

# **PEM PAL TCOP PLENARY MEETING IN MOSCOW**

## **FEEDBACK SURVEY**

On May 25-26, 2014 PEMPAL TCOP Plenary meeting took place in Moscow, Russia, before the CROSS-COPs Plenary Meeting.

After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Links to the surveys – <https://ru.surveymonkey.com/s/P87V6BZ> (for those who attended Cross-Cops Plenary meeting)

<https://ru.surveymonkey.com/s/SKBLNWK> (for those who was only on TCOP Plenary meeting)

The survey started to collect responses on May, 5 and finished on May 26, 2014.

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

27 responses were received – 26 from those who attended Cross-Cops Plenary meeting and 1 from those who was only on TCOP Plenary meeting. In this report, we analyze all 27 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.

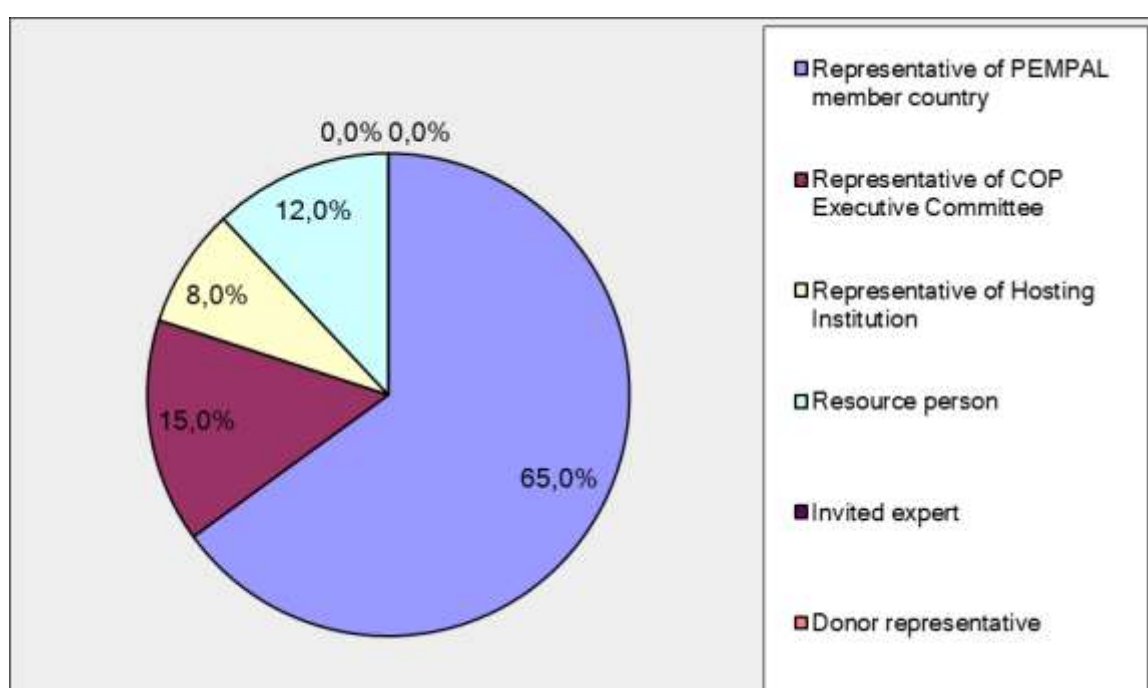
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 24 questions.

## ABOUT THE RESPONDENT

### Q1 You are..

26 (96.3%) respondents gave answers.

| Answer options                            | Response Percent | Response Count |
|---|------------------|----------------|
| Representative of PEMPAL member country   | <b>65,0%</b>     | <b>17</b>      |
| Representative of COP Executive Committee | 15,0%            | 4              |
| Representative of Hosting Institution     | 8,0%             | 2              |
| Resource person                           | 12,0%            | 3              |
| Invited speaker                           | 0,0%             | 0              |
| Donor representative                      | 0,0%             | 0              |



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

27 respondents (100%) answered this question. And 33.3% of them replied “Yes”.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes            | 33.3%            | 9              |
| No             | <b>66.6%</b>     | <b>18</b>      |

