

PEM PAL BAKU TCoP WORKSHOP Survey

On November 6-8, 2012 PEM PAL TCOP workshop took place in Baku, Azerbaijan to discuss financial accounting and reporting.

After the event, the on-line survey in three 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/VP7ZP67>

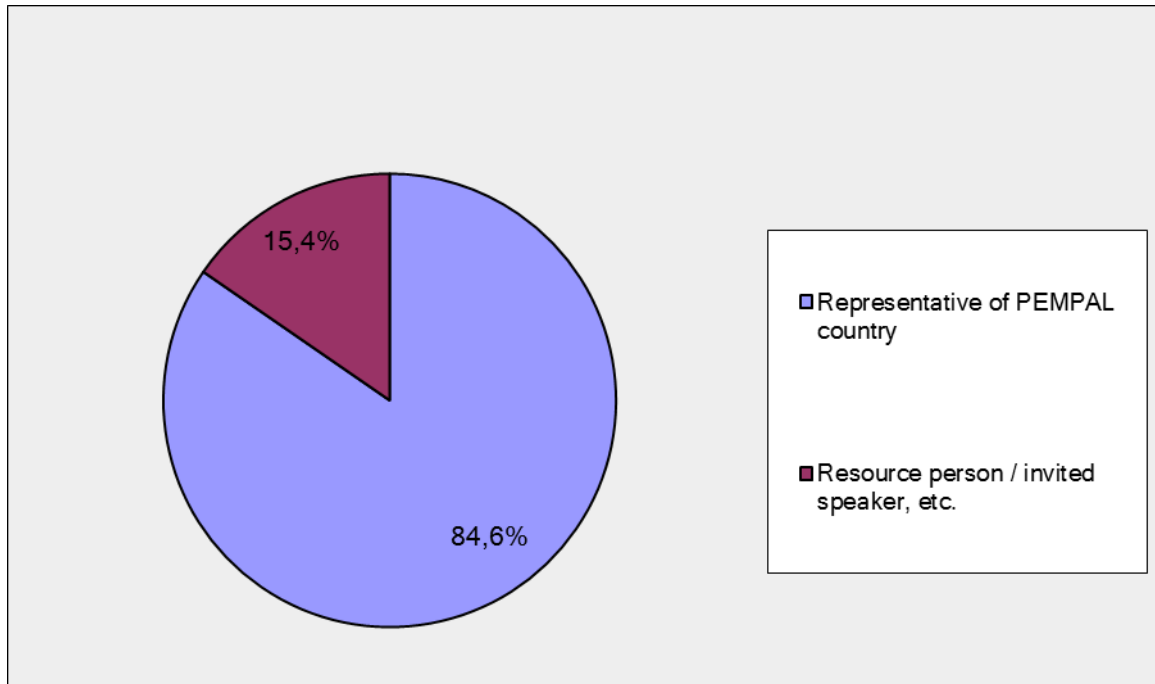
The survey started to collect responses on November 14 and finished on November 28, 2012. Invitations to take part in the survey were sent to all participants of the workshop. We sent 62 invitations – 8 to the resource persons and 54 to the representatives of PEMPAL-countries. 41 persons (started to response to the survey. 38 (92.7% of started) responses were fully completed. From this 41 responses – 6 was from the resource persons 33 from the representatives of PEMPAL-countries, and 2 persons did not indicate this information. In this report, we analyze all 41 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...

39 (95.1%) respondents gave answers. Among them: 33 representatives of PEMPAL member country and 6 Resource persons.



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

40 respondents (97.5%) answered this question. And 80% of them replied “No”.

