

## **PEM PAL KIEV TCoP WORKSHOP Survey**

On April 24-26, 2013 PEM PAL TCOP workshop took place in Kiev, Ukraine.

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/LW8LBR2>

The survey started to collect responses on May 3 and finished on May 27, 2013.

Invitations to take part in the survey were sent to all participants of the workshop. We sent 70 invitations – 12 to the resource persons and 58 to the representatives of PEMPAL-countries. 44 persons started to response to the survey. 43 (97.7% of started) responses were fully completed. From this 44 responses – 11 was from the resource persons and 32 from the representatives of PEMPAL-countries, and 1 person did not indicate this information.

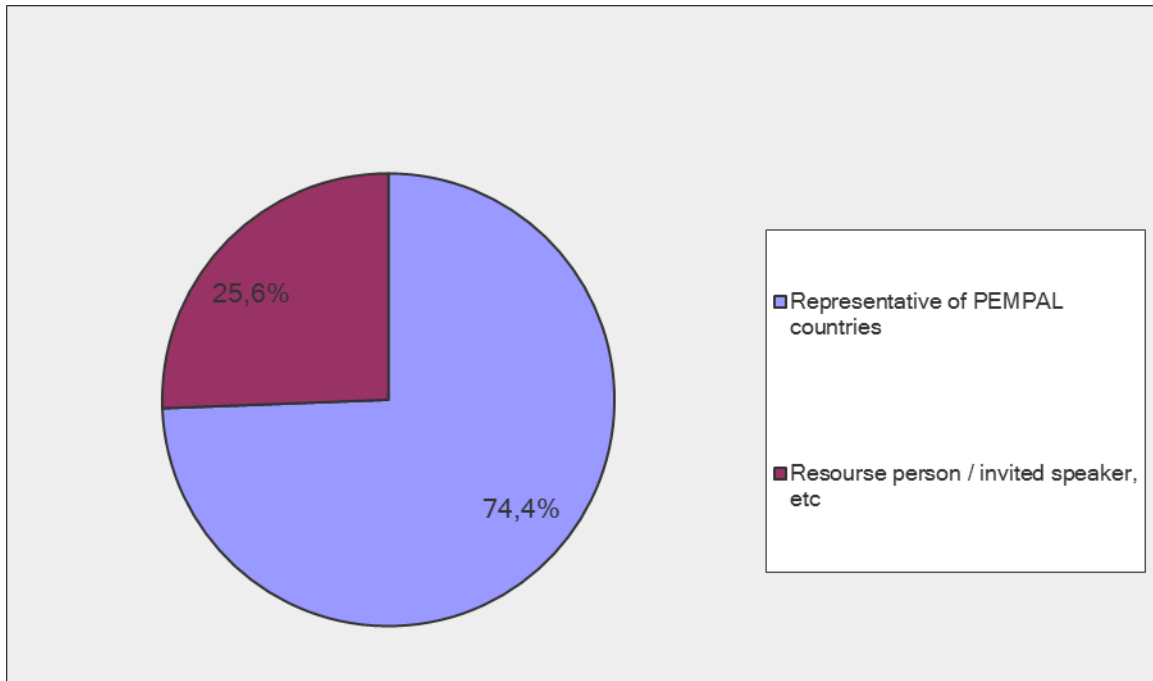
In this report, we analyze all 44 responses. For further calculation, we take this quantity as 100%.

The questionnaire comprises six parts: Information, Event Delivery, Event Administration, Overall Impression, Plans for the Future, and Improving Event Evaluation. There are total 23 questions in it.

## INFORMATION

### Q1 You are...

43 (97.7%) respondents gave answers. Among them: 32 representatives of PEMPAL member country and 11 Resource persons.



