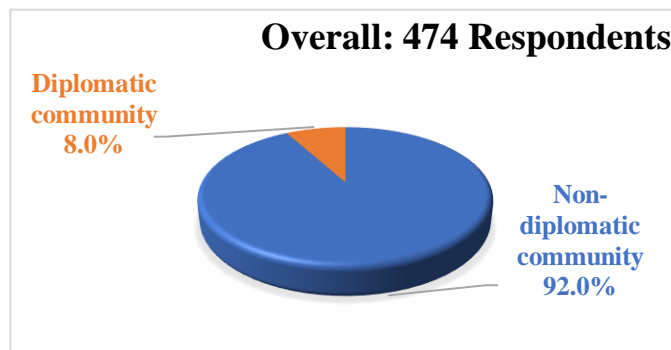


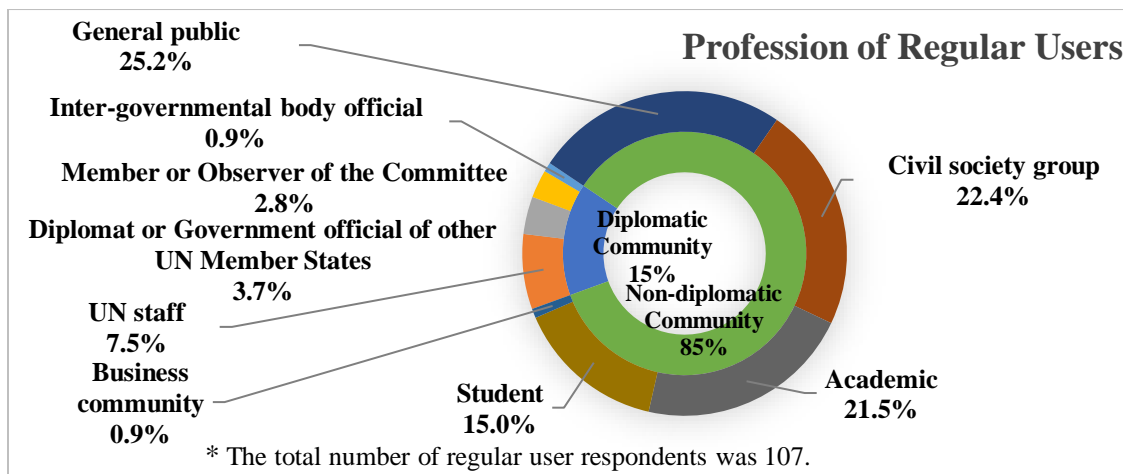


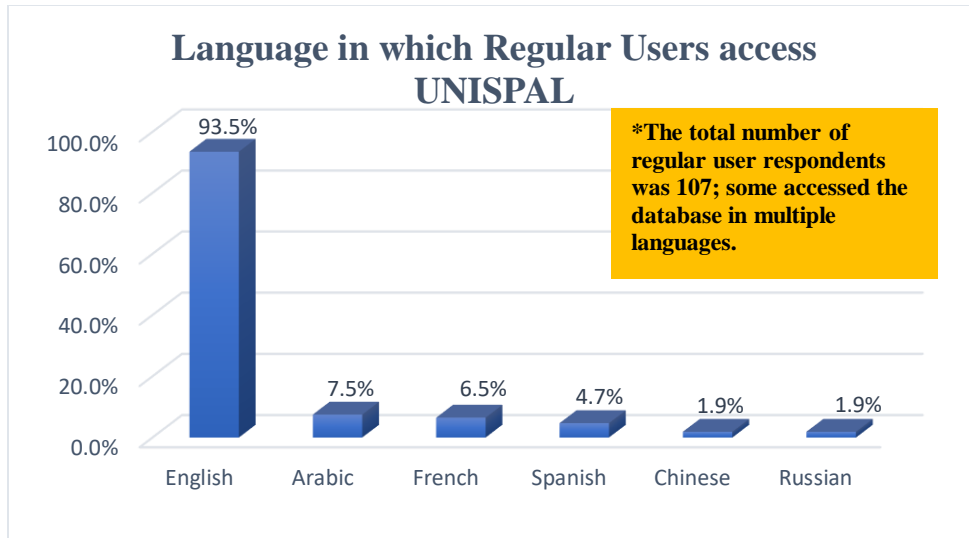
Survey Result for UNISPAL database Summary

