

## **PEM PAL ASTANA TCoP WORKSHOP Survey**

On September 27-29, 2011 PEM PAL TCOP Workshop took place in Astana, Kazakhstan to discuss the usage of IT in Treasury operations.

After the event the on-line survey in two languages was created. The aim of the survey was to receive event feedback and to learn plans for the future.

Link to the survey – <http://www.surveymonkey.com/s/9YD23MT>

The survey started to collect responses in October 6 and finished in October 21, 2011.

Invitations to take part in the survey were sent to all participants of the meeting.

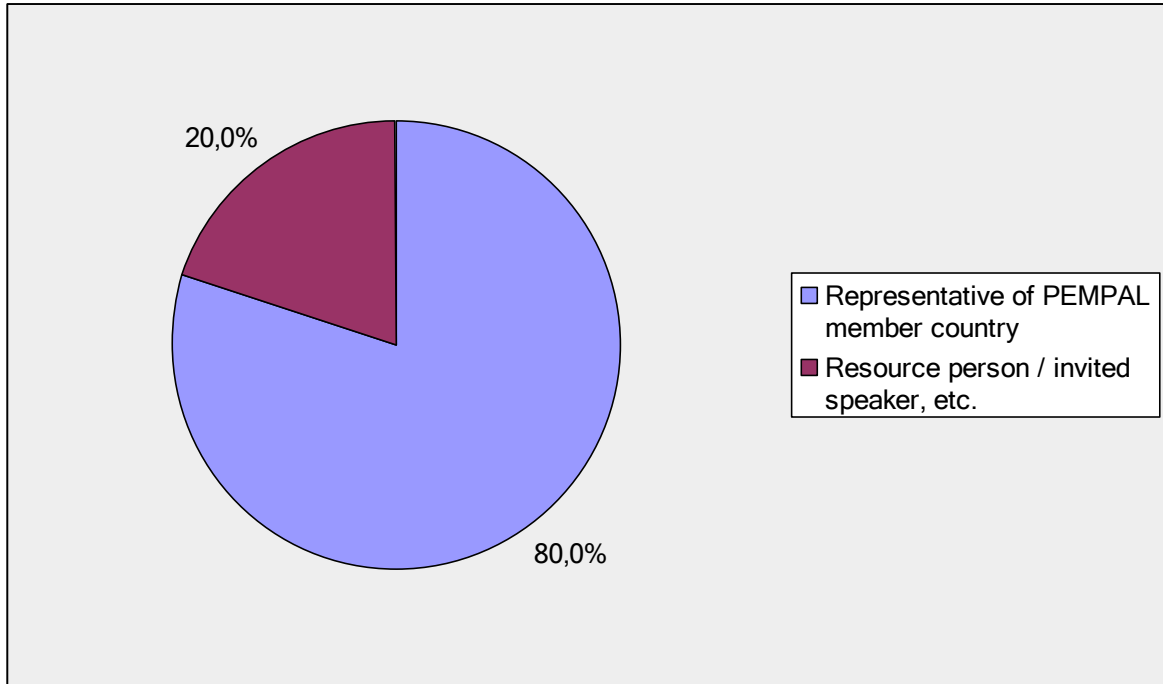
37 persons started to response to the survey. 32 responses were fully completed. In this report we analyze all 37 responses. For further calculation we take this quantity as 100%.

The questionnaire comprises five parts: Information, Event Delivery, Event Administration, Overall Impression, and Plans for the Future. There are total 22 questions in it.

## INFORMATION

### **Q1 You are...**

35 (94.6%) of respondents gave answers. Among them: 28 representatives of PEMPAL member country and 7 Resource persons/invited speaker etc.



## ***PART I EVENT DELIVERY***

### **Q2. Was this your first participation in PEMPAL TCOP event?**

37 respondents (100%) answered this question. And 87.6% of them replied “yes”.

Answer Options	Response Percent	Response Count
Yes	<u>67.6%</u>	<u>25</u>
No	32.4%	12

### **Q3. How do you rate your participation in this event?**

37 (100%) answers were given. 19 (51.4%) respondents think that their participation in the event was ‘Active’. 15 (40.5%) respondents think that their participation was ‘Average’. 3 persons (8.1%) chose the option “Passive”.

#### **Q4. How do you rate Astana workshop duration?**

37 respondents (100%) answered this question. And all of them rated the workshop duration in a positive way.

Answer Options	Response Percent	Response Count
Too short	18.9%	7
About right	<b>81.1%</b>	<b>30</b>
Too long	0%	0

11 comments were left. Here some quotations:

” It would be interesting to increase the number of small groups discussions which are a good means to share more accurately and to deepen the experiences, the strong points and the weaknesses of the different countries.” (7)<sup>1</sup>

“In the future it could be a good idea with more focus on workshops” (2)

#### **Q5. Did you feel enough time was allowed for questions and free discussions?**

37 (100%) respondents answered this question,

12 comments were left.