### Q3. How many PEMPAL events have you attended before?

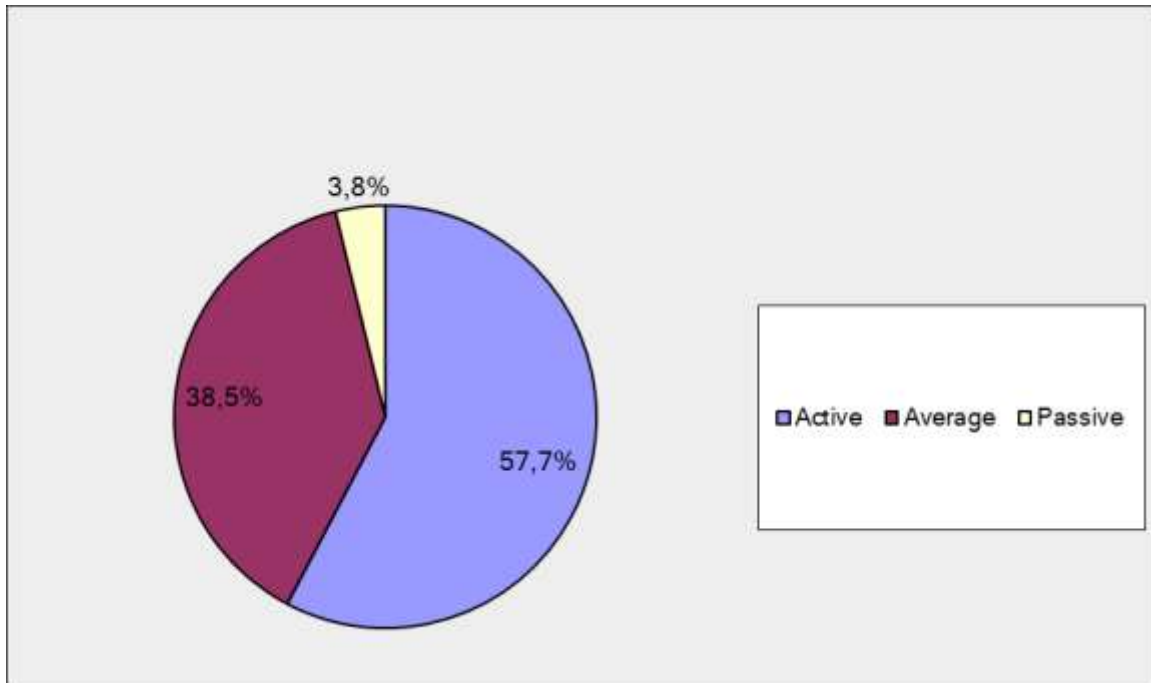
This question was seen only by those respondents who chose “No” in the previous question. 18 respondents answered this question.

| 1-2      | 3-4 | 5-6 | more than 6 | Response Count |
|----------|-----|-----|-------------|----------------|
| <b>6</b> | 4   | 3   | 5           | 18             |

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

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

26 (96.3%) answers were given. 15 (57.7% of responded) respondents think that their participation in the event was 'Active'. 10 (38.5%) respondents think that their participation was 'Average'. And 1 person (3.8%) choses the option "Passive".



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

27 respondents (100%) answered this question.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Too short      | 14.8%            | 4              |
| About right    | <b>81.5%</b>     | <b>22</b>      |
| Too long       | 3.7%             | 1              |

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

27 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 | 1 | 6         | <b>20</b>        | 27             | 4,7        |
| b) I learned from the experience of other participants in the event   | 0                   | 0 | 1 | 7         | <b>19</b>        | 27             | 4,7        |
| c) Participants had about equal level of prior expertise relevant to the event topics                               | <b>1</b>            | 0 | 5 | <b>13</b> | 8                | 27             | <b>4,0</b> |
| d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge | 0                   | 0 | 0 | 4         | <b>23</b>        | 27             | <b>4,9</b> |

**Q7. How much do you agree with the following statements about the content design of the event?**

27 responses (100%) were received.

