1	2	0	0	3
Hungary	1	0	0	0	1
Iceland	1	0	0	0	1
Indonesia	0	1	0	0	1
Ireland	0	0	1	0	1
Israel	0	1	0	0	1

	New York	Geneva	Vienna	Nairobi	All
Jamaica	1	0	0	0	1
Japan	1	0	0	1	2
Kazakhstan	1	0	0	0	1
Korea	0	1	0	0	1
Kuwait	1	0	0	0	1
Laos	1	0	0	0	1
Lebanon	0	1	0	0	1
Lesotho	1	0	0	0	1
Liechtenstein	2	0	0	0	2
Lithuania	0	1	0	0	1
Madagascar	1	0	0	0	1
Malawi	1	0	0	0	1
Mexico	0	1	3	0	4
Monaco	0	1	0	0	1
Mozambique	0	1	0	0	1
Netherlands	1	0	0	0	1
Oman	0	1	0	0	1
Palestine	0	0	1	0	1
Peru	2	1	0	0	3
Portugal	1	0	0	0	1
Russia	0	1	0	0	1
Rwanda	1	0	0	0	1
Saudi Arabia	1	0	0	0	1
Serbia	0	2	0	0	2
Sierra Leone	1	0	0	0	1
Spain	0	0	0	1	1
Swaziland	1	0	0	0	1
Sweden	3	0	0	0	3
Switzerland	1	0	0	0	1
Tanzania	1	0	0	0	1
Thad	1	0	0	0	1
Turkey	2	1	0	0	3
Uganda	0	1	0	0	1
United Kingdom	2	2	0	0	4
United States	0	7	0	0	7
Venezuela	1	0	0	0	1
Yemen	0	1	0	0	1
Unspecified	1	0	0	0	1
Total:	50	35	8	6	99