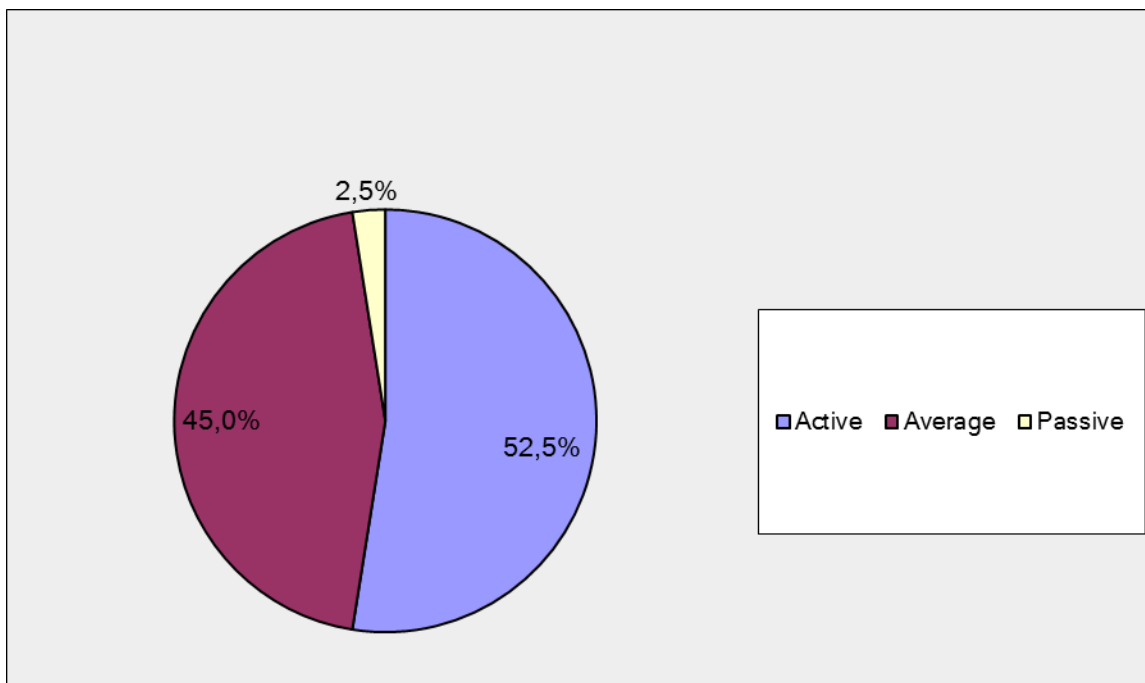
Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	20,0%	8	7	0 ¹
No	80,0%	32	26	6

¹ Please note that 2 respondents did not replied on the first question (are they representative of PEMPAL countries or resource person). That effects on figures here and below.

PART I EVENT DELIVERY

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

40 (97.5%) answers were given. 21 (52.5%) respondents think that their participation in the event was ‘Active’. 18 (45%) respondents think that their participation was ‘Average’. 1 (2.5%) chose the option “Passive”.



Among them:

4 resource persons were “Active” and 2 – “Average”

17 representatives of PEMPAL countries were “Active” and 16 – “Average”

Q4. How do you rate Baku workshop duration?

39 respondents (95.1%) answered this question. And most of them rated the workshop duration in a positive way.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Too short	10,3%	4	4	0
About right	87,2%	34	28	6
Too long	2,6%	1	0	0

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

39 (95.1%) respondents answered this question.

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	1	1	5	13	<u>19</u>	39	<u>4,2</u>
For free discussions	3	0	6	7	<u>20</u>	36	4,1

Representatives of PEMPAL countries

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	1	0	4	11	<u>17</u>	33	<u>4,3</u>
For free discussions	3	0	4	6	<u>18</u>	31	4,2

Resource persons

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	0	1	1	<u>2</u>	<u>2</u>	6	<u>3,8</u>
For free discussions	0	0	<u>2</u>	1	<u>2</u>	5	4

13 comments were left.

In 3 of them respondents mentioned, that not enough time was allowed for discussions: « *It would be better to add some time for free discussions, in this case it will be possible deeply (detailed) discuss questions and experience of PEM PAL-member countries during free discussions.*» (7)

In 4 comments, respondents mentioned “*Time for questions and free discussions was balanced very well and was enough*” (6)

There are suggestions in 6 comments how to improve time balance. For example: “*For more structured discussions a facilitator could summarize the issues after each presentation, to bring out the key themes.*” (3)

Q6 Was is a good idea to include in the workshop agenda the presentation on the hosting country’s experience in reforming its treasury system?

36 respondents (92.3%) answered this question. All of them rated the idea in a positive way.

Answer Options	1 Bad idea	2	3	4	5 Very good idea	Response Count	Average
	0	0	1	4	32	37	4,8

Representatives of PEMPAL countries

Answer Options	1 Bad idea	2	3	4	5 Very good idea	Response Count	Average
	0	0	1	3	<u>26</u>	30	<u>4.8</u>

Resource persons

Answer Options	1 Bad idea	2	3	4	5 Very good idea	Response Count	Average
	0	0	0	1	<u>5</u>	6	4.8

Also, respondents were asked to leave a comment what they liked or not liked about the hosting country presentations made on the 1st day of the event. There were left 22 comments.

Among them 2 were more or less negative: *“I believe that presentations are giving “embellished” view on reality, and that we were unable to see what their problems are, and to discuss them then.”* (21)

11 comments were positive: *“Everything was highly organized and there were excellent presentations”* (11)

Others were positive with small remarks. Some of them mentioned *“Presentation was very well organized, but it was not enough time for detailed discussion about it.”* (18) *“I liked the idea of the presentation, but I did not like that this presentation was too general and not detailed.”* (20)

Q7. In your opinion, will you be able to apply the knowledge you have acquired at this workshop to your daily work?

