

Dear Council

The following work is the result of an exploratory and qualitative survey with the purpose of collecting opinions of those Subud members, of the Zona9, who attended the 13th World Subud Congress in Christchurch, concerning organizational and logistic issues.

This work was very time-demanding but we feel that it was a good way to obtain sincere and authentic opinions in order to elaborate an evaluation that truly represent our zone and so be useful to contribute to the decision-making process for the organization of next World Subud Congress to be held in Mexico 2014.

I would like to thanks those members from Zona9 who assisted us answering this survey and especially to Luisa Urrejola, a Subud Member from Chile and a professional anthropologist specialized in this kind of surveys, who collaborated hardly with the elaboration of this report.

Love

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1. INTRODUCTION

The first step of this work was to decide how many members invite to participate in the survey and with which profile.

We are approximately 250 members in the Zone 9, 50 attended the world congress and we tried to survey 25 of them. Members were selected randomly taking in consideration to have a representative distribution based on role, gender, age and years in Subud. We could not get a perfect distribution because not all the members invited were willing or able to answer the survey, so we tried to find other ones with a similar profile, who could help us to finally reach our objective of interviewing 25 people.

The data-collection process took approximately 40 days and we provided a web interface with a login key access to give the opportunity to the members to have enough time and find themselves the better place and moment to write their answers. No personal details information was required to enter in web site in order to keep the anonymity of the answers and so make members feel more confident and open to answer the questionnaire.

The 25 members selected were invited to answers a 11 Questions questionnaire divided in three main topics: previous congress expectation, general evaluation and future expectancies. Although the final profile distribution was not perfect, it was representative as shown in the following tables:

Distribution- members surveyed: 25

Age			Gender		
18-25	4	16%	Men	9	36%
26-30	5	20%	Women	16	64%
30-40	1	4%			
40-50	6	24%			
50-60	4	16%			
>60	5	20%			

years in Subud			Role		
0 to 5 years	3	12%	Helper	14	56%
6 to 10 years	3	12%	Member	6	24%
10 to 15 years	4	16%	wing representative	2	8%
15 to 20 years	2	8%	committee member	2	8%
20 to 30 years	6	24%			
More than 30 years	7	28%			

The final evaluation reported took in consideration only the main tendencies found along the questionnaire, which is according to the general framework for qualitative researches with an exploratory character.

2. GENERAL EVALUATION

In general, the Congress experience, as a whole, was very satisfactory and very well evaluated by everyone in this survey: the majority said that the very possibility of attending a World Subud Congress was a great opportunity and a big experience by itself, and in general everyone was satisfied with its contents: mainly seeing Ibu Rahayu and listening to her talks, doing Latihan in big and comfortable spaces with many people, having the possibility to meet brothers and sisters from all over the world, and so on.

Although the attendees considered that most of their previous expectations before attending the Congress were fully satisfied, there were some particular and improvable logistical areas mentioned by the members interviewed.

The main results surely contributed to get an idea of those improvable aspects that could make the next World Congress a most satisfactory experience –at least for these members interviewed-. To capture those aspects from the experience of the attendees was our main objective in this research.

2. EVALUATION

A. INFORMATION AND COMMUNICATION

The evaluation of the experience was not excellent in terms of communication and information.

There is a tendency to evaluate negatively the logistics used during the Congress in relation to giving information, which was evaluated as confusing and disordered. There are two things that contributed to generating this feeling of confusion: in first place the **continuous changes of schedules/rooms**, that generated a feeling of **disorganization**, and the **language barrier**, that as we will see, increases the feeling of confusion.

“The information was confusing sometimes... many last minute changes” (Helper, age 50-60, more than 30 years in Subud)

“The information was excessive and confusing, of tours, restaurants, social and kejiwaan activities that could change so there were not 100% sure. The big “detail” was that the screens with this supposed information of the activities did not work” (Member, age 18-25, 0-5 years in Subud)

“we can consider the logistic was very good, concerning the venue, registration, food, and some problems related the information and the organization of the events (chances of schedules, rooms, translations)” (Helper, age more than 60, more than 30 years in Subud)

“I think the organization was not that good because there were room or event changes at the last minute and finally you didn’t know where things were” (Member, age 18-25, 0-5 years in Subud)

“More diffusion of information about workshops, it would be interesting to count with more information so that they don’t pass unnoticed” (National Committee, age 26-30, 0-5 years in Subud)

THE LANGUAGE BARRIER: THE MOST CRITICAL POINT OF THE EVALUATION

Language might be the most critical point in the evaluation of the logistics of the Congress, not only for being a factor that sharp the feeling of confusion regarding the received information, but also for producing in many cases the feeling of inaccessibility and the possibility of having a broader participation.