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	0	1	3	14	<b>18</b>	36	<b>4.4</b>
For free discussions	1	3	7	<b>14</b>	12	37	3.9

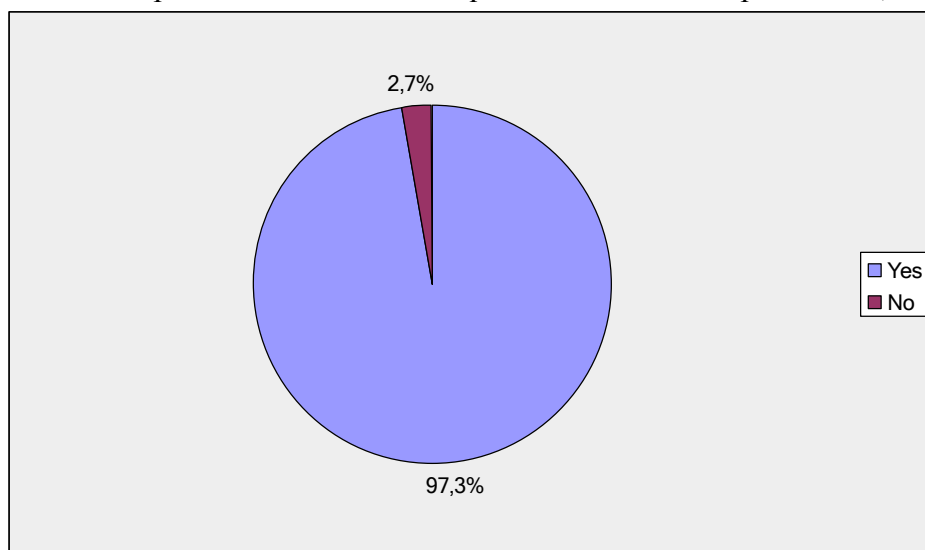
“As far as I understood there was no special time for free discussions, only coffee-brakes. One of those could be longer, with special mark in agenda «coffee, cookies and conversation" (10)

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<sup>1</sup> See attached the list of all comments.

**Q6 Was the idea of combining presentations with the visit to the treasury in Astana and the live demonstration of the host country’s information system useful?**

100% of respondents answered this question. 1 of them replied “No”, others chose “Yes”.



**Q7. Please , comment what you liked or not liked about the 1st day of the workshop program.**

29 comments were left.

“Visit to the treasury in Astana and the live demonstration of the host country’s information system was very useful.” (2)

“I liked the overview given particularly of the FMIS projects being run by the world bank by Mr. Dener and the feature presentations and live demo of Kazakhstan system.” (16)

“The live demonstration was very interesting. The presentation of the Republic of Kazakhstan's FMIS would have been more precise as regards the perimeter covered by the information system (commitments, accrual basis accounting ...).” (22)

**Q8. In your opinion, will you be able to apply the knowledge you have acquired at this workshop to your daily work? (Please rate)**

35 respondents (94.6%) answered this question. Average rate is positive. 16 comments were left.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	2	8	<u>17</u>	8	35	3,9

“Yes, but this requires decisions and provide other specific conditions.” (4)

“Experience of other countries in FMIS system integration process will be highly valuable to me - especially of those having similar parts of system or size/” (8)

“Actually in my country we are going to extend the treasury system to budgetary institutions, so to give them access to TS. In Astana I had the chance to be informed and to recognize how the other countries are already operating in this regard, e.g. Russia, France, Korea, Turkey, Balkans countries etc. Also, how different countries are dealing with the integration of different information systems in public finance. These and other topics were very important and will help us in our decision making process.” (15)

**Q9. Please read the following statements, and tell us if you agree or disagree with each of them. (Please rate each item):**

34 respondents (91.9%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5	Response Count	Average
a) The workshop addressed issues important to my work	0	1	4	<u>16</u>	13	34	4,2
b) I learned from the experience of other participants in the workshop	0	1	5	<u>15</u>	13	34	4,2
c) The level of the workshop was appropriate for a person with my experience and knowledge	0	2	4	<u>16</u>	12	34	4,1
d) Participants had about equal level of prior expertise relevant to the workshop topics	1	3	10	<u>16</u>	4	34	3,6
e) The presentations demonstrated during the workshop were relevant and provided useful information	0	0	1	9	<u>24</u>	34	<u>4,7</u>
f) The workshop covered appropriate number of topics for the amount of time allocation	0	3	2	13	<u>16</u>	34	4,2
g) The workshop devoted enough time to practical exercises or discussions	0	2	9	<u>12</u>	11	34	3,9

