

PEMPAL BCOP SV South Africa

FEEDBACK SURVEY

On March 9-13th, 2015, the PEMPAL BCOP Study visit to the National Treasury of South Africa, took place. After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Link to the survey – <https://www.surveymonkey.com/r/S579BM8>

The survey started to collect responses on March 17 and finished on March 24, 2015.

Invitations to take part in the survey were sent to 11 participants of the workshop.

9 responses (81.8%) were fully completed. In this report, we analyze all 9 responses. For further calculation, we take this quantity as 100%.

All these responses will be included in the general Feedback Event Database. All responses are not identified by source and sent on a confidential basis to Nina Duduchava of the World Bank who prepares this report.

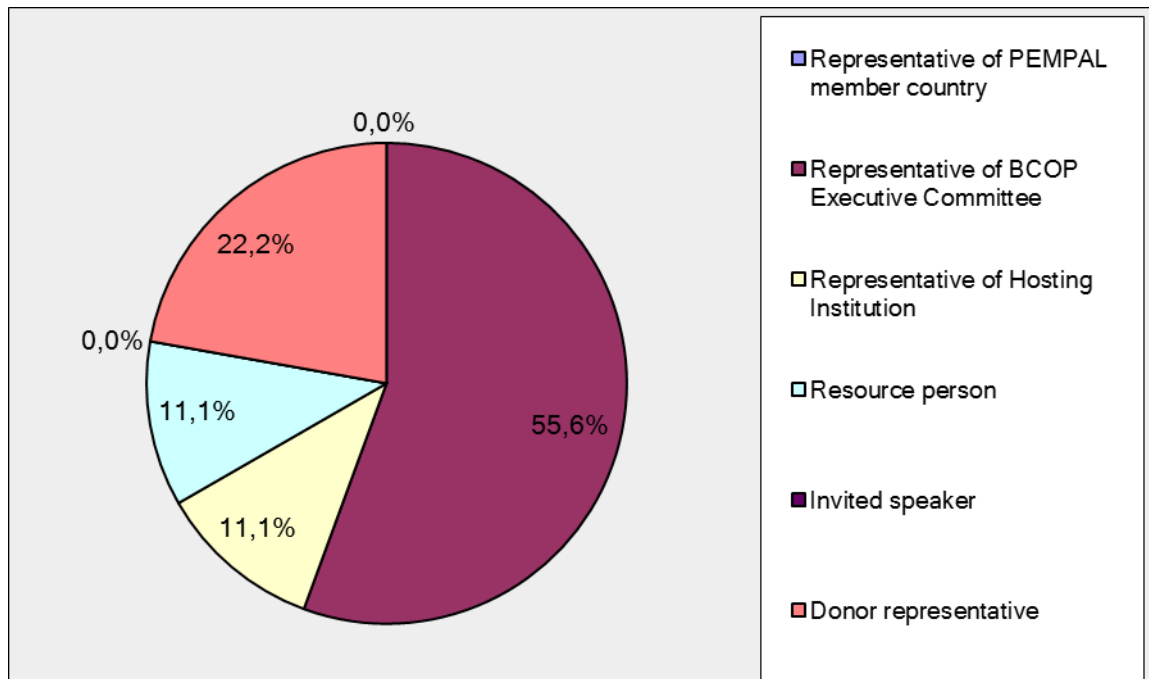
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are a total of 25 questions.

ABOUT THE RESPONDENT

Q1 You are..

9 (100%) respondents gave answers.

Answer Options	Response Percent	Response Count
Representative of PEMPAL member country	0,0%	0
Representative of BCOP Executive Committee	55,6%	5
Representative of Hosting Institution	11,1%	1
Resource person	11,1%	1
Invited speaker	0,0%	0
Donor representative	22,2%	2



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

9 respondents (100%) answered this question and 100 % was not the first time in a PEMPAL event.

Q3. How many PEMPAL events have you attended before?

9 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
1	2	1	5	9

PART I EVENT DELIVERY

Q4. How do you rate your participation in this event?

