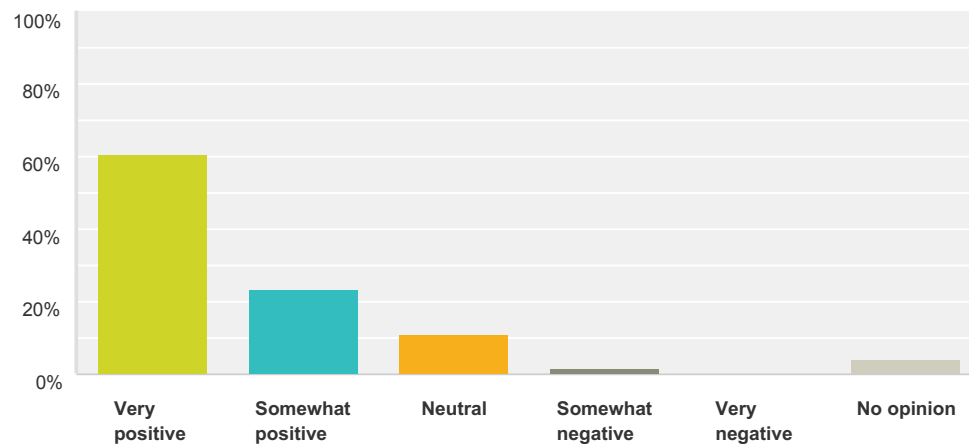


## Q1 Overall, how would you rate the service of the FORCE secretariat?

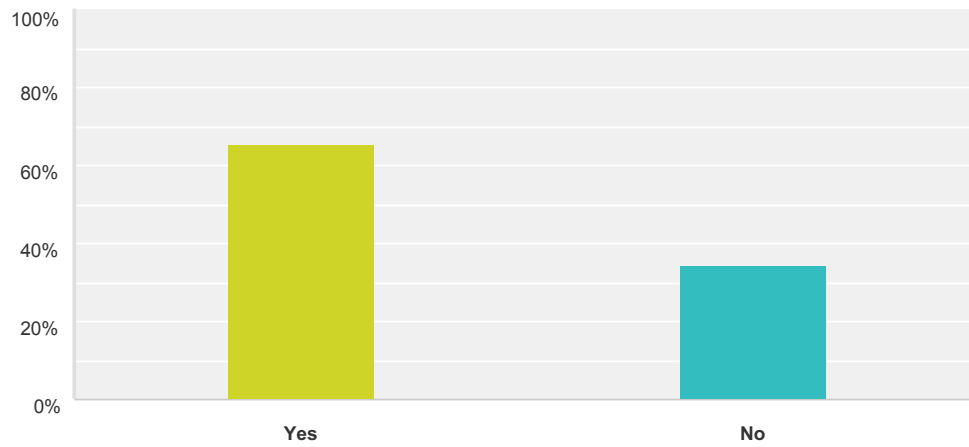
Besvart: 73 Hoppet over: 0



Svarvalg	Svar	
Very positive	60,27%	44
Somewhat positive	23,29%	17
Neutral	10,96%	8
Somewhat negative	1,37%	1
Very negative	0,00%	0
No opinion	4,11%	3
<b>Totalt</b>		<b>73</b>

