

PEM PAL MOSCOW TCoP WORKSHOP Survey

On June 25-27, 2012 PEM PAL TCOP workshop took place in Moscow and Vladimir, Russian Federation to discuss treasury modernization.

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/G8J5TWT>

The survey started to collect responses on July 3 and finished on July 21, 2012.

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

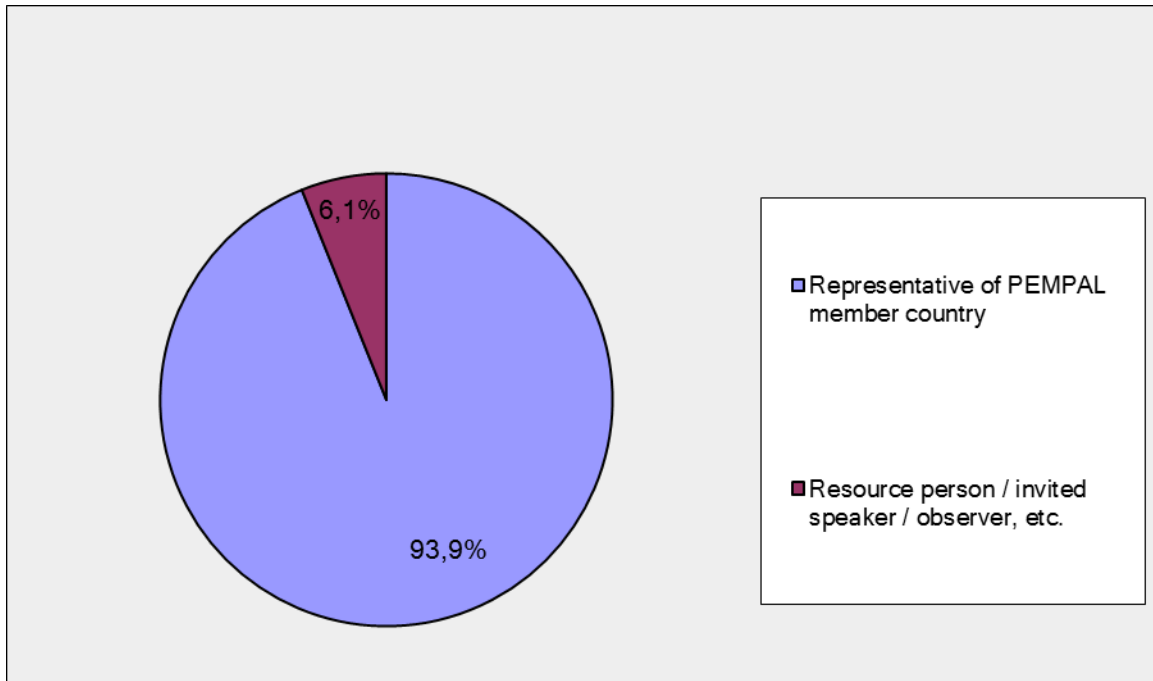
39 persons started to response to the survey. 35 (89 .7%) responses were fully completed. In this report, we analyze all 39 responses. For further calculation, we take this quantity as 100%.

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

INFORMATION

Q1 You are...

33 (84.6%) respondents gave answers. Among them: 31 representatives of PEMPAL member country and 2 Resource persons.