| Answer Options   | 1<br>strongly<br>disagree | 2 | 3 | 4 | 5<br>Strongly<br>agree | Response<br>Count | Average    |
|--|---------------------------|---|---|---|------------------------|-------------------|------------|
| a) The event agenda was properly planned                                       | 0                         | 0 | 0 | 6 | <u>21</u>              | 27                | 4,8        |
| b) The content of the event was properly prepared                              | 0                         | 0 | 0 | 3 | <u>24</u>              | 27                | <u>4,9</u> |
| c) The event addressed issues important to my work                             | 0                         | 0 | 1 | 8 | <u>18</u>              | 27                | 4,6        |
| d) The event covered a right number of topics for the amount of time available | <u>1</u>                  | 0 | 5 | 3 | <u>18</u>              | 27                | <u>4,4</u> |
| e) Presentations made during the event were relevant and useful                | 0                         | 0 | 1 | 6 | <u>20</u>              | 27                | 4,7        |
| f) Enough time was reserved for questions to speakers                          | 0                         | 1 | 1 | 5 | <u>20</u>              | 27                | 4,6        |
| g) The topics for the group discussions were relevant                          | 0                         | 1 | 1 | 5 | <u>20</u>              | 27                | 4,6        |
| h) Enough time was reserved for group discussions                              | <u>1</u>                  | 1 | 2 | 2 | <u>19</u>              | 25                | 4,5        |

5 comments were left: (Here and after pieces of critical feedback are underlined.)

Practically all of them are very positive:

1. The topics covered during the event were a bit too much for the amount of time available.
2. The event covered an extreme number of topics for the amount of time available. I was surprised.
3. I was very impressed by the presence of the Minister of Finance of Russia at this event and his comments
4. Questions for this event were very difficult to formulate and tended to be general. There should have been more short periods of discussion
5. As it was said earlier, there were too many presentations, i.e. too much information for the short period of time. Content of the event was prepared on high level.

**Q9. How much do you agree with the following statements about the outcomes of the event?**

27 responses (100%) were received.

| Event objective has been achieved:  | 1 strongly disagree | 2 | 3 | 4  | 5 Strongly agree | Response Count | Average    |
|---|---------------------|---|---|----|------------------|----------------|------------|
| <b>TCOP Plenary meeting</b>   |                     |   |   |    |                  |                |            |
| Offer to TCOP members an opportunity to get familiar with the Russian treasury experience in several PFM areas, including management of Single Treasury Account, delimitation of roles and responsibilities between the treasury and budget institutions in the process of budget execution, and the role of treasury in financial reporting. | 0                   | 0 | 0 | 10 | <u>17</u>        | 27             | 4,6        |
| <b>Main event (<i>Please note that one respondent did not participate in Cross-CoPs Plenary</i>)</b>  |                     |   |   |    |                  |                |            |
| Share information about the concepts and tools of fiscal transparency and accountability and how these can be applied (from a central finance agency perspective)   | 0                   | 0 | 0 | 5  | <u>22</u>        | 27             | <b>4,8</b> |
| Form a long term view of how the topic can be involved in the future work of PEMPAL Communities of Practice (COPs).   | 0                   | 0 | 0 | 7  | <u>19</u>        | 26             | 4,7        |

4 informative comments were left about outcomes of TCOP Plenary meeting.

1. *I appreciate the first presentation of Mr.Alexander Demidov, Deputy Head of Treasury of Russian Federation: "Approaches to formation of the functional model of the Treasury of Russia and personnel training". It's very well structured, concentrated and comprehensive, covers all areas. Good start, half the work.*
2. *I did not have enough information on the administrative organization*
3. *One day is not enough!*
4. *Topics mentioned above were not covered in full.*

And 5 comments about the outcomes of the main event:

1. *Fiscal transparency using modern technologies. Automation of Treasury operations to perform general government transactions through accounting (avoiding manual physical movement of documents and cash) Moving to accrual basis of accounting by the best practices for management of the financial position of the general government.*
2. *I consider my work, economic and financial inspection, it is a basic component of the topic. Thus, I propose that in the future meetings to introduce the topic "The role of state control in fiscal transparency and accountability".*
3. *Awareness has been increased but issue needs to be addressed by individual CoPs*
4. *We acquired additional knowledge and possibility to compare activities of other countries.*
5. *Implementation of cash servicing activities in real-time mode ensures transparency of the budget*

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

### **Q10. Please rate the quality of the organization and administration of the event:**

Answered question – 27 (100%). Most of the ratings are very high.

| Answer Options            | 1 low | 2 | 3 | 4 | 5 high    | Response Count | Average rating |
|---------------------------|-------|---|---|---|-----------|----------------|----------------|
| Quality of organization   | 0     | 0 | 0 | 2 | <u>25</u> | 27             | 4,9            |
| Quality of administration | 0     | 0 | 0 | 3 | <u>24</u> | 27             | 4,9            |