## Q2 Have you contacted the FORCE secretariat?

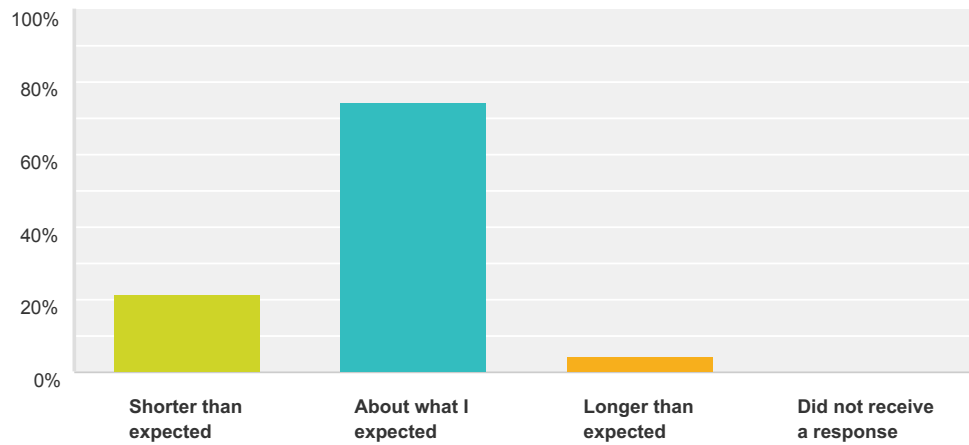
Besvart: 73 Hoppet over: 0



Svarvalg	Svar	
Yes	65,75%	48
No	34,25%	25
<b>Totalt</b>		<b>73</b>

### Q3 How satisfied are you with the secretariat response time?

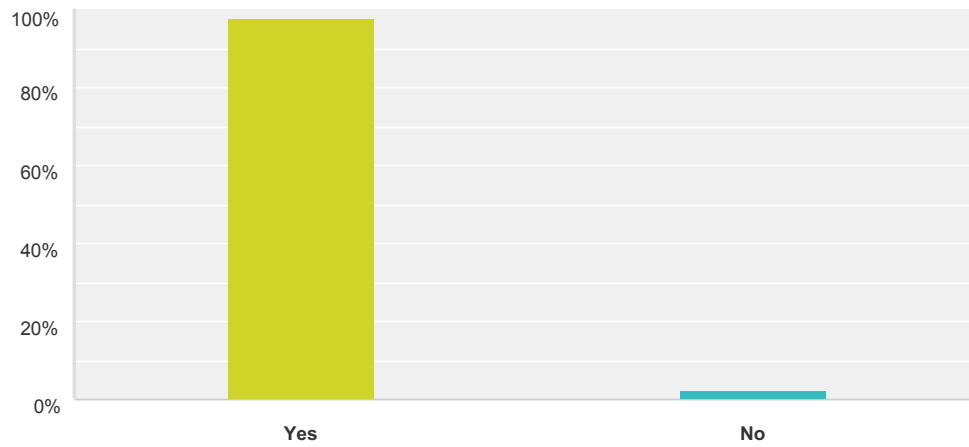
Besvart: 47 Hoppet over: 26



Svarvalg	Svar	
Shorter than expected	21,28%	10
About what I expected	74,47%	35
Longer than expected	4,26%	2
Did not receive a response	0,00%	0
<b>Totalt</b>		<b>47</b>

### Q4 Did you get the answers/help that you needed?

Besvart: 47 Hoppet over: 26



Svarvalg	Svar	
Yes	97,87%	46
No	2,13%	1
<b>Totalt</b>		<b>47</b>

**Q5 When you got the answers/help that you needed, what were you particularly satisfied with from the secretariat?**

Besvart: 17 Hoppet over: 56

Service minded

General support, organization, help with organizing seminars.

Responses with clear meaning

Helpful, problem orientated, pragmatic

Adequate information provided, willingness to resolve any issues that arose

Promptness and action

Facilitation of practicalities and advice when arranging workshops.

Very helpful, available and accomodating

Quality and communication

I got the exact help I needed

Proactive to resolve issues

Quickly and friendly answers, good competence

Friendliness, servicemindedness, flexibility

Friendliness and response time

Professional, focussed and to the point. Very responsive to the help I needed!

Guidelines for organisation of seminars and work shops within FORCE

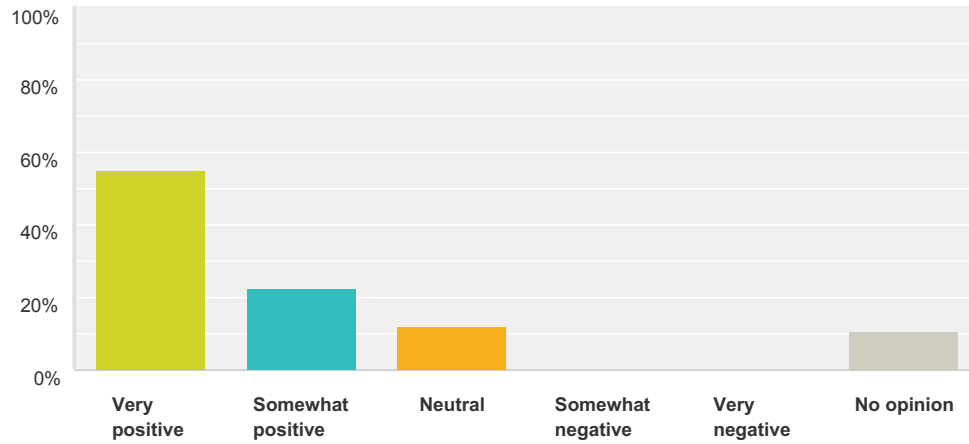
**Q6 What could the secretariat have done better?**