9 (100%) answers were given. And 100% of respondents think that their participation in the event was 'Active'.

Q5. How do you rate the duration of the event overall?

9 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	11,1%	1
About right	88,9%	8
Too long	0,0%	0

Q6. How much do you agree with the following statements about the participants of the event?

9 respondents (100%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The level of the event was appropriate for a person with my experience and knowledge	0	0	0	2	<u>7</u>	9	<u>4,8</u>
b) I learned from the experience of other participants in the event	0	0	0	2	<u>7</u>	9	<u>4,8</u>
c) Participants had about equal level of prior expertise relevant to the event topic	0	<u>1</u>	<u>1</u>	<u>5</u>	2	9	<u>3,9</u>
d) Content of presentations, hand-outs and other materials were appropriate for person with my level of knowledge	0	0	0	2	<u>7</u>	9	<u>4,8</u>

Q7. Describe your own level of expertise, as compared to that of other participants?

4 comments were left.

Countries participating in the study visit are at different stages of budget transparency development. But at the same time, in all countries, the Ministry of Finance aims to increase the level of budget and fiscal policy transparency. Accordingly, the topic will be relevant for all countries.

"As the host this is not a relevant question. I did notice though that different country representatives had different experiences in each area. In areas of planning though, I believe we in South Africa can learn more from PEMPAL countries."

The presentation relating to macroeconomic forecasts was interesting to me, but that is not my area of expertise. I have to learn much more in the area of performance indicators. Any information in that area is useful for me. All other topics are part of my daily work and I consider myself highly skilled.

I have been working at MoF for more than 16 years, 6 of which I have spent at Budget Directorate. I am responsible for Budget Policy and Int'l Affairs. I am heavily involved in Budget preparation, MTP, MTFP, and some other documents related to budget process and execution. I regularly attend OECD SBO meetings.

Q8. What have you learned from other participants?

5 comments were left.

This visit demonstrates how the PFM system reforms passed, with an emphasis on the program budget and its openness to the public. I believe that their experience in reforms and medium-term planning is quite useful and can be used in national reforms.

A nice reminder again that there are many different tools and techniques countries can use to achieve their budgeting goals.

Discussions that follow each presentation and questions asked by all participants are very useful.

Learned that there is a possibility to develop performance indicators in Excel

I was interested in South Africa case from the fiscal transparency point of view. Its performance on OBI is impressive. I learnt a lot about their budget preparation and execution process. In year Adjusted Budget Practice and Quarterly Performance Reporting are very interesting to us. I benefited a lot from their experience on production of documents and reports. Citizen budget is also outstanding practice. The simplicity of the document is important.

Q9. How much do you agree with the following statements about the content design of the event?

9 responses (100%) were received.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	0	0	2	<u>7</u>	9	4,8
b) The content of the event was properly prepared	0	0	0	2	<u>7</u>	9	4,8
c) The event addressed issues important to my work	0	0	0	1	<u>8</u>	9	<u>4,9</u>
d) The event covered a right number of topics for the amount of time available	0	0	0	2	<u>7</u>	9	4,8
e) Presentations made during the event were relevant and useful	0	0	<u>1</u>	0	<u>7</u>	8	4,8
f) Enough time was reserved for questions to speakers	0	0	0	1	<u>8</u>	9	<u>4,9</u>

4 comments were left:

Discussions with Treasury representatives were very productive (additional questions). Presentations were informative and well demonstrated highlights issues.

"should also have had a session on South Africa's intergovernmental system early in the program, as many questions came up on this (even though this topic was not asked for). There were no break-away group discussions, all conversation was in plenary"

It would be better to have more time as it was the study visit and there were many countries

Presentations were prepared very well and targeted for the topic. Interactions during the presentations were also very beneficial and led the way for better understanding.

Q10. How much do you agree with the following statements about the outcomes of the event?

9 responses (100%) were received/

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
To meet with representatives from the Department of National Treasury and the Collaborative Africa Budget Reform Initiative (CABRI) with the objective to discuss and exchange information on public finance reforms and peer learning approaches.	0	0	0	0	9	9	5.0

4 comments were left:

More than that. Treasury representatives were willing to contact and provide any necessary information.