“(…) I didn’t like very much the way information was handed, many times it was confusing, specially to those members that didn’t have more than one language to communicate”(Member, age 40-50, 20-30 years in Subud)

“I didn’t find the information point very accessible ” (Helper, age 40-50, 20-30 years in Subud)

“To me, language is the most important aspect, because as I don’t speak English, I didn’t understand all the meetings and I lost the chance of sharing with lots of people because of this barrier” (Helper, age more than 60, more than 30 years in Subud)

“Plenary meetings were a little exhausting and again with translations bad done” (Helper, age more than 60 , more than 30 years in Subud)

“Organization was excellent, but could have been better considering the language differences, for example the activity schedule was in English, there could have been some samples in other languages or at least a couple of posters with the information in other languages” (Helper, age 50-60, more than 30 years in Subud)

“Clear and oportune information is the best thing to know how to move around congress. Clear, visual and timely notifications (images, signs, clear charts in each language)” (Helper, age 30-40, 15-20 years in Subud)

The language barrier crossed almost all organizational aspects, which did not allow a wider participation of the members, which was increased by the **lack of access to translations and translators** in the different activities of the congress:

“It would be ideal if we could all understand, from each of our languages. Then we could participate in a better way without missing half of the contents” (Helper, age more than 60, more than 30 years in Subud)

“In the workshops, the only problem was that some did not have translators” (Member, age 18-25, 5-10 years in Subud)

“I went to Susila Dharma International meetings, but the same thing happened, when they spoke in English, they had the necessary time. When Spanish translation was required, we were asked to be brief and concrete” (Helper, age 50-60, more than 30 years in Subud)

“I believe that there was a lack of a wider conversation space due, in my point of view, to an absence of translators for the different languages, so it was observed that just those who can speak English were able to coordinate among them or be a some specific meeting. One more thing that I believe it was lack, was the participation of other countries showing their culture” (Member, age 18-25, 6-10 years in Subud)

“I think a wider space of conversation was missing, to my opinion I think it was because of the lack of translators of different languages, because you could only see english speakers agreeing to do something or attending to any specific meeting; another thing I think it was missed was the participation o other countries showing their culture” (Member, age 18-25, 6-10 years in Subud)

“Showing videos of Bapak and Ibu’s talks needs to be done with the necessary translation to other languages” (Member, age 18-25, 6-10 years in Subud)

2. LOGISTICS AND SERVICES

I. THE ORGANIZATION WAS NOT PRESENT IN TERMS OF SERVICE AND ASSISTANCE DURING THE CONGRESS

There is a generalized expectation that comes from the evaluations and that has to do with *“feeling the presence”* of the Organization during the Congress, related to a need of assistance, *“having someone to go to”* when there is any doubt, problem or need.

“At the workshop I did I asked for a technician that never arrived, the necessary materials were not at hand, there was no one in charge of making sure things worked, we had to go look for sockets, etc. An assistant that was asked for in the form didn’t arrive either, etc.”
(Helper, age 50-60, more than 30 years in Subud)

“There should be an identified doctor or medical group during the congresses. One of the members needed a doctor, and she could never find him at the Town Hall. With the given information, it took them 2 days to find a doctor. She ended up at a medical centre; all she needed was a prescription for medicine to be able to buy it there. This was a waste of time and missing activities at the congress” (Wing representative, age 40-50, 20-30 years in Subud)

“A congress where you don’t have to think about anything, that everything is done. People worried about where to stay or other problems solved at the right time” (Wing representative, age 40-50, 20-30 years in Subud)

II. THERE WAS A LATENT NEED FOR THE EXISTENCE OF A WELL TRAINED STAFF AVAILABLE TO GIVE INFORMATION

This need was detected because many congress attendants confused the figure of the volunteers with that of a information staff, evaluating them negatively as “poorly trained” in terms of giving information.