## ***PART 2 EVENT ADMINISTRATION***

### **Q10. Please rate the quality of organization (pre-event administration and logistics, etc.) and administration (staff responsiveness, etc.) of the meeting:**

Answered question – 34 (91.9%). All the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	4	<u>30</u>	34	<b>4.9</b>
Quality of workshop administration	0	0	0	3	<u>31</u>	34	<b>4.9</b>

There were left 11 comments:

“The organization was good and the staff was very friendly and very well performed their job.” (2)

“I think all preparation and on-site administration were done promptly in a timely manner.” (7)

“Thank you very much for your dedication in Astana workshop!! But with you is always like this: very professional and great!!” (10)

### **Q11. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

34 (91.9%) answers were given. 1 respondent have not received agenda and event information in time.

### **Q12. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the meeting?**

Answered question – 34 (91.9%). 100% of respondents confirmed that they had received practical information prior to the meeting.

<i>Prior to the event did you receive...</i>	<i>Yes</i>	<i>No</i>
<b>agenda and event information?</b>	<u><b>33</b></u>	1
<b>practical information?</b>	<u><b>34</b></u>	0

## **PART 3 OVERALL IMPRESSION**

### **Q13. Overall, my satisfaction with the event was...**

Answered question – 34 (91.9%). There were no negative answers. And most of the respondents considered themselves as ‘satisfied’.

1 not satisfied	2	3	4	5 satisfied	Response Count	Average
0	0	1	5	<u>28</u>	34	4.8

### **Q14. Did the workshops disappoint, meet, or exceed your expectations?**

There are 34 (91.9%) answered question. Here also are no negative answers. There were left 9 comments.

Answer Options	Response Percent	Response Count
Disappoint	0%	0
Meet	<u>73.5%</u>	<u>25</u>
Exceed	26.5%	9

Practically all comments are positive: “All planed events were fulfilled”(1)

“Official program was just fine. Face-to-Face meetings expected to be a little bit more informal.”  
(4)

### **Q15. What did you like best about the meeting?**

29 comments were left.

Participants liked best:

Presentations in whole (7) and especially presentations of other countries (6)

Presentation of Cem Denver - 3

– “Opportunity to learn from the real experience from skillful presenters, as well as possibility to get from them some additional information - not common available in some manuals or books”  
(14)

Discussions and exercises in groups - 10

Exchange of experience - 7

Visit to Treasury in Astana - 6

### **Q16. Which elements of the workshops you did not like?**

19 informative comments were left. 6 of them are comments: “there were no such elements.” 2 of them – “Everything was perfect”.

It means that we have only 11 comments about elements which were not like by participants.

Workshop participants did not like different elements of the event. For example: “Not so much attention to issues/problems. Success stories are fine. But from my point of view better to raise an issue and describe the way it was solved. Or not solved and why.” (4) or “Too much presentations in a short time. More time for the presentations, more effective they would have been.” (19) Two comments were about translation.

### **Q17. Suggestions to improve the content, approach and other aspects of the workshop:**

18 valid comments were left, and 17 of them consists suggestions. Here are some quotations:

“I would suggest some more breaks for discussions and preserving of concentration - participations would be of higher quality.” (11)

“Methodical guide for people preparing presentations could be helpful.” (5)

“To reserve more time for debate, question-answer, or free debate. This will incite more participants and will make them more active giving more opportunity learning from each-others experience.” (18)

### **Q18. Do you plan to brief your colleagues on this event?**

31 (83.8%) responses were given. 100% of them are positive.

There were left 14 comments. And most of them are positive. 8 of them mean that the report or presentation has already been done: “I already reported on the workshop, and am actively working to build another kind of PEMPAL network in the Asian region.” (8)

“This is a standard practice. Even if have no direct benefits from this event - somebody could find some useful ideas.” (2)



## ***PART 4 PLANS FOR THE FUTURE***

### **Q19. Would it be useful for you or your colleagues to attend the future IACOP meetings?**

32 persons (86.5%) responded to this question and 100% of the answers are positive.

9 valid comments were given. Most of them are positive and enthusiastic.