"as hosts we wanted to provide a meaningful programme - PEMPAL participants gave us their gratitude. Also, we used the opportunity to expose our junior staff to the caliber of conversation of budget directors from many PEMPAL countries. They all felt that they had learnt a lot."

"In particular, I noted two things that I propose to implement in my country:

1. Handbook for the new governing structures that come after the election (ministers, deputies, assistants) and for newcomers.

2. Tool (table) for the evaluation of quality performance indicators.

I liked especially the philosophy of the network CABRI the following:

1. To support only those practices that work in the context of African countries

2. They talk with political representatives, organize political dialogues "

I brought almost all the documents delivered during the sessions to my office as a reference for my future work. I also disseminated them to my colleagues so that they can benefit from them as much as they relate to their work.

PART 2 EVENT ADMINISTRATION

Q11. Please rate the quality of the organization and administration of the event:

Answered question – 9 (100%).

Answer Options	1 low	2	3	4	5 high	Response Count	Average Rating
Quality of organization	0	0	1	1	7	9	4,7
Quality of administration	0	0	0	4	5	9	4,6

There were left 5 comments.

Everything was on a quite high level.

It was not the most lavishly catered event, but in South Africa we are cost-cutting and so using our own venue for meetings at no cost extra cost was important.

Everything that was organized by the support team (CEF, Živa) was, as always, at a high level. The part that was up to the South African Treasury (distribution of written material) was somewhat below the level that we have become accustomed to with CEF, but it was still satisfactory.

"Quality of organization and administration was very good. My only suggestion would be to not take recommendation from Government for accommodation options in future, as this led to participants being booked into 3 star hotel (that the South African government utilizes) which was in a very, unsafe district that had very few facilities including very unreliable internet connection. This was addressed well by the Secretariat however, with additional informal events being conducted to ensure the group stayed together given security concerns. Further, many of the translation were not ready in time (although the host country did only provide them 2-5 days before the event). Also the translators who were conducting the simultaneous translation were also allocated these translations to do late into the evenings which was not fair on them. This points to a need to improve overall management of translation resources including improving translation prioritization and allocation of work tasks."

Ms Kay from S.A. treasury was impressive. Her explanations were very much in detail. Mrs Ziva from secretariat also deserves appreciation for her intense and close interest in every (let's say) problem participants encountered. Facilitation from the Deanna (resource team) for igniting the discussions was also very successful.

Q12. Did you receive agenda and event information in sufficient time before the event for them to be useful?

9 (100%) answers were given. And all the responses were "Yes".

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

8 (88.9%) answers were given. And all of them were "Yes".

Q14. Are you satisfied with the quality of consecutive interpretation provided during the event? Q15. Are you satisfied with the quality of written translation of event materials?

8 responses were given (88.9%) to Q14 and 7 (77.8%) — to Q15.

Answer Options	1 low	2	3	4	5 high	Response Count	Average Rating
consecutive interpretation	0	0	0	1	<u>7</u>	8	4,9
written translation	0	0	0	1	<u>6</u>	7	4,9

There were left 5 comments to Q14 and 3 comments to Q15.

Q14

Qualification of translator Ms. Anastasia is on a high level.

Interpretation was provided both during the official part of the event and during the informal part. The interpreters were at my disposal at all times.

Although one Russian translation could not come due to passport issues (insufficient pages left in his passport despite having a visa issued), a local translator was hired from the South African Russian embassy. The Secretariat were able to effectively arrange this with support from the Secretariat Team Leader back in Slovenia

Mrs Anastasia's speed in translation was impressive.

Sometimes representatives of the host country spoke too quickly, and the translators did not have time to translate their statements completely (although the sense was still clear). In the future, it is advisable at the beginning of the meeting to ask the host authority to speak slowly so that translators had the opportunity to provide a full translation.

Q15

If there is such an opportunity - I would like to receive the Russian version of the presentations from representatives of the Treasury, which were only in English.