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

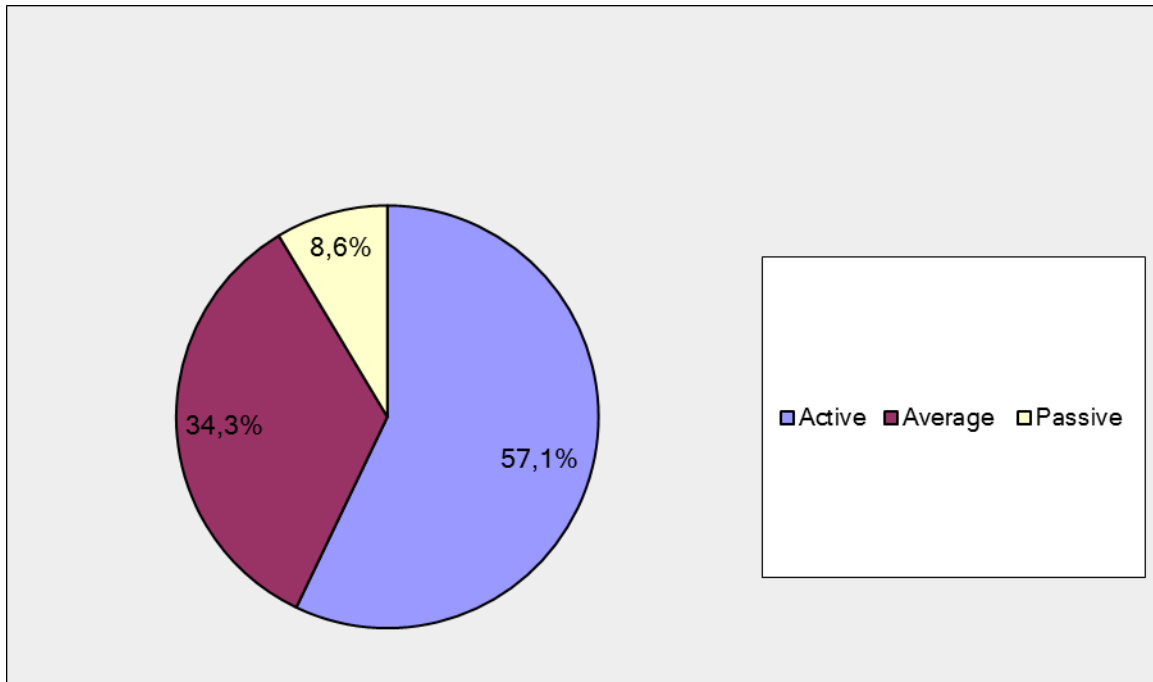
36 respondents (92.3%) answered this question. And 41.7% of them replied “Yes”.

Answer Options	Response Percent	Response Count
Yes	41.7%	15
No	<u>58.3%</u>	<u>21</u>

PART I EVENT DELIVERY

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

35 (89.7%) answers were given. 20 (57.1%) respondents think that their participation in the event was ‘Active’. 12 (34.3%) respondents think that their participation was ‘Average’. 3 (7.6%) chose the option “Passive”.



Q4. How do you rate the workshop duration?

35 respondents (89.7%) answered this question. And most of them rated the workshop duration in a positive way.

Answer Options	Response Percent	Response Count
Too short	14,3%	5
About right	85,7%	30
Too long	0,0%	0

14 comments were left and in 11 of them the workshop duration was commented. Most of commentators (8) replied that the duration was “*Enough to examine all issues mentioned in agenda.*”(4)¹

2 comments said that “*Probably will be better to have more time for the discussions in small groups*” (1).

¹ See list of all comments attached to this report.

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

35 (89.7%) respondents answered this question.

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	1	1	2	12	<u>19</u>	35	<u>4,3</u>
For free discussions	2	4	9	<u>10</u>	9	34	3,6

13 comments were left. In 7 of them respondents mentioned, that not enough time was allowed for discussions: «Because of cultural events there was too less time for discussions in small groups. One day more would be better.» (13)

Q6 How do you appreciate the idea of allocating one day of the workshop agenda to the presentation of the hosting country experience in treasury modernization?

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	2	<u>33</u>	36	4,9

Q7. Please, comment what you liked or not liked about the 1st day of the workshop program, when the experience of the Russian Federation in treasury modernization has been discussed.

27 respondent left the comments. 21 of them are positive. 2 – positive with slight negative remarks. 4 comments are about what participants did not liked about the 1st day of the workshop.

6 respondents liked everything. For example: “I liked everything. It was interesting day”.(24)

Positive aspects: good presentation and overall impression after Russian experience. For example: “I liked the possibility to receive the overall impression about the reform undertaken in Russia, with all important accents, main difficulties and learned lessons.”(8)

Negative aspects: “Not enough time for questions and discussion.”(4) (3 comments)
 “...this event looked like a presentation or a conference and not a workshop...” (19) (2 comments)

Q8. How useful was for you the visit to the Vladimir region Treasury Office?