37 respondents (90.2%) answered this question. Average rating is positive.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	2	8	<u>19</u>	8	37	3,9

Representatives of PEMPAL countries

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	1	7	<u>14</u>	8	30	<u>4.0</u>

Resource persons

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	1	1	<u>4</u>	0	6	3.5

18 comments were left.

Most of them are positive. 2 respondents were not sure: *“As we are still on cash base accounting for the moment being there is little we can apply on our daily basis work, because most of countries apply modified accrual, but in the future there is intention to implement the modified accrual accounting, as well and reporting statements.”* (4)

Others think that they be able to apply the knowledge to their daily work. For example: *“I am already using knowledge which I acquired on seminars, concretely, on Kazakh examples concerning IPSAS.”* (8) *“Especially the French advise: 1eur for software and 1eur for training. Ms.Michael Perry's document for the transition to accrual basis accounting.”* (16)

Q8. Please read the following statements, and tell us if you agree or disagree with each of them. (Please rate each item):

38 respondents (92.7%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The workshop addressed issues important to my work	0	1	5	9	<u>23</u>	38	<u>4,4</u>
b) I learned from the experience of other participants in the workshop	0	1	3	13	21	38	<u>4,4</u>
c) The level of the workshop was appropriate for a person with my experience and knowledge	0	2	3	11	22	38	<u>4,4</u>
d) Participants had about equal level of prior expertise relevant to the workshop topics	1	4	8	14	11	38	3,8
e) The presentations demonstrated during the workshop were relevant and provided useful information	0	1	5	9	<u>23</u>	38	<u>4,4</u>
f) The workshop covered appropriate number of topics for the amount of time allocation	0	4	4	9	21	38	4,2

Q9. Are you satisfied how the small group discussion sessions were organized?

38 respondents (92.7%) replied to this question.

Answer Options	1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
	0	0	3	9	<u>26</u>	38	4,6

Representatives of PEMPAL countries

Answer Options	1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
	0	0	2	8	<u>20</u>	31	<u>4,5</u>

Resource persons

Answer Options	1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
	0	0	1	0	<u>5</u>	6	<u>4,7</u>

18 comments were left. 12 of them are positive. Some comments are positive with negative remarks and some others are negative.

Positive aspects: « *The discussions were held within the allocated time frame; all participants participated; no one dominated the discussion. The conclusions presented were supported by the whole group.*» (18)

Negative aspects: “*I am satisfied, while I would like to add small suggestion concerning the fact that moderator should sometime be tougher and focus discussion towards issue we supposed to be discussing. Very often participants themselves when presenting their issues are refocusing discussion toward other issues.*” (15) And again, participants noted a lack of time for discussions. (3 comments) For example: “*There was allocated not enough time*” (14)

Example of the negative comments: « *First and foremost, the language barrier is an obstacle. The colleagues have been focusing on their issues (issues of their countries), and small group conclusions were auto-made and declared by the group supervisor. That should not be an idea.*» (17)

PART 2 EVENT ADMINISTRATION

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

Answered question – 38 (92,7%). All the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	5	<u>33</u>	38	4,9
Quality of workshop administration	0	0	1	4	<u>32</u>	37	4,8

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	3	<u>28</u>	31	4,9
Quality of workshop administration	0	0	1	2	<u>27</u>	30	4,9

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	1	<u>5</u>	6	4,8
Quality of workshop administration	0	0	0	1	<u>5</u>	6	4,8

There were left 18 comments: Most of them are very positive. For example: *“Pre-event logistic and administration activities are exquisitely performed. All necessary information has been provided to us on time. Organization of the meeting deserves highest marks.* (11)

And only two comment were we small notes: *“one small issue - nametags for participants should include their country! (1) and “The timeline for the presentations could have been more strictly followed.” (5)*

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

37 (90.2%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	<u>97,3%</u>	36	29	6
No	2,7%	1	1	0

Q12. Are you satisfied with the quality of translation provided during the workshop?

37 (90.2%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	94,6%	35	29	5
No	5,4%	2	1	1

All those who replied “No” were asked to add a comment. Some other respondent positively commented this question. So 9 comments were left. And in 2 of them translation form French was mentioned: *“Not with the French one; other didn’t need. The French was very slow and unsure”* (9)

Q13. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

37 (90.2%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	<u>97,3%</u>	36	29	6
No	2,7%	1	1	0

PART 3 OVERALL IMPRESSION

Q14. Overall, my satisfaction with the event was...