Besvart: 1 Hoppet over: 72

I.e .improve register of member and member role changes

**Q7 Overall, how would you rate the quality of the FORCE meetings (not seminars), regarding room booking and food/beverage service?**

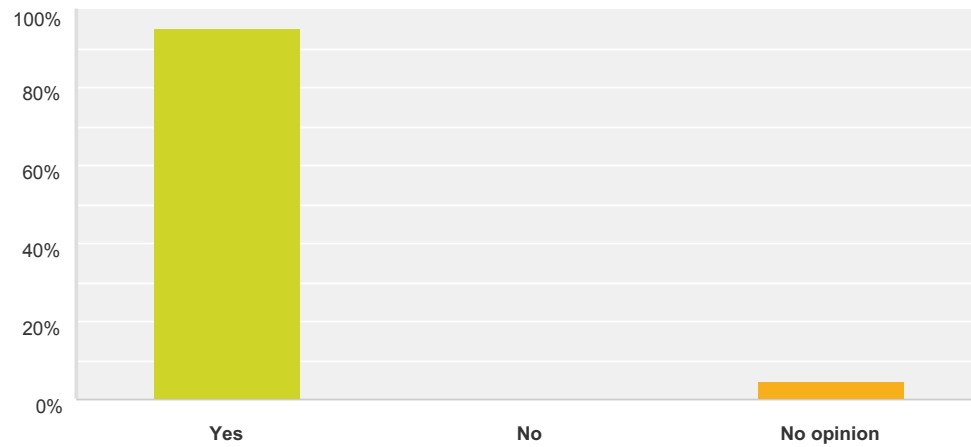
Besvart: 67 Hoppet over: 6



Svarvalg	Svar	
Very positive	55,22%	37
Somewhat positive	22,39%	15
Neutral	11,94%	8
Somewhat negative	0,00%	0
Very negative	0,00%	0
No opinion	10,45%	7
<b>Totalt</b>		<b>67</b>

### Q8 Are the topics of the seminars relevant to you?

Besvart: 67 Hoppet over: 6

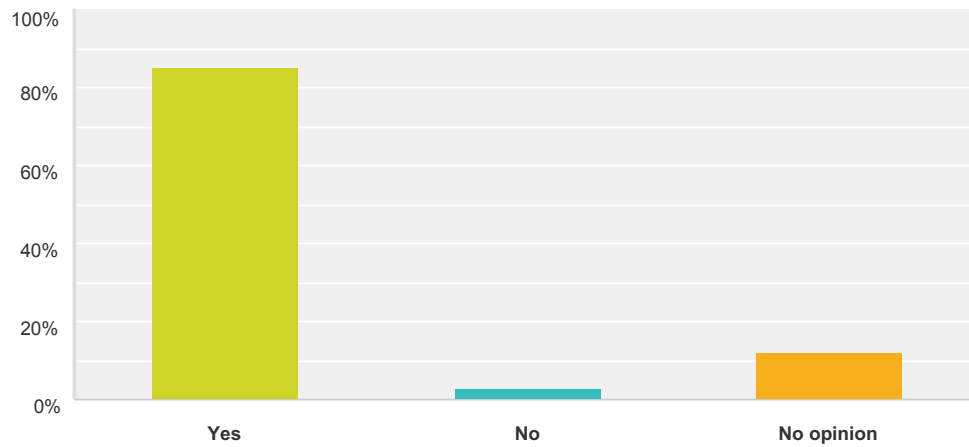


Svarvalg	Svar	
Yes	95,52%	64
No	0,00%	0
No opinion	4,48%	3
<b>Totalt</b>		<b>67</b>