There were given 35 (89.7%) responses. Only 1 person thinks that this visit was Not useful.

Answer Options	1 Not useful	2	3	4	5 Very useful	Response Count	Average
	1	0	0	11	<u>23</u>	35	4,6

18 respondents left comments. Practically all of them are positive.

Respondents think that “As people say: ‘one eyewitness is better than two hear-so’s’...” (11) (3 comments)

But again lack of time was mentioned in 3 comments/ For example: “*Our visit to the Vladimir office was well organized and useful. The only thing I can complain is that there was not enough time to fully understand the daily IT operations done by the office. I must accept that the issue is so comprehensive in order to be completed in a one day period. However, a little bit more time may be allocated in order to indicate a comprehensive daily operation of a regional office.*”(3)

Q9. In your opinion, will you be able to apply the knowledge you have acquired at this workshop to your daily work?

35 respondents (89.7%) answered this question. Average rating is positive.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	10	<u>13</u>	12	35	4,1

15 comments were left.

Most of them are positive. 2 respondents were not sure: “*I cannot answer precisely*” (10)

Others think that they be able to apply the knowledge to their daily work. For example: “*The knowledge acquired about other treasury national practice always could be useful for organizing your work, for estimating shortcomings and advantages of your own system and improving it in the best possible way*” (3)

For some participants the workshop helped to become sure that the reforms in their countries were in the right way. For example: “*As a result of experience exchange with the Russian Federal Treasury we made sure that our reforms are in parallel ways, i.e. on the right direction that gives us possibility surely starts next stages.*”(6)

For others the workshop helped to realize what kind of modernization would be necessary for their Treasuries. For example “*As we are now choosing what kind of modernization we need, so all we saw and heard during the workshop and conversations with representatives of other country treasuries will be applied in practice.*” (12)

Q10. Please read the following statements, and tell us if you agree or disagree with each of them. (Please rate each item):

36 respondents (92.3%) 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	1	0	4	10	<u>18</u>	33	4,3
b) I learned from the experience of other participants in the workshop	1	1	4	14	<u>16</u>	36	4,2
c) The level of the workshop was appropriate for a person with my experience and knowledge	0	0	1	14	<u>21</u>	36	4,6
d) Participants had about equal level of prior expertise relevant to the workshop topics	3	1	7	12	<u>13</u>	36	3,9
e) The presentations demonstrated during the workshop were relevant and provided useful information	0	1	7	11	<u>17</u>	36	4,2
f) The workshop covered appropriate number of topics for the amount of time allocation	0	0	7	12	<u>17</u>	36	4,3

Q11. Are you satisfied how the small group discussion sessions were organized?

36 respondents (92.3%) replied to this question.

Answer Options	1 not satisfied	2	3	4	5	Response Count	Average
	2	1	3	10	<u>20</u>	36	4,25

19 comments were left. Most of them are positive. Some of them are positive with negative remarks and 3 are negative.

Positive aspects: «*Organization was good, including all topics for discussion.*» (8)

Negative aspects: And again, participants noted a lack of time for discussions. (5 comments) For example: “*I prefer more time for the small group discussions*” (6)

Example of the negative comments: «*I am not satisfied especially in the second session of discussions. I think that such approach erode the principles of PEMPAL. Questions discussed were not those, which were indicated [in agenda]. Conclusions based on the results of a discussion did not express opinions of participants of the discussion as they were made by one person, It looked like as the discussion was conducted just formal.*».

PART 2 EVENT ADMINISTRATION

Q12. Please rate the quality of organization (pre-event administration and logistics, etc.) and administration (staff responsiveness, etc.) of the workshop:

Answered question – 36 (92,3%). All the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of workshop organization	0	0	0	2	33	35	4,9
Quality of workshop administration	0	0	0	4	32	36	4,9

There were left 15 comments: Most of them are very positive. For example: *“Probably, this was the best organization that I have ever participated in a foreign country so far. All the staff I met was very kind, helpful and informative. Accommodation, meals and trips were also well-chosen. I returned to my country with valuable knowledge and beautiful experiences. Thank you for everything, PEM PAL.”* (12)

And only one comment is about problem: *“Bad work of translator: translation was not constantly correct, poor articulation, often he was late with translation..”* (12)

Q13. Did you receive agenda and event information in sufficient time before the event for them to be useful?