1. From 13 December 2019 to 31 January 2020, the Division for Palestinian Rights in the Department of Political and Peacebuilding Affairs conducted an online user survey for the United Nations Information System on the Question of Palestine (UNISPAL) www.un.org/unispal. The purpose of the survey was to identify the profile of regular users of the database and to collect feedback.
2. The Division received 474 responses from some 35 countries from across the globe; 50% of users came from the English-speaking world. Among all respondents, 8% were from the diplomatic community and 92% were non-diplomats. A majority of respondents (77.4%) identified themselves as occasional users, while 22.6% as regular users.

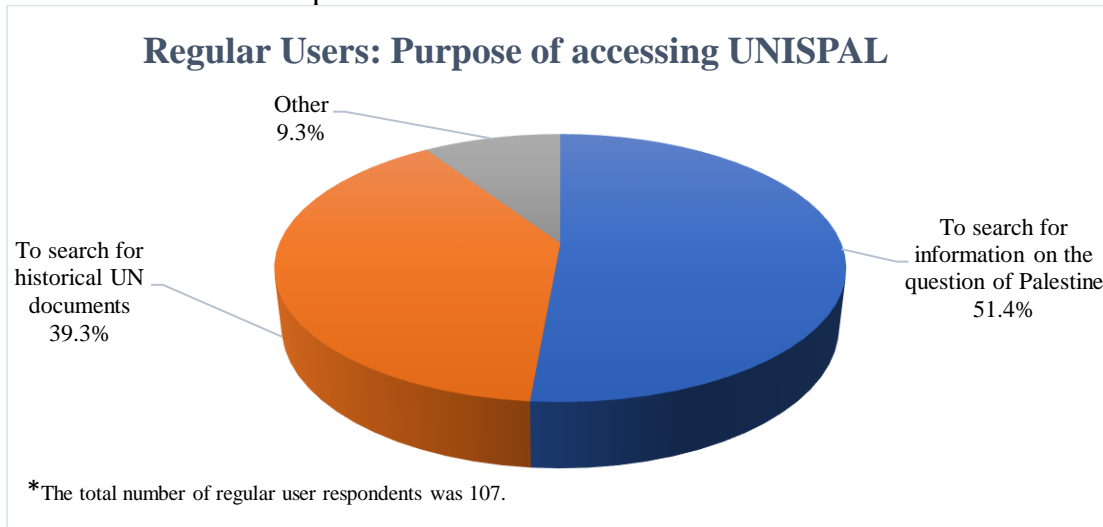


3. According to the survey, **regular** website users were mainly not from the diplomatic community (85%); and they accessed the UNISPAL database predominantly in English but also in other UN official languages.