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

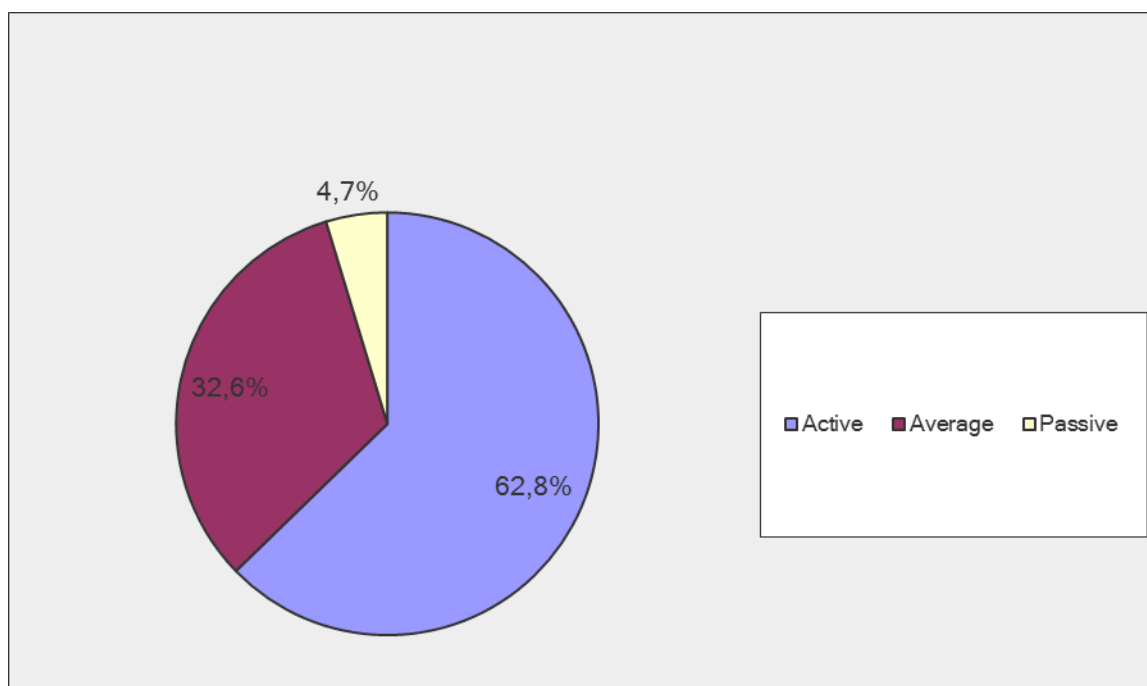
43 respondents (97.7%) answered this question. And half of them replied “Yes”.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	<u>51,2%</u>	<u>22</u>	<u>16</u>	<u>6</u>
No	48,8%	21	<u>16</u>	5

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

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

43 (97.7%) answers were given. 27 (62.8%) respondents think that their participation in the event was ‘Active’. 14 (32.6%) respondents think that their participation was ‘Average’. 2 (4.7%) chose the option “Passive”.



Among them:

10 resource persons were “Active” and 1 – “Average”

17 representatives of PEMPAL countries were “Active”, 13 – “Average”, and 2 – “Passive”.

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

43 respondents (97.7%) 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	4,7%	2	2	0
About right	<b><u>90,7%</u></b>	<b><u>39</u></b>	<b><u>29</u></b>	<b><u>10</u></b>
Too long	4,7%	2	1	1

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

43 (97.7%) respondents answered this question.

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	1	1	4	10	<u>27</u>	43	<u>4,4</u>
For free discussions	2	0	4	15	<u>21</u>	42	4,3

Representatives of PEMPAL countries

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	1	0	4	6	<u>21</u>	32	<u>4,4</u>
For free discussions	2	0	2	10	<u>17</u>	31	4,3

Resource persons

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

14 comments were left.

In 6 of them respondents mentioned, that not enough time was allowed for discussions: *“Officially given time would be enough, but in fact there were less time..”* (2) and in 3 of these comment respondents noted, that *“I believe that all participants have had sufficient time to take part in discussions in the workshop, if they wished to do so, and that none were denied opportunity to ask questions. In fact, the discussions extended into the coffee and lunch breaks as well as after the end of the work day, so that all the participants have had plenty of chance to partake in the discussions if they choose to do so, and nobody had been denied a chance to ask their questions. As noted, the discussions extended well into the breaks and after the end of the day, so the discussions held during the workshop were by no means the only opportunity where opinions and experiences can be exchanged.”* (1)

In 5 comments respondents mentioned *“The agenda largely ran to time for every session almost all possible questions were addressed. This event had a very nice balance between presentations and discussions”* (6)