There were left 5 comments. Most of commenters (4) responded that quality of administration and organization was great. For example: “*Quality of administration and organization as usual was on a high level. I’d like to thank the administrative group for the efficiency and quality*”, “*Quality of administration and organization was on a high level. Work of translators is particularly noteworthy.*”

Comment with notes:

1. *Problem of hotel booking but not organizer’s fault*

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

27 (100%) answers were given. And 26 responses (96.3% from responded) were “Yes”. 1 person gave the answer “No” (3.7%)

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

26 (96.3%) answers were given. And 96.1% of respondents (25) replied “Yes”. 1 persons (3.8%) did not receive practical information prior to the event.

**Q13. Are you satisfied with the quality of simultaneous interpretation provided during the event?**

**Q14. Are you satisfied with the quality of written translation of event materials?**

27 responses were given (100%) to both questions.

| Answer Options              | 1 low | 2 | 3 | 4 | 5 high    | Response Count | Average rating |
|-----------------------------|-------|---|---|---|-----------|----------------|----------------|
| simultaneous interpretation | 0     | 0 | 2 | 4 | <u>21</u> | 27             | 4,5            |
| written translation         | 0     | 0 | 0 | 1 | <u>26</u> | 27             | <u>5,0</u>     |

There was left 3 comments to Q13 and 4 comments to Q14.

*Q 13*

- 1. Simultaneous interpretation was great.*
- 2. Interpretation was on a high professional level, we did not feel any misinterpretations.*
- 3. Quality of simultaneous translation was very high. There were no problems with perception or discrepancy terminology.*

*Q 14*

- 1. Some translations not received before event*
- 2. Written translation was on a high level.*
- 3. I had feeling that all the event was organized on one language which we knew very well*
- 4. Quality of the written translation was very high.*

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

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

There are 27 (100%) answered question..

| <b>Answer Options</b> | <b>Response Percent</b> | <b>Response Count</b> |
|-----------------------|-------------------------|-----------------------|
| Disappoint            | 0,0%                    | 0                     |
| Meet                  | <u>70.4%</u>            | <u>19</u>             |
| Exceed                | 29.6%                   | 8                     |

#### **Q16. What did you like most about the event?**

20 comments were left. All of them are valid.

Participants like different aspects of the event:

Comments like *“I liked everything.”* were left 4 times. For example: *“Event was organized perfectly from the beginning to the end.”*

**Organization and work of resource team** were mentioned in 3 comments For example: *“Good overall organization of the event and maximum commitment and professionalism of the hosts, i.e. Ministry of Finance of the Russian Federation.”*

**Group work** was mentioned 3 times. For example: *“The discussions in the small groups where we could share more information on specific topics”*

Participants like to **share experience with colleagues and experts** (mentioned 4 times) For example: *“Possibility to contact with the other participants for experience exchange.”*

**Presentation of Russia** was mentioned 2 times: For example: *“The high level participation from the host country. Live demonstrations of the Treasury systems and citizen's budgets”*

**Experts' and colleagues presentations** were mentioned 2 times. For example: *“The external experts' presentations.”*

**Active participation and friendly atmosphere.** For example: *“Most of all I like general interest of the participants in the stated subject, as well as their active participation, allowing fully share its experience in the field of transparency and accountability with colleagues..”*



### **Q17. What did you not like most about the event?**

17 comments were left. 5 of them are comments like “*I liked everything*” or “*Nothing*” It means that there are 12 comments about elements which were not like by participants.

5 respondents did not like **Intensity of the event** and **Time issues** For example: “*The amount too much of information in a shorter time*” “*Some days included too many presenters. There were a lot of new and interesting information, while too little time was allowed for discussions following questions raised relating to presentations.*”

**Lack of social events (time to see Moscow)** were mentioned 2 times. For example: “*I regret that due to the busy agenda, was not enough time to visit Moscow*”

Other comment:

1. *I don't think that the presentations and other materials should be printed out for all participants. Electronic versions should suffice.*
2. *Not all participants from the member-countries were on the appropriate level, were not active enough*
3. *Group meeting evaluation next day*
4. *Kosovo not participating on this event as PEMPAL member*
5. *Not all participants attended all sessions*
6. *I don't think that the presentations and other materials should be printed out for all participants. Electronic versions should suffice.*

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

27 responses were given (100%) and 96.2% of them (26) are “Yes”. 1 person (3.7%) responded “No”.