Not sure, originals were in English (my language)

Criticism comes more from the delay in translations mentioned in my earlier comments.

PART 3 OVERALL IMPRESSION

Q16. Did the event disappoint, meet, or exceed your expectations?

There are 9 (100%) answered question.

Answer Options	Response Perce	Response Cour
Disappoint	0,0%	0
Meet	22,2%	2
Exceed	<u>77,8%</u>	<u>7</u>

Q17. What did you like most about the event?

7 comments were left.

- 1. Openness of the South Africa budget as well as of Treasury representatives.*
- 2. Participative nature of all discussions*
- 3. The possibility of comparison with the situation in my country, as well as obtaining information about the content of web pages where additional material can be found. We were also given a print version of the budget of South Africa, which, although it is voluminous and “heavy”, I brought back with me and which we shall certainly use in order to improve the publication of our budget.*
- 4. The event was well-planned and well-balanced between lectures and excursions part*
- 5. The National Treasury colleagues provided extensive information not only in their presentations, but were willing to share all budget instructions, methodologies and tools. They also provided all their budget documentation and paid for all lunches and a dinner. Overall the hosts were wonderful and willing to share their achievements, challenges, lessons learnt and mistakes to avoid in the future.*
- 6. Presentations, discussions and documents delivered during the sessions.*
- 7. Openness of the host country representatives, their readiness to answer all questions and provide any additional information.*

Q18. What did you not like most about the event?

3 comments were left.

- 1. No objections.*
- 2. The hotel was in an unsafe area and had minimum facilities which put extra pressure on organizers to ensure participants remained safe particularly at night and during any free time. For future events held in South Africa, recommend a formal security briefing be conducted by the World Bank. For any future PEMPAL visits, suggest participants stay at Sheraton hotel which has better security and facilities for participants.*
- 3. Sometimes we did not have enough time to ask some clarifying questions.*

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

9 responses were given (100%). And all responses were “Yes”.

Q20. How do you plan to brief your colleagues?

8 (88.9%) responses were given

Answer Options	Response Percent	Response Count
Share materials	62,5%	5
Make a presentation	0,0%	0
Prepare a back-to-office report	<u>75,0%</u>	<u>6</u>

2 comments were left:

Hoste country comment: Junior colleagues were in the room. I will report back to my division in South Africa treasury formally

The participants have prepared lessons learnt (which were shared as part of the roundtable agenda item) which will be incorporated in a BCOP Study Visit report which will be circulated to participants and National Treasury colleagues in South Africa for comment before finalization.

Q21. How much do you agree with the following statement?

9 respondents (100%) replied to this question.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	0	3	<u>6</u>	9	4,7

Q22. How can you apply the acquired knowledge?

6 comments were left.

In designing and implementing medium-term budgeting, as well as in matters of greater budget openness and transparency.

I will think about PEMPAL country practices in designing our next budget process

Since I participate in all budget system reforms in my country, each new idea is useful to me.

Acquired knowledge will help me during making the choice of international best practices to increase the budget transparency.

All the budget methodologies and tools will be placed on wiki for sharing with the rest of the community. Participants will also brief on the results of the study visit at the next BCOP plenary meeting. Specific tools (eg performance indicator excel tool will be translated and shared given the Executive Committee have assessed these as being useful tools to apply in their work).

I would like to adopt some of the elements in S. African fiscal management system to our system like in year adjusted budget and quarterly performance reports.

Q23. Overall, my satisfaction with the event was...

Answered question – 9 (100%). And 88.9% of the respondents (8) considered themselves as ‘highly satisfied’. Rating given by 1 person (11.1%) was “4”. Average rating is 4.9.

RECOMMENDATIONS FOR THE FUTURE

Q24. Do you have any suggestions to improve the content, approach and other aspects of such events in future?

3 comments were left but no suggestions.

I believe that events like this are very useful because they provide the participants with sufficient information to improve their own knowledge, as well as a possibility of future contacts with relevant experts from various countries.

Q25. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

1 informative comment was left.

Translation into Russian of the Treasury presentations.