### Q9 Are you happy with the food/beverage service at seminars?

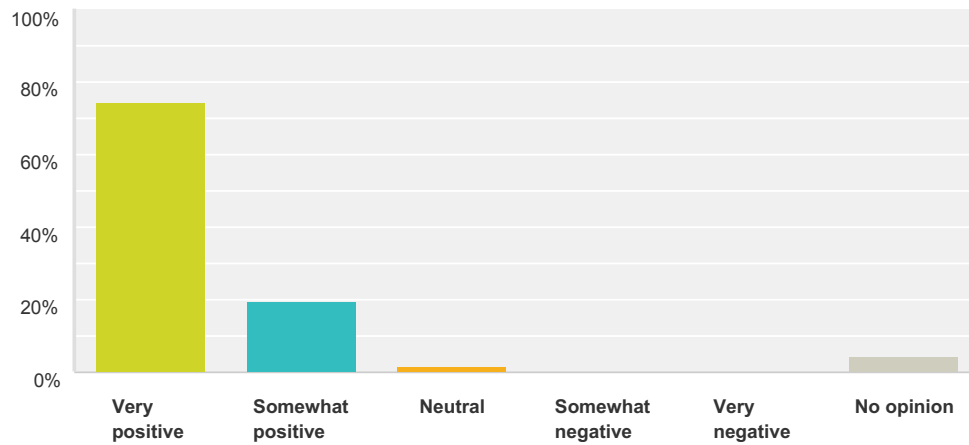
Besvart: 67 Hoppet over: 6



Svarvalg	Svar	
Yes	85,07%	57
No	2,99%	2
No opinion	11,94%	8
<b>Totalt</b>		<b>67</b>

### Q10 Overall, how would you rate the quality of the FORCE seminars?

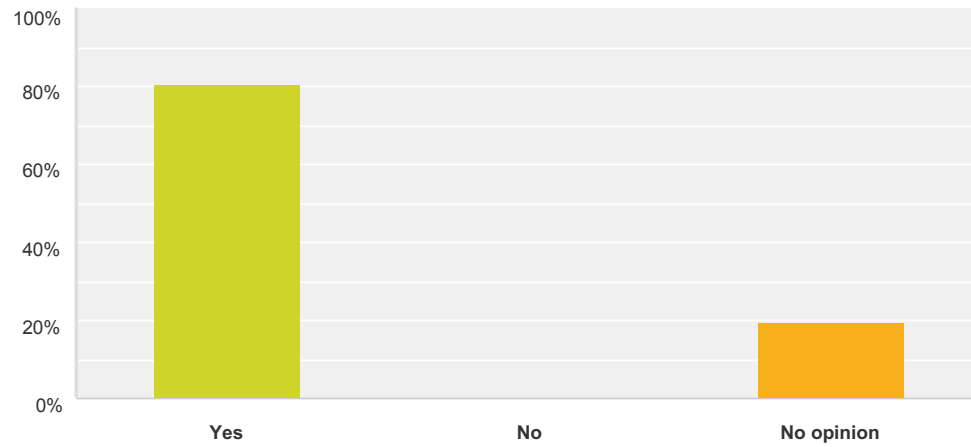
Besvart: 67 Hoppet over: 6



Svarvalg	Svar	
Very positive	74,63%	50
Somewhat positive	19,40%	13
Neutral	1,49%	1
Somewhat negative	0,00%	0
Very negative	0,00%	0
No opinion	4,48%	3
<b>Totalt</b>		<b>67</b>