There are suggestions in 4 comments how to improve time balance. For example: *“To support presenters bringing accross their core-messages, perhaps developing guidelines in the following direction might be helpful: - shorter presentations to keep attention of audience up - reserve sufficient time for discussion at end of presentation --> prepare 1-2 questions for audience to start discussion, if needed - set maximum number of slides for given time - shorten content of each slide (only keywords and possibly < 10 lines per slide) - finish with a slide showing 3-5 short core messages that shall be taken away from the presentation - make additional, more detailed information available to audience, e.g. by moving it to extra slides after formal end of presentation - share a slide with references to supporting documents, and perhaps invite to add documents to event-Wiki or Virtual library.”* (11)

## **Q6. Are you satisfied how the small group discussion sessions went?**

41 respondents (93.2%) answered this question. All of them rated the idea in a positive way.

Answer Options	1 Not staisfied	2	3	4	5 Quite satisfied	Response Count	Average
Round table discussions during the 1st day of the workshop	0	0	1	16	<u>24</u>	41	<u>4.6</u>
Small groups discussion session during the second day	0	0	1	14	<u>26</u>	41	<u>4.6</u>
Round table discussions during the 3rd day of the workshop	0	0	3	14	<u>22</u>	39	4,5
Representatives of PEMPAL countries							

Answer Options	1 Not staisfied	2	3	4	5 Quite satisfied	Response Count	Average
Round table discussions during the 1st day of the workshop	0	0	1	12	<u>17</u>	30	4,5
Small groups discussion session during the second day	0	0	0	11	<u>19</u>	30	<u>4.6</u>
Round table discussions during the 3rd day of the workshop	0	0	1	11	<u>18</u>	30	4,5
Resource persons							

Answer Options	1 Not staisfied	2	3	4	5 Quite satisfied	Response Count	Average
Round table discussions during the 1st day of the workshop	0	0	0	4	<u>7</u>	11	<u>4.6</u>
Small groups discussion session during the second day	0	0	1	3	<u>7</u>	11	4,5
Round table discussions during the 3rd day of the workshop	0	0	2	3	<u>4</u>	9	4,2

Also, respondents were asked to leave a comment. There were left 17 comments. Among them 2 respondents mentioned that they did not participated in the 3d day. 7 comments were more or less negative: “All discussions are interesting and dynamic. The reason I am giving a somewhat lower score (4) is the fact that the participants often drift away from the main topic of discussion – i.e. the focus of the discussions tends to shift to other areas of public finance management, which is to an extent understandable, as the participants are officials and experts from different areas of PFM in the Treasury and Ministry of Finance.” (1) 8 comments were positive: ” There were many interesting questions during the discussions in small groups, the participants actively share their experience” (5)

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

41 respondents (89.1%) answered this question. Average rating is positive.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	2	1	10	<u>19</u>	9	41	3,8

Representatives of PEMPAL countries

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	1	0	7	<u>15</u>	7	30	<u>3.9</u>

Resource persons

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	1	1	3	<u>4</u>	2	11	3.5

18 comments were left.

11 of them are positive. Respondents think that they be able to apply the knowledge to their daily: *“Because of the different approach in every country based on the basic principals, the presentations and discussions help us to get acquainted with other practices and to take opinion/ideas for improvement of our work, as well as to ask for help from other countries.”* (10)

6 respondents were not sure. For example: *“I would not expect to apply all the information I gained to my daily work especially as I am a resource person and not working in a Treasury...”* (6)

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

41 respondents (93.2%) 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	<u>1</u>	0	5	11	<u>24</u>	41	4,4
b) I learned from the experience of other participants in the workshop	0	0	3	10	<u>28</u>	41	4,6
c) The level of the workshop was appropriate for a person with my experience and knowledge	0	0	1	7	<u>33</u>	41	<u>4,8</u>
d) Participants had about equal level of prior expertise relevant to the workshop topics	<u>1</u>	<u>4</u>	6	16	<u>14</u>	41	3,9
e) The presentations demonstrated during the workshop were relevant and provided useful information	0	0	0	8	<u>33</u>	41	<u>4,8</u>
f) The workshop covered appropriate number of topics for the amount of time allocation	0	0	0	11	<u>30</u>	41	4,7