“The volunteering team was a little disorganized, there were few people giving information, and lots of people wanting to collaborate but not knowing how” (Committee Member, age 26-30, 10-15 years in Subud)

“Information gave by volunteers with no so much training about how to inform. Logistic was very good, all the things centralized with good access to the rooms. Some kind of events missed in general” (Helper, age 40-50, 20-30 years in Subud)

“The organization left to be desired as I have mentioned before. There were many volunteers, so there were few people knowing how to inform properly. At the airport, where there’s a lot of movement, there were no signs indicating where to find a shuttle to take us to the hotel. Poorly trained volunteers or with not much will to help” (Helper, Age 50-60, 20-30 years in Subud)

III. THE VOLUNTEERING TEAM WAS NOT WELL ORGANIZED ACCORDING TO VOLUNTEERS

In general, volunteering is not a well evaluated item; although the opportunity of having the experience is appreciated, it is evaluated as unorganized and not coordinated - previous agreements were not always respected, making people upset and sometimes having to accept an unexpected overload of work- and at the same time it seemed it was too much effort, leaving some feelings of having missed great part of the congress experience.

“Volunteering was positive: it was a lovely experience being a volunteer, and a great opportunity to meet new people. What wasn’t positive was the disorganization in the schedules and activities that had been assigned at the beginning” (Member, age 26-30, 10-15 years in Subud)

“(…) The brothers and sisters in charge of the activities had charisma and respect towards the volunteers. The negative part: I felt dissatisfied with the distribution of the work. The kitchen is always the heaviest part, and demands more effort and dedication. Poor organization in assigning the tasks and the schedule” (National Committee, age 26-30, 0-5 years in Subud)

“Better organization of the volunteering was needed, the distribution of the work should be analyzed and balanced, and there were chores that were heavier than others. There was no previous order in the assignment of the duties and that caused disorganization and confusion amongst the volunteers” (National Committee member, age 26-30, 0-5 years in Subud)

“The volunteering was exhausting for me, I worked as a volunteer and was completely worn out, very tired. Although it was a nice experience, I feel it made me miss a lot of the congress, I would have liked to participate in more things at the congress, but we only had time for things that were at night and some kejiwaan activities. I think I only went to one extra meeting that had to do with Chile and well that is all that I can say. It was very tiring, maybe I can suggest that volunteers could have at least one free day, and that the work be organized in a way that it doesn’t put an extra sacrifice to those working for Subud but

it be another joy. What I can say about the people that worked as volunteers was that most of them, due to this, don't want to volunteer ever again, that is, next time they go or we go to a congress it will be only to be at the congress and not to work as a volunteer"

(Member, age 26-30, 6-10 years in Subud)

IV. THE ACTIVITY AGENDA WAS EVALUATED AS EXCESSIVE, WITH TOO MANY PARALLEL ACTIVITIES, WHICH CONTRIBUTED TO PERCEIVING THE CONGRESS AS A NON INTEGRATED EXPERIENCE, AND AT THE SAME TIME NOT BALANCED IN RELATION TO THE LACK OF SPACES FOR INTEGRATION AND INFORMAL MEETINGS

Another poorly evaluated aspect was the activity schedule: too many meetings and parallel activities that gave the feeling of "being missing out of something" and that didn't allow the congress to be evaluated as an integrated experience. "Tight schedule", "parallel schedules", "activities one on top of the other", "agendas filled with activities" are some concepts that represent this generalized feeling.