### **Q19. How do you plan to brief your colleagues?**

26 responses (96.3%) were given

| Answer Options                  | Response Percent | Response Count |
|---------------------------------|------------------|----------------|
| Share materials                 | <b>57.7%</b>     | <b>15</b>      |
| Make a presentation             | 11.5%            | 3              |
| Prepare a back-to-office report | 69.2%            | 18             |

3 comments were left and in all of them commenters mentioned that already briefed colleagues:

1. *On arrival I prepared and made a presentation on themes interested for my department.*
2. *For the time of filling out the questionnaire, I make a presentation to all employees of the Central Treasury of the MoF of the Kyrgyz Republic*
3. *I have already done that. We held a joint meeting, I have briefed my supervisors, managers and colleagues in the Treasury. For information purposes, I have compiled a report covering Moscow plenary meeting issues on the topic: Fiscal Transparency and Responsibility.*

## **Q20. How much do you agree with the following statement?**

25 respondents (92.6%) replied to this question.

| Answer Options  | 1<br>strongly<br>disagree | 2 | 3 | 4 | 5<br>Strongly<br>agree | Response<br>Count | Average |
|---|---------------------------|---|---|---|------------------------|-------------------|---------|
| I will be able to apply the knowledge acquired at this event to my work | 0                         | 0 | 2 | 6 | <u>17</u>              | 25                | 4,6     |

## **Q21. How can you apply the acquired knowledge?**

14 comments were left.

Some respondents mentioned that “***I will apply the acquired knowledge in my work***” (mentioned 3 times) For example: “*I will apply acquired knowledge in my work specifically in implementation of transparency and accountability*”

**In developing methodological materials and Legal framework** (mentioned 2 times).  
“*Preparation of draft regulations on liquidity management*”, “*I will make proposals regarding the improvement of the legal framework*”.

**Help in reforms and bigger transparency of budget process** was mentioned 3 times For example: “*Some details could be used in the future reforms*”

**Other countries experience** was mentioned 4 times. For example: ” *Using other countries experience*”, “*The exchange of experiences with colleagues from many countries helped me to gain considerably wider picture on many professional dilemmas I have had.*”

Some quotations from comments:

1. *Presenting to superiors and colleagues achievements of best practices and propose ways of adapting to the conditions of the system and country environment*
2. *The budget process is interconnected, you can not execute the budget without having to know how it developed, and vice versa.*
3. *The example of Federal Treasury of the Russian Federation was a good example of open budget practice for citizens; also experiences of other countries in the area of budgetary execution policies in a transparent manner*

**Q22. Overall, my satisfaction with the event was...**

Answered question – 26 (96.3%).

| <b>1 not satisfied</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5 highly satisfied</b> | <b>Response Count</b> | <b>Average</b> |
|------------------------|----------|----------|----------|---------------------------|-----------------------|----------------|
| 0                      | 0        | 0        | 6        | <u>20</u>                 | 26                    | 4,8            |

## ***RECOMMENDATIONS FOR THE FUTURE***

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

16 comments were left and 9 of them consist suggestions.

Here they are:

- 1. It could be organized for longer period or the number of covered topics should be less.*
- 2. I propose that in the future meetings to introduce the topic "The role of state control in fiscal transparency and accountability".*
- 3. Successfully selected experts - the key to success*
- 4. Plenary cross CoP events are now very large, expensive and difficult to organize but remain important. The choice of the team was good as was the organization. But there does need to be more time allocated for discussion and more consideration as to how this can be used to lead to tangible outcomes*
- 5. I think it is necessary to ask PEMPAL members about interested topics. All members - reformers and novice with no experience in achieving a high level of public financial management*
- 6. Give the participants more time for discussion in small groups. 2. Specifically identify topics (legal and regulatory framework, account management at STA, reporting, registration of contracts, the use of budget classification, etc.)*
- 7. I believe that the event was extremely well planned, organized and executed*
- 8. I would like to see social events more. At least one day free for social events.*
- 9. Expanding to more practical applications and study cases adopted in different countries*

**Q24. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?**

6 comments were left. And 3 of them are informative.

Here they are:

- 1. Adopt the experience of more developed countries.*
- 2. More detailed consideration of the available modules*
- 3. yes, there are some reports about public internal control, accountability and transparency*