36 (92.3%) answers were given. 100% of them were “Yes”.

Q14. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

36 (92.3%) answers were given. 100% of them were “Yes”.

PART 3 OVERALL IMPRESSION

Q15. Overall, my satisfaction with the event was...

Answered question – 36 (92.3%). 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>26</u>	36	4,7

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

There are 36 (92.3%) answered question.

Answer Options	Response Percent	Response Count
Disappoint	2,8%	1
Meet	66,7%	24
Exceed	30,6%	11

9 comments were left. 7 of them are very positive. For example: *“I expected to hear presentations and experiences about modern treasury operation in participating countries so that I could compare them with treasury operations in my country. My expectations were met.”* (2)

1 comment is not so positive: *“I cannot say that I was totally disappoint as well as my expectations were met. But there were more disappointments so I put such rating.”* (5)

Q17. What did you like best about the workshop?

28 comments were left. 27 of them are valid. 4 of them are comments like: *“Everything was okay”* (20)

Participants liked best:

Exchange of experience/ work with colleagues (9 comments) – *“I always like best the opportunity to talk to other colleagues”* (10)

The hosting country (Russia) and free time (3 comments) *“...The entertainment organized at the first night of the Vladimir was also wonderful.”*(8)

Small group discussions / work in small groups (3 comments)

Presentations of Russia, other countries and experts presentation (8 comments) – *“Complex presentation of the Russian Treasury at central and local level...”* (14)

Organization and administration of the workshop (5 comments) *“High level of workshop organization, informational materials...”*(21)

Q18. Which elements of the workshops you did not like?

22 informative comments were left. 12 of them are comments like *“There is no such elements.”* Or (8) *“No comments. Everything was fine”*. (7)

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: *“Too many relocations”* (13) *“Work in small groups was not as interesting as it was in Astana in 2011”* (17)

And one comments are about translation: *“Not so accurate translation”* (14)

Q19. Suggestions to improve the content, approach and other aspects of the workshop:

18 valid comments were left, and 12 of them consists suggestions.

Here are some quotations: *“Even though this workshop had more small group discussions I would like to see more time allocated to the aforementioned discussions.”* (18)

“In my opinion, country cases may be cut down on a little. For example, it can be chosen to focus on less country cases in order to fully concentrate cases a few countries.” (4)

“Group discussions about important topics for modernizations treasury system members of the top managers from all countries should be present at the seminars.” (2)

Q20. Do you plan to brief your colleagues on this event?

There were left 33 (84.6% of respondents) responses. And 100% of them replied “Yes”.

15 comments were left. And 5 of them mean that a report or presentation has already been done. For example: *“We have done this the next day after our arrival.”* (4)

PART 4 PLANS FOR THE FUTURE

Q21. Would it be useful for you or your colleagues to attend the future TCOP workshops?

36 persons (92.3%) responded to this question and 100% of the answers are positive.

11 comments were left. For example: “*We have 2-3 years till the end of our reforms so other countries experience is the breath of life to us.*” (10)

“*I belong to a Budget CoP. Treasury operations require connection between the activities related to budget planning and budget execution. Therefore, it is very useful to attend (occasionally) meetings of TCoP addressing relevant topics.*” (3)

Q22. Do you intend to submit/upload documents for the PEMPAL virtual library during the workshop?

34 persons (87.1%) responded to this question.

Answer Options	Response Percent	Response Count
Yes	94.1%	32
No	5.9%	2

23. Which topics would you like the future TCOP events to address?

22 comments were left. For example:” *Management of the payments, cash management, management of the commitments, internal control of the activity in the treasury systems*”(1) “*The challenges of accrual based reporting.*” (5)

‘Treasury and IT’ was mentioned 6 times,

‘Accounting in Treasury and public sector’ was mentioned 6 times.