"Less for more. Having a schedule filled with activities is not always the best. Priorities and interests could be checked, in order to create spaces and sharing moments, with time and calmed. Activities should be organized in such a manner that we do not think that in the next room there is also another interesting activity" (Wing representative, age 18-25, 0-5 years in Subud)

"More cultural and leisure activities and less tight schedules" (National Helper, age more than 60, more than 30 years in Subud)

"I think activities were made on top of others that were important too" (Member, age 18-25, 5-10 years in Subud)

"I didn't go to any workshop, but I don't think these activities should be part of the official schedule. I think there could be a Subud schedule with all the meetings related to the brotherhood, and on another paper, the other activities. To me, there was no sense in

putting them together at the same time and with the same importance” (Helper, age 40-50, more than 20 years in Subud)

“Maybe choose some things that are very important to understanding the organization and not putting meetings at the same time. Like it is done with Ibu’s talks”(Helper, age more than 60, more than 30 years in Subud)

In relation to this need of having an integrated experience, another item identified is related to a future expectation where the experience is better focused during congresses, leaving out those activities that are not related to Subud:

“Workshops about controversial matters should be avoided” (Helper, age 50-60, 20-30 years in Subud)

“What should be deleted are those activities that are unnecessary for Subud” (Member, age 18-25, 6-10 years in Subud)

“I think there was no way of checking the workshops. How to know if in any of them there were topics that are not exactly in the Subud path?” (Helper, age 50-60, more than 30 years in Subud)

“Deleting any activity not related to Subud was not applied in this congress. We should be professional in anything we do. A well directed congress has no reason to have problems or deficiencies of any kind” (Member, age 40-50, 20-30 years in Subud)

“To surprise:1) drugs and alcohol 2) workshops with topics that confuse people that are new in Subud” (Helper, age 50-60, 20-30 years in Subud)

“The Congress should provide spaces so that all members can show their interests, knowledge and aptitudes and inform members of their development, but should avoid

presenting these activities as Subud or as something official in Subud. (Helper, age 40-50, 15-20 years in Subud)

V. OPPORTUNITIES OF GETTING TO KNOW PEOPLE AND INTERACTING WITH THEM IN A RELAXED AND “INFORMAL” WAY WERE FEW

This may be the most mentioned matter as part of the expectations previous to the congress and as something that unfortunately was not present during the congress, but that leaves a future expectation and an opportunity to improve the experience of those assisting as part of the organization.

Before the congress, many people had the expectation of meeting with old friends and making new ones, but according to the evaluation this was not fulfilled too much basically because of the lack of informal situations of integration.

There weren't situations to get to know each other and break the ice, to relax and talk, cultural activities and outdoor activities, or just more situations that would contribute to people getting to know each other and interacting in a more informal way, with a balanced emphasis on more formal activities.

“An aspect that was not contemplated was creating more situations to get to know our brothers and sisters, I missed having activities to chat and creating connexions (...) I missed having a breakfast, lunch or dinner with all the brotherhood” (National Committee, age 26-30, 5 years in Subud)

“More activities to get to know people, not only focused on men getting together to play soccer, more activities that included men and women, maybe better organized field trips. At times there was a feeling that groups of people that knew each other were very closed. I would have liked if at the Caledonian there had been more group activities, like dance contests between people of different countries with the purpose of getting to know each other, or games, fun stuff to break the ice” (Member, age 26-30, 10-15 years in Subud)

“I would have liked to get together with people of my own age as a senior only workshop and with many years in Subud” (Helper, age more than 60, more than 30 years in Subud)

“What should not be missed are talks, from Ibu and remembering some of Bapak. What can’t be missing either are informal situations to get to know each other and bonding with members” (Member, Age 40-50, 10-15 years in Subud)

“Well, maybe (there could be) some general forum, in an auditorium where all those that have been to the congress can feel they share the experiences they have had as Subud members. An opportunity of feeling as a world Subud brotherhood - at the member’s level- talking all together.” (Helper, age 50-60, more than 30 years in Subud)

“I imagine an ideal congress as something similar to the one in NZ, with a big auditorium where there are conversations between all the members--- with the possibility of having great variety of food at low prices so that everyone can get together and share moments with food” (Helper, age 50-60, more than 30 years in Subud)

THIS IS ALSO RELATED TO THE FACT THAT THE EVALUATION OF THE CONGRESS WAS THAT IT HAD TOO MANY MEETINGS (“MARATHON LONG”, “URGENT”, “HEAVY”, “HARD TO ASSIMILATE”, “TOOK FOREVER”, “TOO STRUCTURED”) AND THIS HAD AN EFFECT ON THE AMOUNT OF LEISURE ACTIVITIES, OF SHARING AND GETTING TO KNOW EACH OTHER, OF TALKING AND RELAXING.