## **PART 2 EVENT ADMINISTRATION**

### **Q9. Please rate the quality of organization (pre-event administration and logistics, etc.) and administration (staff responsiveness, etc.) of the workshop:**

Answered question – 40 (90.9%). All the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	3	<u>37</u>	40	4,9
Quality of workshop administration	0	0	0	1	<u>39</u>	40	<u>5,0</u>

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>27</u>	30	4.9
Quality of workshop administration	0	0	0	1	<u>29</u>	30	<u>5,0</u>

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	0	<u>10</u>	10	<u>5,0</u>
Quality of workshop administration	0	0	0	0	<u>10</u>	10	<u>5,0</u>

There were left 16 comments: Most of them are very positive. For example: “*Very well organized event! Accountability of the hosting party is very high.*”. (13)

And only in two comment some problems were mentioned: “*After registration I had not received the program or other information on my e-mail account before starting of the event, I found them in the public page (?) according to advice of other participants*” (2) and “*There was a last minute change in my arrival flights and I was not event inform by e-mail*” (12)

### **Q10. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

39 (88.6%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	<u>97,4%</u>	<u>38</u>	28	10
No	2,6%	1	1	0



**Q11. Are you satisfied with the quality of simultaneous interpretation provided during the workshop?**

40 (90.9%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	2	9	<u>29</u>	40	<u>4,7</u>

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	1	6	<u>23</u>	30	<u>4,7</u>

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	1	3	<u>6</u>	10	4,5

12 comments were given. Most of them consists compliments to interpreters: *“Hats off to the wonderful hardworking translators”* (5)

4 commenters mentioned small problems: *“At times I thought that the interpreters were struggling with the technical language of Treasury and economics”* (3)

**Q12. Are you satisfied with the quality of written translation of workshop materials?**

40 (90.9%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	7	<u>33</u>	40	4,8

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	6	<u>24</u>	30	4,8

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	1	<u>9</u>	10	<u>4,9</u>

4 comments were given. Most of them consists compliments to interpreters: *“A job excellently done”* (1)

1 comment is a specific criticism: *“budget controller” is not “budget user”* (3)

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

39 (88.7%) answers were given.

Answer Options	Response Percent		Response Count	
	all	all	representatives	Resource persons
Yes	<u>97.4%</u>	<u>38</u>	28	10
No	2,6%	1	1	0

## ***PART 3 OVERALL IMPRESSION***

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

Answered question – 41 (93.2%). 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	0	9	<u>32</u>	41	<u>4,8</u>

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 satisfied	Response Count	Average
0	0	0	6	<u>24</u>	30	<u>4,8</u>

Resource persons

1 not satisfied	2	3	4	5 satisfied	Response Count	Average
0	0	0	3	<u>8</u>	11	4.7

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

There are 41 (93.2%) answered question. None was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>68.3%</u>	<u>28</u>
Exceed	31.7%	13

6 comments were left. All of them are very positive. For example: “As an invited speaker I did not exactly know what to expect. But the very active and positive working atmosphere, aimed not only on exchange of information but also on learning from each other, made this meeting very much more positive than a lot of other conferences I participated in.” (6)

## **Q16. What did you like best about the workshop?**

36 comments were left. All of them are valid. 8 of them are comments like: *“Generally all events according to the agenda were very useful and informative.”* (33)

Participants liked best:

Exchange of experience/ work with colleagues (9 comments) – *“Possibility to communicate with country representatives about work organization in treasury bodies and about interaction with tax services”* (8)

Small group discussions / work in small groups (11 comments) *“Small working group sessions”* (9)

Presentations of Ukraine and the city (4 comments) – *“The first day presentation which is well structured and gave us the full idea of Ukraine's Treasury operation. This help the participants to be involved deeply in discussions in the next days”* (32)

Presentations of experts and learning their opinion (8 comments): *“Experts’ presentations, questions and answers and experts’ opinions and advice.”* (17)

Organization and administration of the workshop (4 comment) *“Workshop was organized on a high level”*(21)

Presentations (8 comments): *“The most of presentations were prepared carefully with summary and important information on the topic”* (22)

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

27 informative comments were left. 12 of them are comments like *“The workshop met our expectations”* (10) or *“I liked all element of the workshop”*. (19)

It means that there are 17 comments about elements which were not like by participants.