Answered question – 38 (92.7%). 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	2	8	<u>28</u>	38	4,7

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 satisfied	Response Count	Average
0	0	1	6	<u>24</u>	31	4.7

Resource persons

1 not satisfied	2	3	4	5 satisfied	Response Count	Average
0	0	0	2	<u>4</u>	6	4.7

Q15. Did the workshops disappoint, meet, or exceed your expectations?

There are 38(92.7%) answered question. None was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>78,9%</u>	<u>30</u>
Exceed	21,1%	8

11 comments were left. Most of them are very positive. For example: *“Overall it met my expectations as I knew in advance what would be discussed. In fairness, I should add that I found conversations with other resource people very interesting and informative, which is why I would give it 4 out of 5.”* (2)

1 comment is not so positive: *“Level of participation was rather low, which could be a reflection of the caliber of the participants.”* (3)

Q16. What did you like best about the workshop?

31 comments were left. All of them are valid. 4 of them are comments like: “*Everything was at an adequate level.*” (16)

Participants liked best:

Exchange of experience/ work with colleagues (6 comments) – “*The networking element; the opportunity to compare the experiences in many countries...*” (31)

Small group discussions / work in small groups (6 comments) “*The most of all I like the practical skills which were shared by other countries and work with them in small groups.*” (15)

Presentations of Russia (3 comments) – “*Presentation made by the Russian colleague was extremely interesting and impressive*” (10)

Presentations of Azerbaijan (8 comments): “*Presentations Azerbaijan on modernization of information system were very informative.*”(11)

Presentations of experts and learning their opinion (7 comments): “*Expert consultants’ presentations, simple and applicable recommendations and overall useful tips and referrals.*” (30)

Organization and administration of the workshop (4 comment) “*Organization of the event was at the extremely high level/*”(17)

Q17. Which elements of the workshops you did not like?

21 informative comments were left. 11 of them are comments like “*There is no such elements.*” (10) or “*I liked every element of the Seminars*”. (11)

It means that there are 10 comments about elements which were not like by participants.

Workshop participants did not like different elements of the event, for example:

- “*...there was too much emphasis on describing IT developments and I would have preferred to hear more discussion about the principles of the accounting systems used etc.*” (2):

- “*Sometimes I gained an impression that some of the presenters in most parts of their presentations have been paying attention to treasury management system’ historic development component, instead of giving more specific presentation of challenges they have been facing, conditions and environment that were necessary to be created, political support that they must have had, necessary resources, human and material financial resources, and provided consultancy services and support, etc.*” (18)

- “*Work in small groups*” (17)

Q18. Suggestions to improve the content, approach and other aspects of the workshop:

23 valid comments were left, and 18 of them consists suggestions.

Here are some quotations:

“Need for the experts to interact more with participants, instead of seating separately, which kind of creates a silo. Also facilitators could be given specific guidelines and instructions on what role they should play, not just during small group discussions but also during plenary sessions.” (3)

“It is necessary to keep the workshop format! (11)

“More practical demonstrations of treasury system business operations management.” (20)

“I believe that number of slides per presentation should be limited to minimum, thus leaving more room for discussions, as well as necessity to prevent local-patriotic discussions that occurred during the workshop, simply: make everything more dynamic.” (23)

Q19. Do you plan to brief your colleagues on this event?

There were left 36 (87.8% of respondents) responses. And 100% of them replied “Yes”.

22 comments were left. And 8 of them mean that a report or presentation has already been done.

For example: *“I have presented personal impressions to my colleagues during executive staff meeting, and copied consultants’ presentations for distribution among my colleagues. (22)*

PART 4 PLANS FOR THE FUTURE

Q20. Would it be useful for you or your colleagues to attend the future TCOP workshops?

38 persons (92.7%) responded to this question and 100% of the answers are positive.

15 comments were left.

For example: “*Especially concerning General Ledger of Treasury and implementation of IPSAS*” (6)

“*It would be useful without a doubt, because every new encounter is bringing new insights and new ideas upfront, which could be ultimately implemented towards further improvements of practical solutions in our countries.*” (11)

“*We have heard how processes are being implemented in other countries, and identified our position against them, as well as pinpointed which methodology would be most useful for our future implementation..*” (14)

A survey has been circulated on the first day of the workshop, through which all 19 participating countries have expressed their preferences for the TCOP future events topics and formats.

Q21. Did you have enough time to fill it out?

37 persons (90.2%) responded to this question.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	94.6%	35	31	3
No	5.4%	2	0	2

23. After your return from Baku and discussions with your colleagues, do you think you need to add something to the already provided answers?

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	14,7%	5	4	0
No	85,3%	29	24	5

4 comments were left and only 2 of them are informative: “*Yes, I can add comments concerning implementation on Kazakh Standards examples*” (3) and “*Organization of thematic video-conferences*”(4).