“Meetings that are marathon long and that seem to have no end should be avoided, and there should always be cultural and outdoor activities”(Helper, age 60, more than 30 years in Subud)

“A feeling of getting together to enjoy being together and sharing Ibu’s talks and the Latihan and not so much urgency in organizational issues that are very heavy and hard to understand and assimilate” (Helper, age 60, more than 60 years in Subud)

“A more ideal congress would be one with less formal meetings and more recreational time for those that have a position in Subud. We had meetings during many hours, but

well, I know that it is not easy because many things must be decided so we must have meetings” (Member, age 26-30, 10-15 years in Subud)

“More cultural and recreational activities and less tight schedules” (Melper, age more than 60, more than 30 years in Subud)

“Recreational moments must be present, musical encounters, dances, acting, etc. Long days filled with formal meetings should be avoided, some issues I think should be halfway studied in each country, so that we get to the congress with clearer ideas, and voting time is more pleasant”. (Committee, Age 26-30, 10-15 years in Subud)

“An ideal Subud Congress should get people together through kejiwaan and non kejiwaan activities, joining to one culture, integrating, making all members participate, creating situations to feel closer and sharing experiences, creating outdoor situations to be in touch with the nature of the country. Encourage doing sports... NOT forgetting to smile, leaving stress aside even though we have a lot of responsibilities” (Committee, Age 26-30, 0-5 years in Subud)

“An ideal congress would be---- where half of the day is dedicated to organizational issues and the other half to enjoying the landscape, having bonfires, eating together, talking walks and catching up with old friends and making new ones” (Helper, age 60, more than 30 years in Subud)

VI. SICA: THE LONGED FOR BIG ABSENT

Another of the big expectations previous to the congress that was not fulfilled was **having the possibility of appreciating the cultural diversity of the members from different countries**. The members had the expectation of seeing “the world” and each country being represented in an expressive way at the Congress, and at the same time the different talents of members in general, expressed as their culture, however this longed for ideal was not present during the Congress, leaving a feeling of dissatisfaction amongst the interviewed.

“I would have liked to see more activities that represented each country, that SICA were more present, that culture appeared with more strength, the rest I think is in its proper balance for a world congress” (Member, age 26-30, 6-10 years in Subud)

“Another thing that I missed was the participation of the other countries showing their culture” (Member, age 18-25)

“An ideal congress would be one where there was a good organization, and there was an atmosphere of integration between countries, members and zones” (Member, age 18-25, 0-5 years in Subud)

“There could be more activities per country like the night of certain country or zone. I mean like what we saw in Christchurch during the Indian and Indonesian night, but extended to all zones and not only to certain countries” (Member, age 18-25, 0-5 years in Subud)

“Other activities that had to do with sports, not only soccer (...) and more activities where countries can show their culture” (Member, age 18-25, 6-10 years in Subud)

“(An ideal congress would have) workshops of each country’s national dance, finishing with a presentation of the dance that was learned, and with a collection in aid of some institution, workshops of typical foods from the assisting countries, and finishing with an exhibition, also with a collection in aid of some institution.” (Wing representative, age 40-50, 20 years in Subud)

“With the amount of musicians that I saw... A lot more concerts” (Member, age 26-30, 6-10 years in Subud)

“Well, in Cilandak Bapak asked the attendants members to bring their national outfits and that each country made a show. It was moving” (Helper, age 50-60, more than 30 years in Subud)

3. GENERAL CONCLUSIONS

The congress was well evaluated in general and everybody felt lot of benefits for her/his own personal development. The need for knowing new members and interact with them, specially in a informal way was evident, and so the desire of feeling integrated and have a more participative role in the organization. On this way all the lacks and deficiencies found such a: bad information delivery, poor translations, felling of frustration in the volunteer work, plenary meetings considered no well organized and managed, few spaces to meet new members, contribute to frustrate the need of being more integrated in the organization and have a better interaction with all brothers and sisters in the congress.

This survey put in the table that there is a great opportunity to make a lot of improvements without incurring in more expenses but to take a better advantage of the real budget that the organization dispose, putting an stronger emphasis on the multicultural communication and real spaces for the integration of all the brothers and sisters in Subud.