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

- *“ Some presenters spoke very complicated, and it was difficult to understand topics.”* (6)

- *“Varying interpretations and understanding of some core terms used in presentations by representatives of different countries. In some cases that caused false understanding of the very sense of methods and mechanisms described in presentations.”* (17)

- *“Culture program”* (27)

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

27 valid comments were left, and 16 of them consists suggestions.

Here are some quotations:

*“There should be more time for work-discussions on groups (how it was around the tables) and more time for presentation of specific results of such discussions. 2. Questions for discussions not always was enough specific and understandable. For example – we spent a lot of time to understand issues of authority decentralization on the given wording. And for a long time tried to understand what experts wanted to hear from us.” (2)*

*“I am not sure if it is possible to suggest, but may be presenters could have a training how to perform a presentation” (4)*

*“To have more examination of accounting standard implementation issues” (9)*

*“Include into thematic surveys questions related to interpreting and understanding of the sense of core terms proposed to discuss in future workshops.” (14)*

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

There were left 40 (90.9% of respondents) responses. And 100% of them replied “Yes”.

221 comments were left. And 11 of them mean that a report or presentation has already been done.

For example: *“It is already done. I told the colleagues about the content of the presentations as well as about experience of the countries participated in the workshop. All given information aroused a keen interest. Result – serious discussion on possibility or non-possibility to implement certain mechanisms in our daily work.” (11)*

## PART 4 PLANS FOR THE FUTURE

### **Q20. Did you make any comments or suggestions during the workshop for amending the draft TCOP Activity Plan for 2014-2015?**

39 persons (88,6%) responded to this question.

Answer Options	Response Percent	Response Count	all	representatives	Resource persons
Yes	30,0%	12		12	0
No	<b>70,0%</b>	<b>28</b>		<b>18</b>	<b>10</b>

### **Q21. Do you plan suggest any changes in the near future?**

39 persons (88,6%) responded to this question.

Answer Options	Response Percent	Response Count	all	representatives	Resource persons
Yes	28,2%	11		8	3
No	<b>71,8%</b>	<b>28</b>		<b>21</b>	<b>7</b>

9 comments were left but only 1 consist of specific suggestions:

*“Suggest to add the themes as below: 1.management performance and methodology for the evaluation indicators 2.moving to electronic invoice for revenues collection and expenses transaction 3.financial forecasting methodology templates 4.consolidation methodology template for general government (central, local, extra budgetary, SI and HI, foreign financing) financial statement.” (8)*

### **Q22. Would it be useful for you or your colleagues to attend the future TCOP workshops?**

40 persons (90.9%) responded to this question and 100% of the answers are positive.

13 comments were left.

For example: *“TCOP events help to acquire additional information for the treasury procedure improvement” (1)*

*“We hope to attend the future TCOP events to receive new knowledge and to learn the experience other country-members” (10)*

*“Depending on the topic for discussion at a future event, the Department of Finance would be interested in participating in a future event.” (7)*

## Part 5 IMPROVING EVENT EVALUATION

### **Q23. Do you have any suggestions for additional questions to be included in the future TCOP events Evaluation Surveys?**

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	<u>78,4%</u>	<u>29</u>	<u>23</u>	<u>6</u>
No	21,6%	8	5	3

Those who responded “Yes” were asked to leave a comment. There are 8 comments. But some commenters did not understand the question, so only in 4 comments we have valid suggestions:

*“1. What is the value of work in a workshop in particular – for your philosophy, theoretical training, thought-provoking information, motivation to learn some sphere deeper etc. 2. What did you get from acquaintance with some participants – representatives of other countries. 3. What do you think about experts’ role in the future workshops? Should they be more active or less active or other?” (2)*

*“Evaluation of individual sessions” (3)*

*“Related to question #12, I would be interested to learn more about the ways that knowledge is shared within the treasury and from the treasury to other relevant partners and how the level of knowledge / skills of the employees of the treasury are measured”(7)*

*“Which presentations did you like most of all? Which presentations were needless? What was missing in the presentations?” (8)*