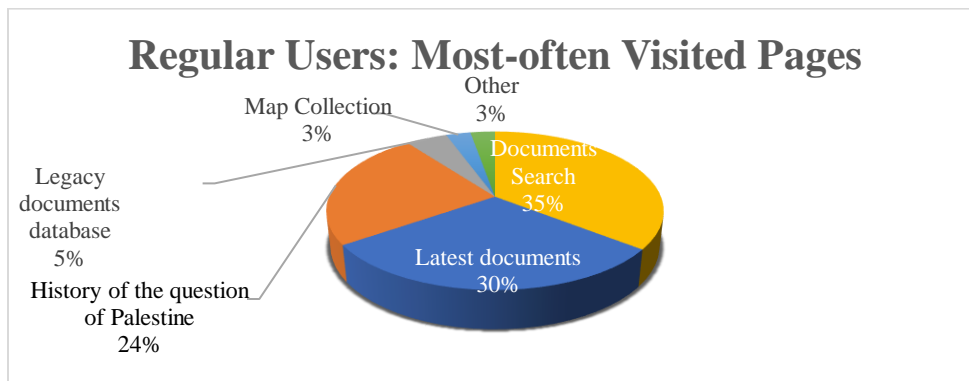


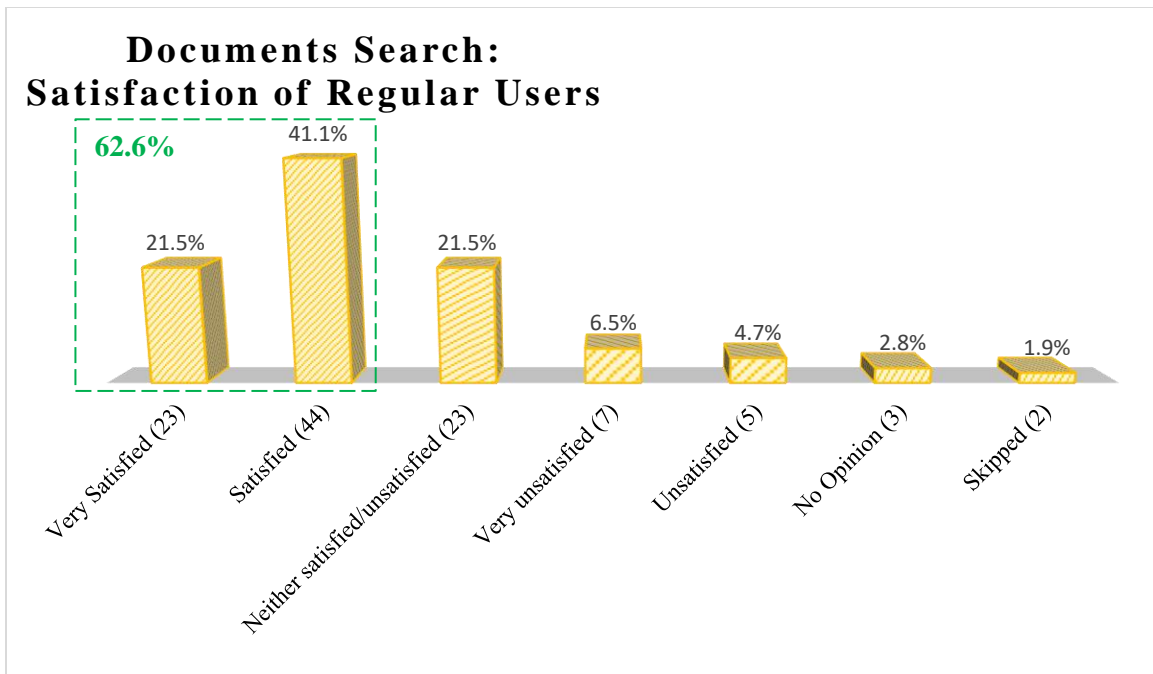


4. The survey showed that more than half of regular users (51.4%) access the database searching for up-to-date information on the question of Palestine. 39.3% access the database to search for historical UN documents on the question of Palestine.



5. The three most visited sections of the UNISPAL database by regular users were the “Documents Search” page, the “Latest Documents” section and the “History of the Question of Palestine.”





6. The survey results showed that most regular users (55.3%) expressed satisfaction with the “Document Search” page but opinions were more divided regarding other pages and sections. On the “Latest Documents” section, 35.5% responded that they were either very satisfied or satisfied with the section. Only 6.5% of regular users were very dissatisfied or dissatisfied. On the “Map Collection” page, 35.5% of regular users responded that they were very satisfied or satisfied with the page. Only 5.6% were very dissatisfied or dissatisfied.

7. On the above webpages and section, regular users shared their substantive and technical suggestions on ways to improve the website. All the relevant comments from users were compiled and are under consideration by the Division of Palestinian Rights for possible implementation.

8. Regarding video and multi-media resources, 35.5% of regular users said that the database had ample or sufficient video and multi-media resources while 34.6% did not have an opinion or skipped the question.

Conclusions

9. Several preliminary recommendations could be drawn for the consideration of the DPPA Division for Palestinian Rights, which maintains the database as the Secretariat of the Committee on the Exercise of the Inalienable Rights of the Palestinian People; **i)** the UNISPAL database is accessed daily by many users across the world; **ii)** it is predominantly accessed from English-speaking countries which may reflect the fact that most of the UNISPAL documents are in English; **iii)** consequently, there is a need to increase the number of documents on offer in languages other than English to reach out to new audiences; **iv)** the database needs to be constantly upgraded; **v)** regular user surveys should be conducted in multiple languages, as user groups in different countries may have diverse needs; **vi)** more visibility to the Committee pages should help raise global awareness of the work of the Committee.