“There are always new ideas and problems. So far there is no country which is absolutely happy with their existing systems. That is why it is so important to keep in touch with colleagues from all over the world and especially from similar countries.” (3)

### **Q20. Which topics would you like the future TCOP events to address?**

There were left 23 comments. And all of them consist of some topics. For example:

“Financial Management and Control Issues” (3)

“Cash Management and Cash Forecast Reporting process” (4)

“What services could be offered by the treasury? Maybe some bank practice can be adopted/implemented.” (5)

### **Q21. Next TCOP meeting is tentatively planned for the 1st quarter of 2012 in Tbilisi, Georgia. It is expected to be a 2.5-3 day meeting that is proposed to address the following themes:**

1. Project management in implementation of the Treasury systems.
2. Use of treasury systems for implementation of donor funded projects.

We would like to know your opinion about the following aspects of this proposed event:

29 (80.8%) persons responded on this question.

Aspects	How many comments were left
The relevance of the themes proposed	28
The proposed timeframe of the event	24
Location	22
Will your organization be interested to delegate representatives to this event?	23
Other comments	15

#### **1) The relevance of the themes proposed**

1 person left not valid response.

‘Very relevant, important or very important, and interesting’ – 9 responses

18 persons left detailed comments: For example:

“Use of treasury systems for implementation of donor funded projects is useful” (3)

“I think that especially the 1<sup>st</sup> question is accordant to the theme of the previous workshop.”  
(12)

“Important because p.1: Right structure of Project management composes the base for the future success of the project; p. 2: There are some special aspects in realization of such projects.” (1)

## **2) The proposed timeframe of the event.**

1 person left not valid response. “Agree and OK” – 9 responses

14 persons left detailed comments:

“It will be convenient if the workshop takes place in March, 2012” (4); “December, January” (5); “Better in the second quarter, May” (6); “agree, prefer February” (8); “The first quarter, or even earlier, could be a good timeframe for conducting this event” (9)

## **3) Location**

1 not valid response. 12 responses: ‘Ok, I agree, and Great’. 9 respondents left more or less detailed comments.

“Place is interesting” (1); “Russia, Azerbaijan” (3); “I agree because the IT level in Georgia allows them to forget about paperwork” (2); “Quite interesting for implementation of electronic document in this country” (9)

## **4) Will your organization be interested to delegate representatives to this event?**

1 not valid response. 14 responses: ‘Yes, it will; Of course; I think Yes’. 8 respondents left more or less detailed comments.

“It is entirely possible if we receive an official invitation” (3); “I think it will because it is important for our organization to learn about Georgian experience in IT implementation” (8)

## **5) Any other comments?**

2 not valid response. 4 responses: ‘No’. 1 response: ‘Yes’. 8 respondents left more or less detailed comments.

- 1) Treasury of Russia practically constantly participate in PEMPAL events
- 2) Associated question - accounting in foreign currency.
- 3) Preferably 3-days workshop plus arriving day and departure day - 5 days as a result
- 4) Needs additional discussion in leadership group
- 5) What other places can be suggested for this theme? To see an example!
- 6) Also we'd like to learn about revenue side, i.e. how the revenue side works in IT implementation in other countries
- 7) I hope to participate in this event!!
- 8) We need additional time for bilateral meetings.

**22. Workshop participants discussed the draft TCOP Activity Plan for 2012-2014. What can you suggest or comment on this document, after those discussions, in terms of:**

16 (43.2%) responses were given to this question

Aspects	How many comments were left
The format of the proposed activities?	16
The themes of the proposed activities?	13
The timeframe of the proposed activities?	11
Any other comments?	8

**1) The format of the proposed activities?**

2 non valid responses, 6 persons replied ‘Ok, I agree etc’, and 8 respondents left comments, but only few of them consists real propositions:

“What if include into the Activity Plan visit to Minister of Finance of hosting country (Minister or Deputy Minister), probably it will give additional information about needs and prospects of cooperation?” (1) and “More Study Tours” (8)

**2) The themes of the proposed activities?**

2 non valid responses, 6 persons replied ‘Ok, Great, I agree etc’, 1 respondent has “No comments” and 4 respondents left detailed comments:

- 1) In theme "Questions of financial management and control" it needs to pay attention inter alia to preliminary control and its level in different countries Treasuries.
- 2) basic themes were found ok, some more were added from IT and business point of view
- 3) Not really concerned as a representative of a non PEMPAL country.
- 4) The themes addressed topics of interests for our country

**3) The timeframe of the proposed activities?**

2 non valid responses, 6 persons replied ‘Enough, Ok, Great, I agree etc’, and 3 respondents left comments

- 1) Quite thought-out, but there's no limit to perfection.
- 2) Not really concerned as a representative of a non PEMPAL country.
- 3) Participation in Budget CoP is too far

**4) Any other comments?**

2 not valid response. 4 responses: ‘No’. 2 respondents left more or less detailed comments.

- 1) Not really concerned as a representative of a non PEMPAL country.
- 2) Participation in (Internal) Audit CoP