### Q11 Are you satisfied with the technical support from the secretariat at seminars and meetings?

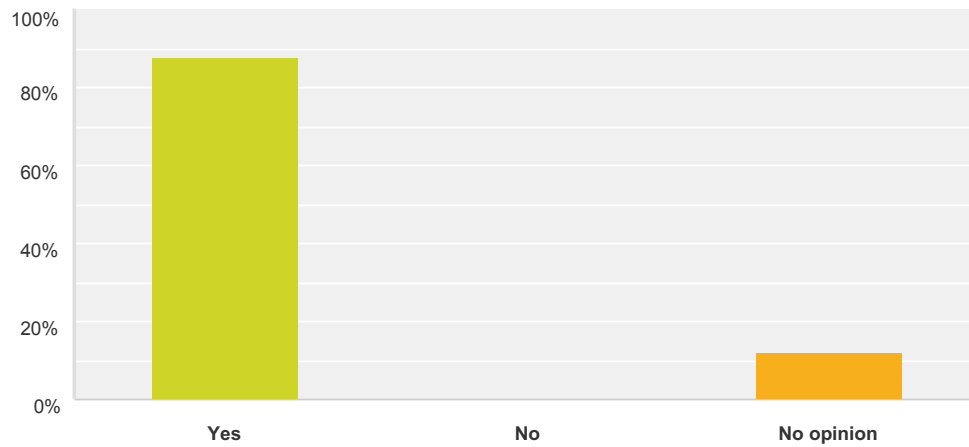
Besvart: 67 Hoppet over: 6



Svarvalg	Svar	
Yes	80,60%	54
No	0,00%	0
No opinion	19,40%	13
<b>Totalt</b>		<b>67</b>

### Q12 Are you satisfied with the overall information flow from the secretariat?

Besvart: 66 Hoppet over: 7



Svarvalg	Svar	
Yes	87,88%	58
No	0,00%	0
No opinion	12,12%	8
<b>Totalt</b>		<b>66</b>

**Q13 Do you have any comments about the website force.org?**

Besvart: 8 Hoppet over: 65

Older data/links/ presentations are not accessible; there is no archive that one might want to access

The design is old and sometimes difficult to find archived documents.

They are fine. I often do not find the abstracts, only the programme, for seminars. The abstracts should be added to the page for each seminar.

Could simplify, sometimes difficult to locate previous seminar information

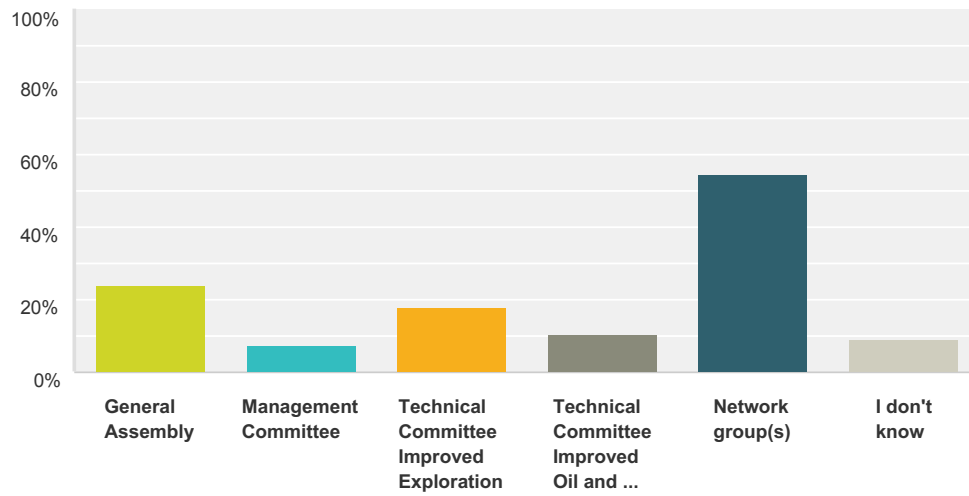
**Q14 Do you have any other comments, questions or concerns regarding the FORCE secretariat?**

Besvart: 3 Hoppet over: 70

Sometimes the links to sign-up pages provided in your emails do not work.

### Q15 Which group(s) are you a member of? (multiple answers allowed)

Besvart: 66 Hoppet over: 7



Svarvalg	Svar	
General Assembly	24,24%	16
Management Committee	7,58%	5
Technical Committee Improved Exploration	18,18%	12
Technical Committee Improved Oil and Gas Recovery	10,61%	7
Network group(s)	54,55%	36
I don't know	9,09%	6
<b>Totalt antall respondenter: 66</b>		